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no load**  
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Issue 060 March 2016 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



## LIFE AFTER BRITANNIA

Why Squab Group decided  
to go it alone. Page 26

# Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

## Guernsey & Jersey

0 - 500cuft	£1.70 per cuft
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1001 - 1500 cuft	£1.30 per cuft

Alderney, Sark, Herm rates on request.



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## H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
- When shipping goods to The Channel Islands, Customs require three copies of your company's invoice stating country of origin & value - for new effects only
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- The only genuine 'self resourced' daily service to The Channel Islands
- Full origin services available on both Islands to FIDI FAIM standard

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# TheMover

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The deadline for article submission is the 1st of the month preceding publication.

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## LEADER

## Bigger and better on our fifth birthday

Steve Jordan, Editor



Sometimes the world moves too quickly for a monthly publication. This month we have been a victim as the container weighing problem continues to evolve. Since writing the interview with John Trenchard on page 18 and reporting on the announcement from Tilbury that the port is prepared to weigh containers on behalf of customers (page 30), Southampton and London Gateway have said they will do the same. The port of Charleston has also come out as the first port in the US that plans to offer a service.

To be fair I have predicted in this issue that market forces will take over and command ports to provide a service where there is sufficient competition. But I didn't really expect it to take off quite so quickly. Mind you, the port of Savannah, that competes head on with Charleston, is so far holding out. Who can say how it will develop? I am sure of two things though: 1) you should still make your own plans, and 2) by the time you read this the situation will have moved on again.

Some of you might have noticed that this issue of *The Mover* has changed. It has a slightly more robust and glossy cover. I hope you like it. It's a sort of celebration really as this is number 60. Five years! And they said it would never last.

More importantly, we have increased the page count from 48 to 52. It's only a small change but it has been made necessary by the amount of advertising the magazine is attracting nowadays. It would be easy to keep the same number of pages, fill the magazine up with adverts and give you nothing much to read. But that's not our way. *The Mover* will always have more editorial than advertising and, if we have to keep on making it bigger, that's what we'll do. Thank you to all our advertisers and contributors who have helped us keep the industry informed while remaining solvent.

The extra space has given us room for even more stories. There are some real goodies in this issue. I would be very interested, for example, in your opinions on the 'She's RHA' story on page 8. I know we are opening ourselves up to the wrath of scorned women the world over by running this story but our Nikki, who is undoubtedly female, was incensed by it. Thanks to Emma and Caroline for adding some balance. What do you think?

Steve Jordan



● SMMT Chief Executive Mike Hawes.

## CV demand reached an all-time high in 2015

Commercial vehicle demand reached an all-time high in 2015, according to figures released in January by the Society of Motor Manufacturers and Traders (SMMT).

A steep curve in growth since 2012 has seen the CV market overtake pre-recession levels with a total of 423,894 vehicles registered in 2015.

Growth was fuelled by the van sector, where demand - buoyed by the ongoing online shopping boom and attractive finance deals - hit record levels: up 15.6% to 371,830 registrations in 2015. Trucks also showed robust growth in a return to form for the sector, with registrations up 25.5% to 52,064 units, following a slower year in 2014 after regulatory upheaval resulted in a distortion of fleet renewal patterns.

Mike Hawes, SMMT Chief Executive, said, "This is excellent news for the commercial vehicle industry, and indeed the economy, with registrations of both vans and trucks posting strong gains, up

**"CV demand is a key barometer of UK economic confidence and the market's strong growth in 2015 was particularly encouraging."**

Mike Hawes

16.7% in total on 2014. CV demand is a key barometer of UK economic confidence and the market's strong growth in 2015 was particularly encouraging. However, with these record figures in mind, we will expect to see the market levelling off slightly in 2016."

  
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## NEWS: UK

## FTA publishes 2016 edition of its legal guide

The 54th edition of the Freight Transport Association's Yearbook of Road Transport Law, sponsored by Bridgestone, has now been published.

The Yearbook, which has been fully updated for 2016, is an indispensable publication designed to provide those in charge of commercial vehicles with all the information they need about road transport legislation.

The Yearbook's 460 pages cover all aspects of road transport law, including operator licensing, driver licensing, weights and dimensions, construction and use and traffic regulations, with related material regarding employment, health and safety, plus key addresses and other contact details.

Every FTA member receives one copy of the Yearbook and can download a further free copy from their account on the FTA website.

Additional copies can be purchased from Shopfta at a cost for FTA members of £42, or £80 for non-members with discounts for multiple orders. Please quote product code 4501. Further details are available from [www.shop.fta.co.uk](http://www.shop.fta.co.uk) or by calling 03717 11 11 11.



● FTA Yearbook 2016.



● Figures indicate a possible slight softening in the underlying rate of house price growth.

## UK's quarterly house price growth remains below 2%

The Halifax House Price Index shows that prices in the last three months of 2015 (October-December) were 1.6% higher than in the preceding three months (July-September).

The quarterly rate of change remained below 2% for the second successive month; its lowest values during 2015.

Prices in the three months to December were 9.5% higher than in the same three months a year earlier. This was a little higher than November's 9%, keeping the annual rate in the 8-10% range where it was for nearly all of 2015.

House prices increased by 1.7% between November and December. This maintained the fluctuating monthly house price pattern seen during the second half of 2015. The quarter on quarter change is a more reliable indicator of the underlying trend.

Newham in London recorded the biggest rise in house prices among major UK towns and cities over the past year, according to separate

recent research by Halifax. The average house price in the London borough was 22% higher than in the previous year, nearly double the 12% increase in London as a whole. Those areas that have seen the biggest house price increases over the past year are either in outer London or within close commuting distance of the capital.

Martin Ellis, Halifax Housing Economist said, "House prices in the three months to December were 1.6% higher than in the previous three months. This was the second successive month that this measure has been below 2%, indicating a possible slight softening in the underlying rate of price growth."

"There remains, however, a substantial gap between demand and supply with the latest figures showing a further decline in the number of properties available

**"House prices in the three months to December were 1.6% higher than in the previous three months. This was the second successive month that this measure has been below 2%..."**

Martin Ellis

for sale. This situation is unlikely to change significantly in the short-term, resulting in continuing upward pressure on prices."

## New benefit for advertisers in *The Mover*

Great news! All our advertisers now have the added benefit of having their website and e-mail addresses appearing as live links in the PDF version of the magazine, which is available

every month to download or read online.

Advertisers already benefit from being included in the list of advertisers on *The Mover's* website, [www.themover.co.uk](http://www.themover.co.uk), and being regularly mentioned

on Twitter, Facebook and LinkedIn accounts, all with links to their websites.

There is no charge for this additional service and we hope it will bring you even more business in 2016 and beyond.





## Scottish rate of Income Tax

The Scottish rate of Income Tax will come into effect from 6 April, 2016.

What you need to know:

- Scottish taxpayers will have a tax code prefixed by an 'S'. Scottish tax codes will be issued as part of the annual coding routines to employers, so the correct rate of income tax can be deducted based on each individual's taxpayer status;
- If any of your employees live in Scotland you will be sent the 'S' tax code in the annual coding run;
- You must ensure that your payroll software is up to date and able to apply the new 'S' codes;
- You will need to apply the new 'S' tax code to all employees identified as being a Scottish taxpayer, even if the rates of Income Tax in Scotland remain the same as the rest of the UK;
- There will be no change to the way you report or make payments for income tax to HMRC, other than applying the 'S' tax code to Scottish taxpayer employees;
- You do not need to take any action to identify whether any of your employees are Scottish taxpayers, as this will be done by HMRC using the address information held on their records;
- Please encourage your employees to tell HMRC if their address changes to enable it to correctly identify any Scottish taxpayers and ensure they pay the right amount of tax;
- The tax tables were updated on [www.gov.uk](http://www.gov.uk) in February 2016 to show the Scottish rates of Income Tax for basic, additional and higher rate taxpayers.

On 2 December, 2015 HMRC began to contact people living in Scotland where its records showed this is their main address, to inform them they have been identified as being a Scottish taxpayer.



● 2015 was another strong year for first time buyers.

## 43% of home buyers were first timers in 2015

According to [reallymoving.com](http://reallymoving.com), 2015 was a stronger year for first time buyers across the UK, with more than two-fifths of all buyers being first timers; up to 43% from 37% in 2014.

The figures, which are based on analysis of the 200,000 movers that used [reallymoving.com](http://reallymoving.com) to obtain quotes for home removals, building surveys and conveyancing show that while the number of first time buyers active in the housing market rose in 2015, the gap between the average price they paid and other buyers already on the property ladder increased too.

### First time buyers not overstretching themselves

In 2014, the average price paid by first time buyers was 79% of that paid by other buyers. But last year, the average price of £202,000 paid by first time homeowners was only three-quarters (75%) of average house prices (£269,000).

Furthermore, while the cost of first time buyer purchases rose slowly by 4% in 2015, the average price increase for other home buyers in 2015 rose by almost a tenth (9%).

### Staying local

This annual review of UK home buyers also found that half of

all moves made in 2015 were to properties nine miles or less from their previous address.

### Downsizing homes

Fewer home buyers were looking to downsize their property in 2015 with only a third (31%) opting to buy a home for less than the one they were selling, down from 34% in 2014.

Rob Houghton, CEO of [reallymoving.com](http://reallymoving.com), is encouraged by rising numbers of first time buyers, but believes certain parts of the country will be virtually unobtainable for those at the bottom of the property ladder until there is a full review of planning regulations. "It's good to see the increase in first time buyers, although large areas of the country remain prohibitively expensive for many," said Rob. "Until planning regulations are changed to allow more properties to be built we don't see much prospect of a significant change in this."

The analysis also showed that the distance people are moving continues to drop. Rob believes that as the jobs market improves people are not having to move as far to find work.

## New dividend tax from April

From 6 April, 2016 the way in which dividends are to be taxed will change.

At the moment basic rate taxpayers are not required to pay tax on dividends, however from 6 April the notional 10% tax credit on dividends will be abolished and replaced with a new tax-free Dividend Allowance.

### How the new system will work

Under the new system, all taxpayers will have a new tax-free dividend allowance of £5,000 a year. This therefore means that you will not have to pay tax on the first £5,000 of your dividend income, no matter what non-dividend income you have. Any sums above £5,000 will depend on your income tax band and will be taxed as follows:

- 7.5% on dividend income within the basic rate band;
- 32.5% on dividend income within the higher rate band;
- 38.1% of income within the additional rate band.

If your dividend income pushes you from one tax band into the next, you will then pay the higher dividend rate on that portion of income. No tax will be deducted at source, instead you must use self-assessment to pay any tax due.

If you are a company director and shareholder who takes a dividend instead of a salary, then you should be looking to obtain professional financial advice to understand how you may be affected by these changes and what steps can be taken.

Information courtesy of Backhouse Jones Solicitors.



● Changes take effect on April 6.

## TRADE ASSOCIATIONS: SHE'S RHA

# Will 'She's RHA' woo women into the transport industry?

Nikki Gee from *The Mover* magazine voices her opinion on the latest idea from the RHA.

**N**ow I'm not one to get hot under the collar about press releases coming into the office at *The Mover*, but when one arrived from the Road Haulage Association entitled 'RHA has the wit to woo women', I felt I just had to make a comment. The story was about a new initiative conceived by one of the RHA's female Board members, Lesley O'Brien, called 'She's RHA' aimed at encouraging more women to work in the transport industry. For a start I found the title of the release rather patronising, and 'She's RHA' even more so. What does it mean anyway? It sounds like a medical condition.

Here's an extract from the story: *The Road Haulage Association is launching She's RHA, designed to address the acute shortage of women in road transport. The industry has a workforce of 2.2 million of which just 2% are women. As a result, the haulage sector misses out on a wealth of diverse talent and performance benefits that women can provide.*

*Lesley O'Brien said, "She's RHA will encourage, support, mentor and empower women of all ages, skill sets and experience. We need to inspire women to choose a career in transport. I am delighted that the RHA recognises the contribution that women can make and has taken the initiative to work with its members to facilitate a dynamic support network through She's RHA."*

There may well be only 2% of women working in the transport industry but quite why the RHA feels that a special 'ladies only' section would encourage more to join I don't know. After all there are plenty of successful female members of the RHA who seem to get along perfectly well and as far as I know nobody has ever been turned away because of their gender. Anyway, we're all supposed to be equal aren't we?

I contacted the Road Haulage Association and put the following questions to them. I received this reply from their PR Executive, Haris Khan.

## What is She's RHA?

*She's RHA is about celebrating women*

*in haulage by providing a platform where women can re-connect and empower themselves within the industry.*

## Will it be an online forum, regular meetings, etc. or a combination of things?

*It will consist of networking events, mentoring programmes, and will publicise literature about women in haulage.*

## Was the initiative conceived because women have asked the RHA for a women's group?

*Yes, the concept of She's RHA grew from something as simple as arranging small 'get-togethers' usually a coffee or lunch, this would be used to discuss work, share ideas and help solve any industry related issues.*

## What does the RHA believe that women in particular can bring to the transport industry?

*Better decision making. Research suggests having three or more women on the Board changes boardroom culture, leading to greater scrutiny, inclusion and collaboration, with more questions asked and clearer information given.*

## Why does the RHA believe that the transport industry is a good industry for women?

*The haulage sector is a great place for women to work because:*

- *It can accommodate flexible working hours;*
- *It's clean, environmentally friendly vehicles;*
- *Work can be office-based or cab-based;*
- *IT-led;*
- *Suits solitary or collaborative working.*

Of course, I work for a magazine rather than on the front line of the moving industry so I invited a number of prominent women in the moving business to comment on the RHA's idea. Only two responded, and both were positive about the initiative, so maybe I've completely missed the point.

Emma Lanman from Van Girls said: "I'm really pleased to see the RHA

*taking this positive action to offer a space for women in the industry to support each other with the longer term aim of encouraging more women. I think there are two reasons why this is important. Firstly, more women will be good for the industry, both economically, and in terms of experience for the customers, particularly in the removals sector. Secondly, making a traditionally male dominated industry more welcoming for women wanting to work in that area is vital for giving women the opportunities they deserve."*

Emma continued: "Once there are visibly more women in this industry they can serve as role models, showcasing different careers for young girls to aspire to and opening up the opportunities for the women of the future to be broader than gender norms usually promote. Countless removals companies have come to us at Van Girls, wanting us to subcontract for them as they recognise that having women as part of a removal crew improves the customer

**"Once there are visibly more women in this industry they can serve as role models, showcasing different careers for young girls to aspire to..."**

Emma Lanman



*experience, in many cases, and puts them at ease."*

Caroline Mason from John Mason International said: "I think it's a very positive initiative, particularly the mentoring part. Although I would like to think such groups aren't needed, the facts speak for themselves and the industry could benefit from more women. I think Women on the Move (FIDI) is great and their events are usually very well supported, suggesting that there is a need for this type of group. I think that these types of groups are very inspirational, allowing women to meet potential role models which is very important."

**"Although I would like to think such groups aren't needed, the facts speak for themselves and the industry could benefit from more women."**

Caroline Mason



Caroline added: "I agree that the best person for the job is all that matters but it's difficult to get more of a balance if there aren't as many female applicants for certain roles. This type of initiative encourages women to consider working in the industry and that they will be welcomed if they choose this type of work - which I think is a positive thing."

So, what do you think? Is She's RHA going to encourage more women to get into transport, and more particularly the moving industry, or is it sexist and patronising and something they can manage perfectly well without?

● Send your comments to [nikki@themover.co.uk](mailto:nikki@themover.co.uk)





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● The Port of Felixstowe.

## Port of Felixstowe to offer container weighing

Along with Tilbury – as reported elsewhere in this issue – The Port of Felixstowe has confirmed that it will also offer a container weighing service to ensure UK shippers are able to comply with new international regulations that will come into effect on 1 July, 2016.

**F**rom July, an amendment to the SOLAS (Safety of Life at Sea) Convention will require every export container carrying cargo to have its weight verified before it is loaded on to a ship.

Commenting on the new service, Stephen Abraham, Chief Operating Officer of Port of Felixstowe, said,

“We have met with many customers and from their feedback it is clear that there is still a lot of uncertainty amongst exporters about the new rules. The rules have the potential to cause significant disruption to export supply chains. To help avoid this we have decided to provide a service where export containers can be weighed at the port before

being loaded. We will provide further details about how the weighing service will work in good time to ensure all exporters can be compliant by the time the new rules come into force.”

The service, the cost of which has not yet been announced, will be available to containers arriving at Felixstowe either by road or rail.

## DRAFT GENDER PAY GAP REPORTING REGULATIONS PUBLISHED

**O**n 12 February, 2016 the government published draft gender pay gap reporting regulations for consultation. These regulations are due to come into force on 1 October, 2016.

They will apply to private and voluntary sector employers with at least 250 ‘relevant employees’ (those ordinarily working in Great Britain and whose contracts are governed by UK legislation). Mandatory reporting will also be extended to the public sector and there will be further consultation on how this will work in practice.

Under the regulations, employers must take their first snapshot of data on 30 April, 2017 and publish their figures by April 2018, to be reported annually after that.

Employers must publish their mean and median gender pay gaps as well as the number of men and women within each quartile of pay distribution. Additionally, employers must publish information relating to the gender bonus gap.

The report must be published on the employer’s website every year and employers must also upload it to a government-sponsored website. A written statement confirming the accuracy of the information will be required.

To support the government’s strategy to tackle the pay gap, £500,000 is being promised to help employers implement the regulations for male-dominated sectors such as science, technology, engineering and maths.

Information courtesy of Paul Mander, Partner and Head of Employment, Penningtons Manches LLP. Visit [www.penningtons.co.uk](http://www.penningtons.co.uk).

## The M6 Toll road for sale at nearly £2bn

**A**ccording to a report by the BBC, the 27-mile motorway route between Cannock and Coleshill is up for sale at a cool £2bn. The M6 Toll, the first in the UK, was opened in 2003 by Midlands Expressway Ltd at a cost of £900m but has been blighted by under use from the start. Figures from 2014 show a loss of £28.6m, down from £32.5m the previous year.

Recently the number of vehicles

using the road has increased, possibly due to the improving state of the UK economy, with a reported 52,735 vehicles per week between October and December last year, compared with 45,890 in 2014. A consortium of 27 banks now effectively own the company and are selling their equity to recover around £1.9bn from the sale.

Hauliers have criticised the high cost of using the road with HGVs

having to pay £11 even if they don’t use the entire 27-mile stretch. Comparisons have been made with toll roads in France and Spain where trucks pay by the mile with prices slashed dramatically for journeys at night.

The BBC report says that the National Alliance Against Tolls (NAAT) believes that the government should buy the motorway and remove the charge completely.



● Employers will be required to publish gender pay gap data annually from April 2018.



## £20 million government boost for driverless cars

Eight projects have been awarded £20 million in government funding to develop the next generation of driverless vehicles.



● The UK is at the forefront of research into driverless cars.

The projects are the first to be funded from the government's £100 million Intelligent Mobility Fund. They range from developing autonomous shuttles to carry visually-impaired passengers using advanced sensors and control systems, to new simulation trials for autonomous pods to increase uptake and improve real-world trials.

Trials to test driverless cars on the streets are currently being worked on in Bristol, Coventry, Milton Keynes and Greenwich. Autonomous vehicles are also being used at Heathrow to shuttle passengers, although these are currently on designated tracks.

The UK has a wealth of scientists and engineers who have established the UK as a pioneer in the research and development of connected and autonomous vehicles. The funding will help strengthen the UK as a centre for the fast-growing intelligent mobility market, estimated to be worth £900 billion per year globally by 2025.

Business Secretary Sajid Javid said, "Our cars of the future will be equipped with the technologies that will make getting from A to B safer, faster, and cleaner. They will alert drivers of accidents ahead and be able to receive information from their surroundings about hazards, increasing the safety of drivers, passengers and pedestrians. Britain is a world-leader in research and development in such innovative technologies which improve lives and create opportunity for all. That is why this government has protected the £6 billion science budget and is providing up to £20 million for these projects."

Transport Secretary Patrick McLoughlin said, "These projects will help profoundly change the way we travel within years, transforming our roads by making travel a simpler experience for drivers, reducing accidents and helping traffic flow more smoothly. They will also bring great benefits to our society and the wider economy by opening up new routes for global investment."

## FORS appoints new members to 2016 governance group

The Fleet Operator Recognition Scheme (FORS), now in its eighth year, has appointed representatives from TNT, High Speed Two Limited and Highways England to its Governance and Standards Advisory Group (GSAG).

The GSAG group consists of industry representatives, local authorities and enforcement agencies and was established by FORS to ensure that its standards remain current and relevant to industry needs, and to protect the integrity and reputation of the scheme.

Transport professionals from companies including DHL, John Lewis, Tarmac, Travis Perkins and Veolia as well as organisations such as DVSA, TfL, FTA, RHA and CILT, meet quarterly to discuss issues relating to the ongoing maintenance, development and enforcement of



**"It is essential to our central philosophy that we promote road safety and improve professional standards."**

Steve Agg

the FORS Standard.

Andrew Lowery, TNT's City Logistics and Public Affairs Manager said, "We are delighted to be able to add our support to the Fleet Operator Recognition Scheme. TNT

has been involved in the scheme for a number of years and it is an integral part of our commitment both to the very highest levels of legal compliance and to improving road safety for all."

Steve Agg, Chairman of the FORS Governance and Standards Group commented, "It's a great pleasure to welcome Andrew Lowery, Neil Cox and Samantha Twining from TNT, High Speed Two Limited and Highways England respectively to the FORS governance group. It is essential to our central philosophy that we promote road safety and improve professional standards. High profile, experienced professionals such as those in our governance group ensure we are able to uphold those qualities which help to enhance the image of the industry as a whole."

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**INSIGHT: TELEMARKETING**

● A CRM system will enable your staff to keep track of their calls.

## Keeping track of telesales – what do I need?

Telesales remains one of the most effective ways of communicating with prospective customers and making the most out of sales leads. Darren Frostick, Director of Leading Edge Market Solutions – a company that supplies information to clients in the removals, office fit-out and telecoms industries about companies planning to relocate – gives his advice on how to keep track of your telesales campaign.

**F**irst of all I want to stress that this isn't intended to encourage you to dash out and buy lots of expensive high-tech kit, it's more an overview of what you may find useful to help you keep your finger on the pulse of your telesales operations. I've assumed that you will be operating on a fairly small scale, with either one person or a small team of two or three people.

Telesales is very much a numbers game so it's important to keep track of how many calls your people are making and incorporate the data as part of your overall KPIs. To do this you'll need some sort of call monitoring software that will allow you to record things such as the call rate of each operator, the duration of the call and the follow-up action required. The

type of telephone system you use will, to a large extent, dictate the kind of system you need.

A traditional PBX system will require software to allow you to monitor calls and

**Telesales is still one of the most effective ways of following up leads and generating new business, but to be successful you need to get organised...**

there are a number of companies offering this type of product with varying degrees of complexity and sophistication to suit differing needs. Prices range from around £250 to about £1,000 and it's important

to look carefully at what information you really need to record and not to go for a system with too many bells and whistles that you'll never use.

If you're using a modern internet VoIP telephone system it will often come with a monitoring platform as part of the package. If not, your service provider will probably be able to bolt-on what you need for a modest installation fee and a slightly increased monthly charge.

### Call recording

Recording calls can be helpful if you need to look back at a call to verify information and is also useful for training purposes. However, this is an area where the Data Protection Act comes into play and there are strict rules about how it may be used. The Act only allows you to record conversations without consent in certain circumstances, such as to provide evidence of a business transaction. In most cases you will need to inform the person you're calling that the conversation is being recorded; this could be problematical when cold calling a customer and may make it more difficult to win their trust. There is more information about recording calls on the Regulator's website - [www.ofcom.org.uk](http://www.ofcom.org.uk) - and it's worth checking before deciding on your recording policy to avoid difficulties later on.

### Customer Relationship Management (CRM) systems

If you already have a CRM system such as ACT or Sales Force, your telesales people can use it to manage their calls and avoid you having to invest in a specialised system.

Make sure you have columns showing last call, call back, and comments. This will enable you to monitor what is going on easily. Most CRM systems are based around a spreadsheet format and therefore if you decide to update at a later date or buy data from a third party, you should be able to merge the information straight into your CRM system.

A CRM system will generally give you options such as call back reminders which can be very helpful. You can also have more than one user accessing and editing at a time and with cloud-based systems you can access the data from anywhere with an Internet connection, which is useful if your people are working from home.

Telesales is still one of the most effective ways of following up leads and generating new business, but to be successful you need to get organised and approach it in a systematic way. I hope the above will help you make the most of your sales opportunities.

Good hunting!

● For more information visit:  
[www.leadingedge-solutions.co.uk](http://www.leadingedge-solutions.co.uk).





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## NEWS: UK

## New trucks and new stunning livery for Matthew James

Matthew James Global Relocations has taken delivery of two new Mercedes Actros trucks, the latest additions to the company's 35-vehicle fleet.

The 300bhp Euro 6, 2,400ft<sup>3</sup> rigids are the first in the Matthew James fleet to bear the new company livery featuring members of the team carrying letters spelling the words 'HOME MOVE' displayed on the sides. As is traditional with Matthew James, the trucks are also beautifully custom painted, one with scenes from the movie *Frozen* and the other with images of the king of rock n' roll, Elvis Presley. One of the trucks also has a painting of Director Matthew De-Machen's daughter Olivia on the front, of which she is apparently very proud. The custom paint job was carried out by LA Spray Shop, with sign writing by ESP Signs and coach work by SBR Motorsport.

The new trucks, which are 100ft<sup>3</sup> larger than the firm's older rigids and have lower chassis height for easy loading, will be used mainly in the UK and for short-haul European work, with the company's famous road trains continuing to operate on long-haul routes.

As you would expect from a FORS Gold member, the new Mercedes are equipped with the very latest safety technology including 360 Birdseye view Brigade recordable camera systems to eliminate blind spots and improve visibility while manoeuvring. The vehicles also have full tracking systems that enable managers to



● The two new Mercedes Actros trucks in their Matthew James livery.

monitor driver behaviour, such as harsh breaking, speed, etc. and the truck's location during each journey. A device that cuts the engine if the driver is tail-gating is also fitted.

"These days safety and compliance is vitally important so we've invested in all the latest technology to help our drivers and crews," said Matt. "As well as the cameras and telematics the new trucks have six seats so the 3rd and 4th porters can travel in comfort and safety in the same vehicle. We've also gone for a 3-axle configuration to avoid any possibility of being overweight. With a 2-axle set up it's very easy to

go up to 8% overweight with a full load of average household goods, I think that's something a lot of movers don't realise."

Matthew James is planning more additions to the fleet with a new shape Scania due to hit the road in late 2016 or early next year.

## Van makeover marks couple's long service

Osbournes Removals driver Dave McClave was delighted when his faithful Mercedes van was given a makeover in recognition of his and his wife Deborah's long service with the Manchester-based mover. The couple have clocked up a total of 44 years with Osbournes and the van's refurb marked Deborah's 25 years with the company. As well as a complete respray and new vinyl livery the van has now been named 'Debs' in honour of Deborah's loyal service.



● Deborah with her namesake Debs.







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**BUSINESS:** PAYING SUPPLIERS

## Ignorant, insolvent or unreasonable – which are you?

Do your trade customers take an age to pay you? They do! Have you ever wondered why? Steve Jordan suggests that the old accounting rules just don't apply in today's financial environment.

**A**ccording to the Governor of the Bank of England, interest rates in the UK are not going anywhere fast. The same could be said of many other countries in the world where growth is still sluggish. So, if interest rates are low, there's not much point in hanging on to your money is there. Perhaps it's time for all those company accountants, who traditionally delay paying suppliers in the hope of maintaining their debtor-day figures in line with the text book, to get real. The text book is out of date – and, if you still follow it, so are you.

### ...why do so many companies still play that silly game of dragging out payment until everyone starts getting nasty?

"It's better in our bank account than theirs," was the mantra for years. Well maybe in the days when cash was earning 10%, it was. But with interest rates barely raising an eyebrow, it's really not true anymore.

Financially, nowadays, it makes no difference whether you pay your suppliers this month or next. So why do so many companies still play that silly game of dragging out payment until everyone starts getting nasty? There can be only

three conclusions: 1) they haven't yet woken up to the fact that it's not doing them any good: ignorant, 2) they don't have the money: insolvent, or 3) they are running an overdraft that they want you to pay for: unreasonable.

Whichever it is, it's not a really good message for them to give their suppliers is it especially when, in the moving industry, so many companies are simultaneously customers of and suppliers to each other. Some companies do run on an overdraft of course, but is it reasonable for them to expect their suppliers, who might be doing the same, to pay their costs? I think not. It's just theft by another name. Anyway, as interest rates have tumbled, so overdraft rates are not as high as they once were and I would still argue that the small benefit of holding off payment is greatly overshadowed by the benefit received from paying on time. If you don't have an overdraft, you really have no excuse at all.

A different approach is needed for today's world. Let us look at the benefits of paying suppliers on time:

- You keep your administration simple;
- You avoid the constant barrage of phone calls from credit controllers;
- You save money by not having to pay additional charges if debt collectors get involved;
- You keep your suppliers happy so they want to work for you and do the best job they can;

- People think you are a great company and promote you whenever they can: all your suppliers become advocates;
- People in bars don't say bad things about you behind your back.

All good stuff with real commercial benefits. If you get one job a year because you pay on time it will cover any additional overdraft costs you might have incurred along the way. By contrast let's look at the benefits of hanging on to your cash as long as you can:

- You have more cash in the bank (but it's not really yours);
- Your overdraft (if you have one) is reduced so you pay a little less;
- Your bank manager is happy with you because he can invest your money better than you can (and pocket the difference);
- You have a smug feeling of exercising power over your suppliers;
- ... nothing else.

Just as suppliers become advocates for the companies that pay them on time, so they will very quickly spread the opposite about those who don't. You will never know how much business you have lost.

Surely, in a small industry such as ours, it makes sense to look after each other. Of course, when all the quantitative easing kicks in, and interest rates rocket, the old rules might work again - but right now, they don't. Anyone who sticks by them simply demonstrates to the world that they are either ignorant, insolvent or just unreasonable. Which are you?



## Employment law update from Acas

The government has announced several proposed changes to employment law and has launched a number of consultations on further proposed changes.

A round up of these changes is listed below to help people understand them and their potential impact.

Proposed changes to employment law	Launch date
<b>Managing sickness absence</b> A health and work assessment and advisory service is to be introduced, offering free occupational health assistance for employees, employers and GPs. The service can provide an occupational health assessment after four weeks of sickness absence. Further information is available from <a href="http://www.gov.uk">www.gov.uk</a> , search for 'Fit for Work guidance'.	Roll out during 2016
<b>The National Living Wage</b> The introduction of a compulsory National Living Wage in April 2016 for all working people aged 25 and over will be set at £7.20 per hour.	1 April, 2016
<b>Statutory Maternity, Paternity Adoption and Shared Parental Pay</b> The Statutory pay rates have been frozen, and will remain at the same rate of £139.58 per week.	3 April, 2016
<b>Change to the income tax person allowance</b> The personal allowance increases to £11,000 and the higher rate tax threshold increases to £43,000.	6 April, 2016
<b>Compulsory gender pay differences</b> Employers will be required to publish whether or not there are differences in gender pay.	TBC 2016
<b>Tax-free childcare scheme</b> Families where both parents work and each earns less than £150,000 per year will be eligible to receive 20% of their yearly childcare costs of up to £2,000 for each child or £4,000 if the child is disabled.	TBC 2017
<b>Shared Parental Leave for grandparents</b> Shared Parental Leave is to be extended to allow grandparents to take time off work to help with childcare.	During 2018

Acas (Advisory, Conciliation and Arbitration Service) provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law.

For more information visit [www.acas.org.uk](http://www.acas.org.uk).



## National Living Wage

From 1 April, 2016, workers in the UK aged over 25 and earning the minimum rate of £6.70 per hour, will see a 50p increase

The National Living Wage supports the government's vision of a higher wage, lower welfare, lower tax society. Workers aged 25 or over and not in the first year of an apprenticeship will be legally entitled to at least £7.20 per hour.

Make sure you're paying your staff correctly from 1 April as the National Living Wage will be enforced as strongly as the current National Minimum Wage. Make sure you:

- Check you know who is eligible in your organisation. For more information visit GOV.UK's employment status page: [www.gov.uk/employment-status/overview](http://www.gov.uk/employment-status/overview);
- Let your staff know about their new pay rate;
- Check that any staff under 25 are earning at least the right rate of National Minimum Wage. For more information visit [www.gov.uk/national-minimum-wage/employers-and-the-minimum-wage](http://www.gov.uk/national-minimum-wage/employers-and-the-minimum-wage).

Information courtesy of Ibex HR Ltd, 0844 902 2526, [www.ibex-hr.co.uk](http://www.ibex-hr.co.uk).

## Dancing removal team celebrates Australia Day

International moving company John Mason International moved a bit of the 'land down under' to the streets of London recently to mark and honour Australia Day.

The UK-based removals company made a special delivery to an address just a stone's throw from the Houses of Parliament. Its team of dancing removal people emerged from the back of a vehicle, whilst numerous others unpacked Australian-themed items, including a life size kangaroo, crocodile, surf board, and even a BBQ.

"We continue to move thousands of people each year across the world and Australia still remains a popular location for many Brits," said John Mason International's Simon Hood. "This was a demonstration of how we always

go that extra mile - and we wanted to wish everyone a happy Australia Day too. Moving can be a very emotional time, no matter how old or young you are, and we wanted to take this special opportunity to relay just how important our customers are to us."

The commotion stopped lunch-goers, and road workers in their tracks as they applauded the impromptu dancing. Others were filming from bus windows on their phones as they passed the unusual Aussie spectacle.

You can watch the spectacle for yourself on YouTube: [www.youtube.com/watch?v=dZ5n5wtUfkw](http://www.youtube.com/watch?v=dZ5n5wtUfkw).



● John Mason International employees dancing in London to celebrate Australia Day.

## SHIPPING: CONTAINER WEIGHING



CONTAINER  
WEIGHING  
REGULATIONS

# NO VGM - NO LOAD WILL YOU BE READY IN JULY?



On 1 July, 2016 every container loaded onto a vessel will need a Verified Gross Mass (VGM) certificate. Steve Jordan speaks to John Trenchard of APM Terminals to find out what his part of the supply chain is doing to help.

**J**ohn Trenchard is the global head of inland and end-user services for APM Terminals. The company is the ports arm of AP Møller Group. It is active in 64 ports in 39 countries, has 150 inland service locations worldwide and handles around 38 million containers every year. Unsurprisingly, the new International Maritime Organisation (IMO) regulations that come into force for vessels sailing from 1 July, 2016, requiring every container to be weighed prior to loading, have been filling his working days.

The regulations have been imposed by IMO through the Safety of Life at Sea (SOLAS) convention to counter some recent incidents in which the stowage of containers may have contributed to maritime accidents. Although it is the responsibility of the master of the ship and the shipper (removal company or consolidator) to comply with the regulations, APM Terminals, in common with all operators, are unavoidably involved and doing all they can to help.

"APM Terminals sees this as an important safety issue for everyone," said John. "This information, if provided accurately and in a timely fashion, will allow us to plan better and help remove risk from the supply chain. We would like to support our customers by assisting and are investigating the possibility of providing container weighing facilities to steamship lines and their shippers in locations where it makes commercial sense."

Although John is taking seriously the need to provide a solution for his customers he said that his main focus is on the receipt of the information from the proper parties and on making sure that it is transmitted correctly through the supply chain. "The base level is that we need to be compliant then we are looking to try to help where we can." However he explained that his first priority is to operate a safe and efficient operation and most of the terminals have not been designed for this type of activity. "It's important that any solutions that are offered do not create

any further bottlenecks or congestion or this will just cause extra cost for our customers."

One of the big problems is the current lack of regulatory clarity. "The IMO regulations do not provide a uniform and coordinated tolerance level or approach," John explained. "This is left to local authorities. The lack of clarity across the industry is creating uncertainty across all the supply chain stakeholders. Deadlines are fast approaching and unless we get clarity in some of these regulatory areas it's likely that there will be a negative impact."

By negative impact John means that there might be delays as ports decide what to do with containers that do not have the necessary VGM. "We are working on procedures for where the VGM does not exist," he said. "Whether we accept them or whether we recommend a weighing facility at the terminal. That may have an impact on how the supply chain copes with the exports."

There are two methods of creating a





## HOW TO GET YOUR WAREHOUSE SCALES VERIFIED FOR VGM

Any container loaded onto any ship in the world that will sail after 1 July, 2016 must have a Verified Gross Mass (VGM). This can be obtained by weighing the container after it's been loaded or by weighing the individual items as they are loaded and then adding the declared tare weight of the container itself. However, if you intend to choose 'method 2', your weighing scales need to be calibrated and approved by the relevant authority.

Each country has an agency that is dealing with the verification and policing issues. In the UK this agency is the Maritime Coastguard Agency (MCA). To apply for your scales to be approved by the MCA you should e-mail *container.weight@mca.gov.uk*.

There are only four months until the deadline and, in practice, any container loaded after mid June will need a VGM as the vessel will be sailing after 1 July. In this short time the MCA will need to process all the applications and verify the equipment. In a recent conversation with the MCA, *The Mover* was given to understand that the agency is well on with the task and is receiving a large number of applications.

However the spokesman admitted that the MCA did not know how much equipment would need to be verified by the target date and, therefore, it's hard to understand how the agency can be confident that it's on target. The advice is, therefore, to get your application in as soon as possible otherwise you run the risk that you will not be able to assess the VGM of your containers.

The maximum penalties for non-compliance are unlimited fines and up to two years' imprisonment.

VGM: either the container should be weighed when full or the contents should be weighed on loading and added to the tare weight of the container. "The key issue is that the weight needs to be certified and, as the regulatory authorities have not necessarily provided the certification specifications, it's difficult to get weighing equipment certified," said John, adding that the UK and the Netherlands have declared a required accuracy of +/- 5% whereas some other countries are looking at a much tighter +/- 2% tolerance level. "The shipping lines have given clear instructions that no VGM, no load," said John. Whether that will mean that containers will be shut out or vessels will be delayed waiting for necessary VGMs to be obtained, only the shipping lines will know.

The new IMO regulations come into force for sailings on or after 1 July, 2016. However, in practice, this means shippers will need to provide VGM certificates from the middle of June or before depending on when the intended vessel is sailing. John said that there is a serious desire in the industry to address this safety problem, however shippers need urgently to talk to their shipping lines and ask what the process is going to be and to find a certified weighing location at or near the

ports they are using. "Some of our APM Terminals facilities will be able to support these services but some will not," he said. "The moving industry needs to investigate the local services available to them to ensure they have a practical way of achieving this well ahead of the 1 July start date."



● John Trenchard.

**"The moving industry needs to investigate the local services available to them to ensure they have a practical way of achieving this well ahead of the 1 July start date."**

**John Trenchard**

Although there is still some confusion about exactly how the new regulation will be applied, there seems to be no doubt that containers arriving at the port without a VGM, will not be accepted for loading. There will be additional costs and the moving industry needs to ensure that these are passed on to their customers. Every moving company in the world that undertakes outbound international moves needs to act now before it's too late.

## NEWS: INTERNATIONAL



● Bastian Knutzen (left) and Chris Maslowski.

## Movinga gets US\$25 million funding for online startup

Movinga, a new online removals company based in Germany, has reportedly received around US\$25 million in Series B funding from investors led by global venture capital firm, Index Ventures.

**T**he investment comes on top of a reported cash injection of six million euros in seed funding made last September by a number of investment companies specializing in start-up businesses.

Movinga, which claims to be Europe's fastest growing removals company, was founded only a year ago by two young entrepreneurs, Bastian Knutzen and Chris Maslowski, and now operates in several European countries including Germany, Austria, Switzerland,

France, Italy and the United Kingdom. According to the company's website more than 1,000 removals are completed every month.

Customers are able to obtain an instant quotation for their move online by simply entering key information such as the number of rooms, the number of people in the household and of course the date and addresses of the properties involved. Clever software then works out an accurate quotation meaning an in-person visit by a surveyor is not required. Once the

quotation is given and accepted by the customer the price is fixed and Movinga guarantees that no additional charges will be made. Unlike most removal companies, payment is not due until 24-hours after the move is completed.

Prices are kept low by using spare capacity in carefully selected partner companies' vehicles, avoiding empty or partly full runs and optimising available space. A special routing algorithm is used to match jobs with partners running with part loads. The company claims that prices are kept up to 70% lower than typical moving costs. Movinga also claims that partner companies are vetted using similar standards as the main industry trade organisations, and that all international work is carried out by FIDI members.

According to a report on business website Crunchbase.com, Index Ventures' Timm Schipporeit said, "We firmly believe in their vision to build Europe's leading marketplace for removals, a huge category which had yet to be addressed. Bastian and the team offer customers a vastly enhanced and seamless experience when it comes to requesting a price, booking and conducting a move. Similarly, Movinga provides leading removal companies with a comprehensive end-to-end marketing, booking and planning platform, creating extraordinary efficiencies for all parties."

### Editor's note:

**The Mover has asked for an interview with the company's directors to verify some of these extraordinary claims, to investigate how the high level of funding was obtained and to establish more about how the operational process works. The report will be published as soon as possible.**

## NEW GENERATION AND WEBSITE AT EXPRESS TRANSPORTS IN LIMA

**D**ieter Krumdiek from Express Transports in Lima, Peru has announced that his son, Stefan and his daughter, Daniela have recently joined the team. One of their most recent projects has been the development of a new website for the company, [www.express.com.pe](http://www.express.com.pe).

"We have dedicated months of work, wanting the page to really reflect who we are and what we do, and I am further proud to say that I believe we have accomplished just that," said Dieter.

The company started operations in April 1975 as Columbia Export Packers Peruana and changed its name in 1978 to Express Transports.



● Stefan, Daniela and Dieter Krumdiek.

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## PROFILE: THE PAXTON COMPANIES

# MOVING in the BLOOD

There are many family business in the international moving business, but few, perhaps, as successful as The Paxton Companies from Washington DC. Steve Jordan caught up with Freddy Paxton, the company's chief marketing officer, to find out more.



**T**here is a saying that if a family business survives the third generation, it will survive forever. Freddy Paxton and his brothers, Bill and Chris, represent the fourth generation of the Paxton family to run moving companies. So, it looks like they are here to stay.

It was way back in 1901 that Frederick D Paxton founded what was then District Transfer, a furniture moving business in Washington DC with mules and donkeys providing the pulling power. Sadly Frederick died young so was unable to pass the business on to his son Albert Lee Paxton.

However moving must have been in the Paxton genes because, after the war in 1947, true to the family legacy, Albert too got the moving bug and established Paxton Van Lines; a single truck operation that grew quickly on the strength of the federal government's need for relocation services, fuelled in part by the enactment

of the Marshall Plan. The moving industry has always been full of characters and Albert was no exception. As well as being a first-class golfer, Albert had also worked as a page for Huey Pierce Long, Jr, the American politician who served as the Governor of Louisiana and was assassinated in 1935 shortly after announcing that he was running for president. If it hadn't been for another project he was working on for Mr Long, he would have been with him on the fateful day and the history of the moving company might have been very different – and shorter.

In 1953, the company became an agent of Atlas Van Lines, the nation's second largest household goods carrier, allowing it to provide a national service. By the 1960s, the company broadened its portfolio to include a wide array of commercial clients and office moving services. In 1971 under the leadership of Albert's son, Frederick Paxton II, Paxton

Van Lines formally became The Paxton Companies, complete with an array of new business endeavours: Paxton Record Retention, Office Moving Division, Corporate Relocation Services and Paxton International.

In the 1980s, Frederick was instrumental in orchestrating the agent-led buyout of Atlas Van Lines. Frederick is still an Atlas board member and the company has been one of the top bookers for over 30 years.

Today the company looks very different, it's moved on again. It now has Bill as its COO, Freddy handling marketing and Chris managing the domestic operations. "It's still very much a family business," said Freddy. In the US the company has its head office in Washington DC, a further office in Richmond, Virginia, and sales teams in Atlanta, Chicago, Nashville and coming soon in Dallas. It employs around 400 people.

But it is outside the USA that Paxton



## PROFILE: THE PAXTON COMPANIES



"They can be difficult places but they can also be very promising. They might be going through hard times but they have great people there and a strong hope for the future."

Freddy Paxton

has its USP. It has offices in London and Singapore, no great surprise there but, more unusually it has operations in Baghdad, Erbil and Basra in Iraq; Juba in South Sudan; Kabul, Herat and Mazar-i-Sharif in Afghanistan; Doha in Qatar and Peshawar in Pakistan. In fact Kabul was its first overseas office and currently employs over 60 people. "Until recently we had an office in Tripoli as well," said Freddy. "Unfortunately we can no longer provide a service in Libya. Everywhere else the process is difficult, but at least they have a process. But when there is no



● Main pic: Freddy and Bill Paxton; left: Shannon Viveiros; below: the Paxton Companies now employ over 400 people

process it becomes like the Wild West." Freddy explained that they opened these offices because it was often difficult to obtain services there that reached the standards required by corporations and governments. "They can be difficult places but they can also be very promising. They might be going through hard times but they have great people there and a strong hope for the future."

The Paxton adventure into these more remote locations began in the 1990s when John Connelly and Shannon Viveiros joined the company. They had the international experience necessary to drive the company's international expansion.

Most of the work in these areas is for relief workers and those involved in development. "They are wonderful people there," said Freddy. "So many negative things are said about these countries but all the people want are a life, a job, to feed their families and for their children to be educated. It's amazing! We always think people are dissimilar all the time but ultimately they are not."

Freddy came into the industry after completing business school. He attended his first FIDI conference in London in 1999 and fell in love with the industry. "I did EIM [Essentials in International Moving] with Ernst Jorge of Packimpex and a light bulb went off for me on the

international side," he explained. "It changed my direction."

He soon joined the FIDI 35 Club and became a member of its Board. He became a trainer for EIM and warmed to the task. "It let me get to know the students around the world and help them learn and love what they do. Now, as a member of the FIDI Board, I oversee the development and growth of the FIDI academy." Freddy explained that the EIM allows students to learn face-to-face with their peers however, for some, it's not possible to spend the time out of the office or afford the costs involved. "So we now also have the FIM [Fundamentals of International Shipping] which is all done online and helps to keep the cost down. It's about improving the industry and the services we deliver." FIM is a requirement of FIDI/FAIM.

What plans does Freddy have for the future? There will be further expansion of course but only into areas where there are not already reliable FIDI agents. Personally, Freddy plans on hanging around for a while longer. "I love the industry, the people, and the customers," he said. "I'll probably be working in the industry until I am 90."

Paxton has successfully survived the 'third generation test'. As Freddy said, it must be in the blood.

## NEWS: INTERNATIONAL



● Left to right: Canan Kumral, Account Manager; Busra Önder, Relocation Specialist; Beliz Özdemir Söğütüoğlu, Co-Founder and Managing Partner, Finance; Burcu Özdemir Bakaçhan, Co-Founder and Managing Partner, Operations; Duygu Karabacak, Business Development & Operations Manager; Elif Sayiner, Relocation Consultant.

## Lead generation company Quot8 takes over Unileads B.V.

Australian lead generation company Quot8 has taken over Rotterdam-based Unileads B.V. The takeover was completed on 1 January, 2016.

It pools the expertise of two major sales lead generation companies in the moving and shipping industry.

Quot8 was founded at the end of 2013 in Sydney, Australia to supply global movers with quality sales leads to grow their business. It is now one of the market leaders in the global moving industry for Australia and is looking to expand its business to other markets.

Steven Mastwijk, Managing Director of Quot8 said, "The takeover of Unileads B.V. enables us to grow further by using their scalable lead generation platform

and staff to support our European and US customers. Their enthusiasm and quality-minded approach will help us be more efficient and deliver higher quantity and quality lead generation services."

Oscar van Rijn, Managing Director of Unileads B.V. said, "We are extremely happy to have the opportunity to keep innovating our lead generation services and expanding them to the other side of the world and to other markets. We are confident that we can help many more companies grow in the years to come."

## Five years for Turkey Relocation Management

Turkey Relocation Management Services has celebrated five years in the relocation business since the company was started by Burcu Özdemir Bakaçhan and Beliz Özdemir Söğütüoğlu.

Ms Bakaçhan and Ms Söğütüoğlu realised that the bureaucracy, traditions and language in Turkey posed specific challenges for expatriates and so decided to start their own company to share their knowledge and utilise relationships to facilitate the lives of newcomers to Turkey and ensure that they can get the most from their time in the country.

"Our strength lies in our response rate, 24/7 accessibility, ability to provide simple solutions to needs and demands of expats, our professional team and service quality," said Burcu. "We are working with more than 60 corporate firms in areas such as healthcare, automotive, technology finance, energy and metal industries. Our main goal is to take our place in the global world because of the high level of personal service we offer."



● Steven Mastwijk

## Dutch container giant CARU acquires ECB Group and CCA

CARU Containers, who claim to be the world's largest independent supplier of new and used containers, has acquired rivals ECB Group and CCA. ECB is a regular supplier to the moving industry.

The acquisition follows the ongoing consolidation in the container market, resulting in the emergence of a small number of large international companies dominating the market. As a Dutch industry player, CARU Containers is confident it will be able to further expand its position.

Rob Tromp, Managing Director of CARU Containers said, "Our company's sound financial position offers room for new

acquisitions, of which ECB Group and CCA are prime examples. I have known both companies for 30 years and greatly respect them."

Aad Strörmann, Managing Director of ECB Group and Maarten van den Berg, Managing Director of CCA, will take up positions on the Dutch organisation's management Board. The two companies will continue to operate under their own names for the time being, ensuring

that existing customers can continue to enjoy the level of service they have come to expect.

CARU Containers was formed in 2000 following the merger of three Rotterdam-based companies, CATU Rotterdam, Trade Craft, and Lease Craft. The company had a turnover of more than €120m in 2015 and expects to generate more than €150m as a result of these acquisitions and further autonomous growth.





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## COVER STORY: SQUAB GROUP



# Life after Britannia

It was over four years ago that I last interviewed what was then Britannia Squab in Warwickshire. Since then a lot has changed. I was intrigued to find out what and why. By Steve Jordan.

I always find the name of the company amusing: Squab. Emlyn Evans comes from a farming family and the moving, self storage and document storage company is located on the family farm. A Squab is a baby pigeon which, for farmers at certain times of the year, must be absolute pests. Ironical, then, that the moving company that bears the name of an arable nuisance has been such a success for them.

When I interviewed Emlyn in 2011 he said that, after all the developments they had made recently, the company would be entering a phase of consolidation. Well that clearly didn't work. The place was almost unrecognisable since the last visit.

There were still shells of warehouses in the final build stages, but these were not the same as before. The new ones from last time, were full. What had been a milking parlour had been transformed

into very smart offices, a conference room and a training facility. The old offices had been converted into cottages for weekly rent to local businesses. There were new tenants too: a moving and a logistics company.

But the biggest change was the distinct lack of red and blue paint. Everything was now a fetching shade of orange. Very smart. But the Britannia branding, of which Emlyn had been so proud such a short time previously, had gone. But why?

Ray Marshall is now the operations manager leaving Emlyn to work on the business rather than in it. "The company evolves year on year," he said. "Nothing sits still here. Emlyn always has a project to work on. He has a passion for growth."

Squab joined Britannia in 2007. At that time Squab's sister company, Box-it Central was providing document storage services in addition to Squab's self storage facilities but the moving side was very small: just limited to the work the storage side created. Joining Britannia was a good decision. "We wouldn't be where we are



## COVER STORY: SQUAB GROUP



● Far left: Tim Redding; left, left to right: Ray Marshall, Oli Davis, Andrea Finn, Andy Collier, Sally Van Hoorebeek and Emlyn Evans.



and would lose the import work that their exports generated. They would also lose the family security of being part of a group and there was the inevitability that another Britannia member would move into their area. Then there were all the costs of rebranding. But the draw of independence was too strong.

Britannia companies operate within a defined geographical area. "We were very aware that being a Britannia member gave our customers and our staff confidence," said Ray. "But we wanted to expand. We have a rich area about 20 miles away around Solihull and the Cotswolds on the doorstep. We couldn't touch those areas."

Making the decision to leave was difficult. Not only would it potentially give the customers the wobbles but it would affect the staff. How would they react when the red, white and blue security blanket was removed? "It needed the staff to have confidence in the management that we were making the right decision and their jobs were not in jeopardy," said Ray. "But it also needed the management to have confidence in the staff that the whole team was strong enough to get through the difficult times. We would not have been able to do it if the workforce hadn't been tough enough."

As it turned out, they need not have worried. Yes, some work has been lost but it has been replaced by work from the other areas. Squab has developed a strong working relationship with John Mason for shipping. This is a developing area for the company but it is a way off from handling its own groupage for now. Maybe next time I visit there'll be six loading bays! But, most valuable of all, perhaps, is that the relationship with Britannia and its members has not been soured. "We had a very happy relationship with Britannia, and still do," said Ray.

The truth is, Squab would have done well with or without Britannia but, maybe not as quickly. It was right for the company at the time, but things change. Today Squab & Box-it have around 130,000ft<sup>2</sup>

of storage including 178,000 document boxes; they hold the British Standard 15713 for Secure Destruction of Confidential Material; have a shredding truck to securely destroy confidential material at the customer's site; getting on for 1,000 pallet boxes; and 400 self storage rooms all fitted out by Steel Storage. There's another self storage warehouse being built ready for when families move into a new housing estate only a mile or so away. Ray puts some of the success of the self storage down to TV with the popularity of programmes such as *Storage Hunters* and *Container Wars* making self storage fashionable.

Squab has also introduced a van hire service with five very smart vans ready for customers to use to bring goods into store or handle DIY moves. The whole Squab fleet is now dressed in its striking orange livery. The company employs 49 people, up by around 40% since my last visit. So much for consolidation, Emlyn.

But the biggest change is the opening of the new 20,000ft<sup>2</sup>, 400-room, Squab self storage facility at Daventry in April last year with Tim Redding as its sales storage supervisor. Although this site doesn't handle removals, it would not have been possible for Squab to expand into this new area while remaining in Britannia.

So are there any regrets about leaving Britannia? Although Emlyn is very grateful to the group for the help his company received while in membership, he feels the positives outweigh the problems. "It's easy to become lazy when you are in a group because business comes in," he said. "It worked perfectly when we started, but the time was right for us to move on. Now we need to be a bit more hungry."

I shall mark my diary to go back in another four years to see how Squab is getting on. If the rate of progress over the previous four years is anything to go by, when the company was supposed to be standing still for a while, I can't imagine what I might find.

**"We wouldn't be where we are now were it not for Britannia. We learned everything we know about removals from them. We wouldn't have expanded so quickly without their help."**

Ray Marshall

now were it not for Britannia," said Ray. "We learned everything we know about removals from them. We wouldn't have expanded so quickly without their help."

After nine successful years as Britannia members, leaving was a major decision. Squab would lose the enquiries that came from the central office, would lose the military work from the Agility contract

## NEWS: INTERNATIONAL

## UTS becomes Harmony

**U**TS International has changed its global brand to become Harmony Relocation Network. The rebrand comes after UTS terminated its 14-year old strategic alliance with a US-based van line and UniGroup Worldwide UTS. This alliance ended in the latter part of 2015.

In a recent press release the company said that the new name is symbolic of its cooperative global network that puts people first in everything it does.

The separation of the alliance has no significant effect on the global member network, its capacity or finances - it only affects the marketing and rebranding of the organisation. In future all Harmony members will use the new branding. The staff at the international head office in Weesp (The Netherlands) remains the same, under the leadership of Paul Bernardt, who has been the managing director since 2009.



● [www.harmonyrelo.com](http://www.harmonyrelo.com).



● Arpin employees Natalie Chapman, Business Development (left) and Vicky Pooley, Senior International Move Coordinator with framed FIDI Academy certificates.

## Arpin receives 2015 Gold Award from FIDI

For the third year in a row, Arpin International Group has earned the Commitment to Excellence Gold Award from FIDI, the largest global alliance of independent quality international removal companies.

**A**rpin was selected for the award for having its employees worldwide complete industry training at the FIDI Academy, obtaining their FIM Diploma (Foundations of International Moving). Arpin requires all new employees to be FIDI certified.

The FIDI Academy is a leading provider of educational services for the relocation industry. With programmes developed specifically for industry professionals, the FIDI Academy is able to offer training tools for all levels of employees from newcomers to leaders.

"We wish to recognise Arpin International Group for not only meeting the FIDI Academy requirements, but also for driving and promoting industry knowledge among their employees around the world," said Chantal Fera, FIDI Academy Manager.

From the more than 600 FIDI-registered companies, only 21 received the Gold Award last year. Additionally, Arpin International

**"We wish to recognise Arpin International Group for not only meeting the FIDI Academy requirements, but also for driving and promoting industry knowledge among their employees around the world..."**

Chantal Fera

Group's Rhode Island headquarters recently passed its FIDI FAIM 3.1 Compliance Procedure as verified by Ernst & Young. This quality assessment is among the toughest and most strenuous in the household goods forwarding industry.

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CONTAINER  
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# TILBURY TO HELP SHIPPERS OBTAIN VGM



At a seminar on 3 February, held by The Chartered Institute of Logistics and Transport at the offices of Holman Fenwick Willan LLP in London, Jamie Frater, Senior Asset Manager London Container Terminal, Tilbury confirmed that LCT will not be turning customers' containers away, even if they do not have a Verified Gross Mass (VGM) after the deadline on 1 July, 2016.

**L**CT will be offering to weigh containers at the terminal for customers that have been unable to obtain a VGM. This news will be a great relief to the moving industry that will feel the full force of the new regulations as household goods traffic is of indeterminate density and often loaded on site where weighing facilities are unavailable.

Jamie said that LCT is trying to make things as straightforward as possible for its customers even though it is the shippers' responsibility to provide the VGM before containers can be loaded on the vessel. "We will stay in compliance with the law and will not be planning or loading any boxes that do not have a VGM on ships," he said. "But we are not taking the approach that we will not allow a container into the terminal without a VGM."

Jamie said that he did not see LCT as the general solution to the problem. The expectation was still that most containers would arrive at the terminal with a VGM. "However, if containers arrive at the terminal without a VGM as long as they have an estimated weight on arrival and the VGM is issued within an agreed timeframe that allows for vessel planning, we will accept the container. The container will be segregated into a separate area until the VGM is received. Should we not receive the VGM within the agreed timeframe, we would reserve the right to have the container weighed with the associated costs charged to the shipping line who would have its own arrangements with the shipper. Should the shipper refuse the terms then the container cannot be planned or shipped so it will be stored at the terminal and the charges passed on to the shipping line." The shipping

line will, of course, then pass those charges back to the shipper (moving company).

"[The process] has to start with the shipper and his arrangements with the shipping line," said Jamie. "But we are not about to lose business by turning away containers. LCT will have the ability to weigh containers. The Port of Tilbury has two weighbridges and has load cells fitted to some of its straddle carriers that will weigh containers. So if the shipper cannot get a VGM we can and will be able to weigh these containers on behalf of the shipping line who will be doing it on behalf of the shipper. We will charge for that service. It will go into a stack in a separate area, it would be weighed and we would provide that weight back to the line."

This will take time, of course and it is incumbent upon the shipper to get the





● Tilbury has load cells fitted to some of its straddle carriers that will enable it to offer weighing services to its customers.



container to the terminal in time for this process to operate. Jamie explained that it was necessary for the VGM to be available at least 12 hours before the vessel arrives for deep-sea and by vessel arrival for short sea traffic so the load planning can take place in a timely fashion.

LCT is talking to its customers and is in the process of educating its staff regarding the implementation of VGM regulations. "We have a system in our minds that can be implemented within the current timeframes," said Jamie. "We are confident that the systems can be implemented and that we have the weighing capabilities and we will not turn away our customers' export boxes because they don't have a VGM."

A key element in the implementation of the process will be the communication of the VGM to the line. Jamie explained that LCT is investigating whether it will be possible for the VGM to be declared on the community systems used by forwarders and shipping lines. If so this can be linked to the terminal's vehicle booking system so that the VGM would be known when the container arrives. "It would also identify those without a VGM so that on arrival we can separate that box into an area until the VGM is known," said Jamie.

There are still elements of the process that are uncertain and things are likely to change between now and the end of June. "But once we have a clear direction from the shipping lines we will look to implement what we have to do which I believe will meet most of the requirements of our customers."

According to LCT the charges will vary depending on the precise service required but will be no greater than that necessary to cover the terminal's costs.

"We are doing our best to accommodate our customers and the shippers, in the best possible way," said Jamie.

**"We are confident that the systems can be implemented and that we have the weighing capabilities and we will not turn away our customers' export boxes because they don't have a VGM."**

**Jamie Frater**

## How will other ports respond?

With the recent announcements that the ports of Tilbury and Felixstowe (see page 10) are prepared to help their customers comply with the IMO requirement to provide a Verified Gross Mass (VGM) for every container loaded, speculation is fuelled as to how other ports will respond. It seems to be that in countries in which ports compete for business, such as the UK, shippers are likely to be helped

by market forces as terminals do all they can to help their customers and avoid losing traffic. Where that competition does not exist, however, it's less likely that the port authorities will be so accommodating.

Time is running out so it is important that shippers worldwide work closely with their shipping lines and port authorities to make sure that a process is in place in time for the July deadline.

## NEWS: ON THE ROAD

# New tunnel for London

Proposals for a new multi-billion pound road link across the River Thames between Essex and Kent have been announced.

**T**he new road will unlock massive economic benefits for the region and the whole country, relieve congestion at the existing Dartford Crossing and improve the resilience of the road network by providing a new alternative link across the Thames.

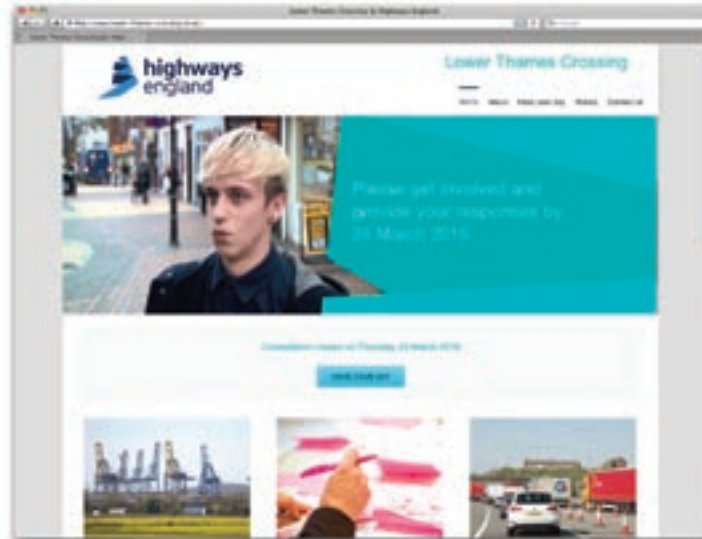
In 2013, two locations were shortlisted for a new bridge or tunnel across the river: one near the existing Dartford Crossing (known as Option A) and the other linking the M2 with the M25 via the A13 (known as Option C), with a possible further link to the M20 (Option C Variant).

Since then, Highways England has been carrying out detailed work with a wide range of stakeholders to assess the shortlisted options and develop possible routes at each location. This evaluation is now complete, and Highways England is recommending a new road crossing at location C through a bored tunnel.

## The route of the proposed option

The proposed scheme would run from the end of the M2, crossing the river just east of Gravesend and Tilbury and joining the M25 between junctions 29 and 30. It will be the first new crossing of the Thames east of London since the Queen Elizabeth II bridge opened at Dartford 25 years ago.

A Highways England consultation seeking public views on the proposals is running until Thursday, 24 March.



● [www.lower-thames-crossing.co.uk](http://www.lower-thames-crossing.co.uk)

**"I encourage anyone who would like to find out more to check out the consultation materials or come and see us at one of the public exhibitions we'll be hosting."**

Martin Potts

Roads Minister Andrew Jones said: "Roads are key to ensuring the nation's prosperity. As part of our long-term economic plan, we are making the biggest investment in roads in a generation. The government is committed to delivering a Lower Thames crossing which will increase capacity and

provide better, faster journeys across the Thames. Once complete it could add over £7 billion to the economy by increasing investment and business opportunities, and create over 5,000 new jobs nationally.

Highways England Senior Project Manager, Martin Potts said: "Deciding where the new crossing

should go is a vitally important decision, and we've been working hard to identify solutions that strike the best balance between improving journeys, getting value for money and managing environmental impact. Our assessments have shown that Location C provides double the economic benefits of Location A as well as a clear alternative route to the Dartford Crossing, reducing congestion and improving resilience of the road network. And by choosing a tunnel rather than a bridge we can minimise the effects of the new road on the environment."

Mr Potts continued to explain that there were three possible routes north of the river and two to the south about which Highways England are inviting comments. "This consultation is your chance to have your say on a once-in-a-generation, multi-billion pound investment that will have wide ranging effects for decades. I encourage anyone who would like to find out more to check out the consultation materials or come and see us at one of the public exhibitions we'll be hosting."

By the end of March there will have been 24 public exhibitions, held at venues across Kent and Essex. All responses will be taken into consideration before a final decision is made by the government later this year.

● **To find out more and make your comments on the proposal visit:** [www.lower-thames-crossing.co.uk](http://www.lower-thames-crossing.co.uk)

# Fuel card with 'personal' benefits

Van operators can show their feelings with a fuel card that offers personal rewards for their drivers, as well as benefits for the fleet.

**W**hile the fleet saves 4% on fuel costs, a driver could be saving on all manner of purchases.

When a driver is issued with any fuel card from The Fuelcard People's offering, they qualify automatically for free Drivers Club membership. That brings access to a constantly growing range of exclusive benefits and special offers. While some are motoring-related, including cars, tyres and servicing deals, there are also valuable discounts on everything

from cases of wine to over 1,400 Virgin Experience Days. A driver could even cut the cost of everyday groceries or Christmas shopping at a range of supermarkets, depending upon the fuel card issued.

"Showing your drivers the affection they deserve should not be limited to helping them save on special purchases," said Steve Clarke, Fuelcard People's Marketing Director. "Give them the right fuel card and help them to save on everyday essentials.

They could refuel at Tesco and collect the Tesco Clubcard points. Topping up at Morrison's means ten Match & More points for every litre. Filling up at Shell means boosting their Shell Drivers Club points, saving towards High Street or Waitrose vouchers. If a driver stops to pour BP into the tank, let them add points onto their own Nectar card."

Steve also pointed out that issuing the right fuel card strengthens the bond between employer and driver, encouraging

loyalty. "You cut the fleet's refuelling bills and your drivers enjoy a really, worthwhile perk."







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● Many businesses only take records management seriously as the result of a major data breach.

## Stay ahead in records management

The records management voice is still not being heard loudly enough in the boardroom but in 2016 things are about to change and, according to Mike Dunleavy of Crown Records Management, there has never been a better time for UK businesses to act.

Looking back on recent history – not least on high profile data breaches in 2015 – it seems many businesses only truly listen when there is a catastrophic incident. As a result, their responses and quick fixes often look like knee-jerk reactions rather than changes made as a result of a solid records management policy being put in place. But the agenda is changing and now is the right time to think about records management and data protection in a more positive and proactive way.

Moving into 2016, public awareness of data protection issues is higher than ever. Data breaches make front page headlines while ‘right to erasure’ became a hot news topic last year when Google was required by a European court to delete outdated search results. As a result it’s not difficult to see a time when customers only choose businesses that have a reputation for carefully looking after their data.

At the moment there is a Catch 22 situation: businesses know they need to have good records management policies in place to attract customers in future; but they also fear that by standing up and

saying “Look at us, we’re great, we’re robust, we are compliant”, they present themselves as a challenge for hackers.

Nevertheless, there are changes in legislation ahead – such as the EU General Data Protection Regulation – which are going to bring data protection and data breaches into even sharper focus. So the ‘head in the sand’ approach adopted by many businesses that simply pray it won’t be us next, will soon make even less sense.

A more positive attitude is to think about the value of a compliant and forward-looking records management policy, not only in terms of protecting information but also in terms of protecting reputation and boosting customer confidence.

Here are five actions businesses can take in 2016 to be ahead of the game:

**1** Introduce inductions for all new staff: It’s time for good records management to be installed in the DNA of businesses – starting with new-hire inductions.

**2** Plan and budget for continuous training: It’s not good enough to give staff a briefing on avoiding data breaches, introduce a tick-list and then sit back and think the job is done. Records management is an industry that moves quickly – changes in legislation and technology – as well as trends in criminality and public behaviour have a huge influence. Continuous training is required for staff

to stay up to date.

**3** Install clear disciplinary procedures: Most data breaches – up to 80% – are the result of human error. Having clear disciplinary processes in place for staff who ignore agreed procedures underlines how important data protection is to a business. Most businesses, however, still don’t take this on board. When did you last hear of someone being sacked because of a data breach?

**4** Prepare for the EU General Data Protection Regulation (GDPR): This regulation is likely to be ratified in 2016 and it will soon dawn on businesses just how much they have to do – and how much it is going to cost them. Preparing and planning early is absolutely crucial. Have clear policies on how data breaches are reported, who will report them and how quickly. Very soon data subjects will have the right to ask for their personal information to be edited or deleted – these systems need to be in place as soon as possible.

**5** Think about privacy by design for all new projects: The GDPR will make privacy by design compulsory in future, which effectively means it is a requirement right now. Businesses need to think about privacy and data protection compliance at the beginning of projects rather than bolting them on at a later date.



### Mike Dunleavy

Mike Dunleavy is head of customer development & experience at Crown Records Management. Visit [www.crownrms.com](http://www.crownrms.com).



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## NEWS: ON THE ROAD



● Paddy takes his IAM assessment.

## Paddy Hopkirk appointed IAM ambassador for older drivers

Rally legend Paddy Hopkirk has been appointed Mature Driver Ambassador by UK's leading independent road safety charity, the Institute of Advanced Motorists (IAM) and will be championing the cause of the older driver for the organisation in the future.

**P**addy, now 82, needs no introduction to a generation of motorsport enthusiasts. He won the Monte Carlo Rally in 1964 in a Mini Cooper, and he and his co-driver Henry Liddon remain the only all-UK crew to win the iconic event.

Paddy will be promoting the IAM's Mature Driver's Assessment (MDA) while also delivering safe driving advice – an area he is passionate about.

Paddy, who received an MBE in

the Queen's New Year Honours this year said, "I am delighted to be involved with the IAM. Our joint goal is to bring the numbers of people killed and injured on the roads down as low as we can. It's something I know the IAM is dedicated to just as much as I am, so we are a great match."

Older drivers are statistically less likely to commit a motoring offence than those in their teens and 20s and are less likely to be in a serious or fatal road accident. However,

some older drivers face certain challenges such as coping with reflexes that are not as keen as before, deteriorating eyesight or hearing, and the potential onset of Alzheimer's disease and dementia.

Paddy continued, "With the numbers of drivers aged 70 or more now increasing by over 10,000 a month the Mature Driver's Assessment is a great way for older people to gain the reassurance they need on increasingly congested British roads."

## TOUGHER PENALTIES FOR USING SMARTPHONES WHILE DRIVING?

**T**he Institute of Advanced Motorists (IAM) has welcomed the Department for Transport's public consultation on tougher penalties for using a hand-held mobile phone whilst driving. The DfT's consultation is looking for feedback on proposals for increasing the fixed penalty notice level from £100 to £150 for all drivers. It also invites views on increasing the penalty points from three to four points for non-HGV drivers, and three to six points for those that hold a heavy goods vehicle (HGV) licence and commit the offence whilst driving an HGV.

Neil Greig, IAM Director of Policy And Research said, "For many, smartphone use has become an addiction that we can only start to cure through some form of therapy. The IAM does not object to tougher penalties but we do believe that the real deterrent is fear of being caught. That fear can only be increased by increasing the numbers of traffic police on our roads. Forcing all drivers caught using a hand-held mobile for the first time to attend a re-education course would be a really positive step."

The DfT's report launching the consultation cites the IAM's survey in July 2015 on drivers taking selfies at the wheel. The IAM found that 9% of drivers surveyed admitted taking a selfie whilst driving within the previous month – a figure that increases to 19% of 25-35 year olds. The survey also discovered 8% of drivers admitted to driving while using a video-calling application such as FaceTime and Skype to make and receive video calls, rising to 16% among 18-24 year olds.



● The IAM believes mobile phone use is an addiction that requires therapy.

## 120km/h speed limit trial in Germany

**T**he European Transport Safety Committee (ETSC) has reported that the German state of Baden-Württemberg, home of Daimler and Porsche, has announced plans to trial a 120km/h speed limit on sections of the A81 and A96 motorways.

The four-year trial, set to begin in May, aims to assess the impact on collisions and noise.

The move has put the State Transport Minister Winfried Hermann at loggerheads with Federal

Transport Minister Alexander Dobrindt who said motorway speed limits are a federal responsibility.

ETSC's German member DVR has said that deaths are 25% higher on stretches of Germany motorways that have no speed limit compared to those with limits.

ETSC is a Brussels-based independent non-profit making organisation dedicated to reducing the numbers of deaths and injuries in transport in Europe. [www.etsc.eu](http://www.etsc.eu).



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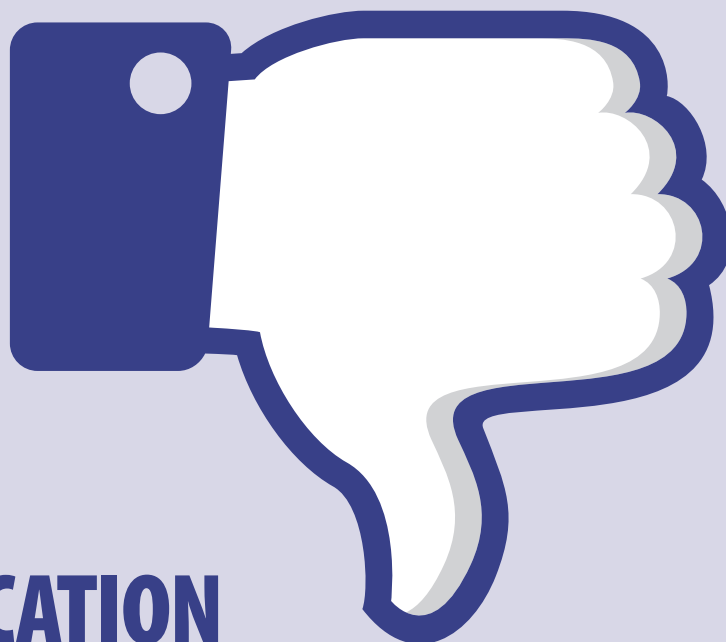


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## THE COMMUNICATION ILLUSION

In the communication age, have we lost the art of communication? Steve Jordan thinks, perhaps, we might have. Facebook does not constitute a PR campaign – whatever you might think.

I visited my grandchildren the other day. Well it was Christmas after all so I thought I should make the effort. As I walked into the front room the 18 and 15-year-old boys were sitting side by side on the sofa looking at their phones. They didn't raise their heads. On closer inspection I found them to be texting – each other!

Later that day, the younger boy announced that he had an ambition to skydive. "That's interesting," said I, "where do you go to do that?" "Dunno," he replied, again without releasing his gaze from the device. "Well can you press some buttons on that thing that might tell you?" said I, suggesting he might like to Google 'sky diving centres' or something similar. With which he started talking to the phone and getting back electronic, inappropriate and totally unhelpful answers from some moronic robot that had taken up residence in the thing. After asking the same question in three different ways and getting the same nonsensical reply he announced that there wasn't anywhere to fulfil his lifelong ambition and resumed texting his brother. This, apparently, is progress.

I have a quotation on my office wall from George Bernard Shaw: "The single biggest problem with communication is the illusion that it has taken place." George

died over 65 years ago and what was undoubtedly true then is, in my opinion, even more so now. How many times have you heard someone protesting "Well I sent you an e-mail". Maybe you did but for the communication to take place it also has to arrive, be opened, be read, be understood and, if necessary, acted upon. If we ever knew that, we seem to have forgotten.

The same is true with corporate communication. I often hear comments to the equivalent of: "Yes, we do our own PR, we have a Facebook page and 2,000

**"Yes, we do our own PR, we have a Facebook page and 2,000 followers on Twitter." Well, that's wonderful, congratulations, but it's not PR. It's just indiscriminate background noise.**

followers on Twitter." Well, that's wonderful, congratulations, but it's not PR. It's just indiscriminate background noise.

True PR is a meeting of minds between a company and the press that serves its customers. It requires the company to understand what it is its customers need to know about its products and how best to get that message across in a clear, succinct and memorable way. Each story has to be prepared with care and tuned to match the style and requirements of each publication. Editors need to be consulted, given assurance that the information is accurate and be given permission to print it. Photographs and illustrations should be high quality, relevant and sufficiently interesting to catch the eye.

Nor is it sufficient to send an editor a copy of your newsletter. That's just lazy. It might be interesting but the editor can't use any of the content, even if he wanted to: it's your copyright.

The problem is the illusion that the communication has taken place. Facebook, Twitter, WhatsApp and the rest are great toys but they are not replacements for a properly thought through and executed PR campaign. Do not be deceived in thinking that they might be.



## Crown C-5 nominated for fork lift award

The Crown C-5 LPG-powered counterbalanced lift truck with hard cabin has been nominated for 2016 International Forklift of the Year Awards.

**T**he C-5 has a Crown-built industrial 2.4-litre engine, plus a high-performance powertrain with up to five years warranty and a precise, dual-radiator cooling system that separately cools engine and transmission. The C-5 can also be fitted with an optional hard cabin to provide operators with a more comfortable working environment with an all-round view. The truck is designed to be used indoors and out.

The names of the winners of the IFOY Award 2016 competition will be revealed at the CeMAT opening gala in Hanover on May 31, 2016.

● Right: the Crown C-5.



## New retro-fit device monitors tyre pressures on the move

**S**nooper, a leading supplier of GPS satellite navigation and speed detector systems, has recently launched the Tyre Pilot STP1400, a retro-fit device that continuously monitors a car or small van's tyre pressures. The unit is simple to install and use and requires no wiring. Special monitoring sensors are fitted in place of the dust-caps on the tyre valves and are connected via Bluetooth to an LCD plugged into the cigarette lighter socket.

The Tyre Pilot STP1400 sends an audible alert to the driver when it senses significant changes in tyre pressures and temperatures, usually the first sign of trouble. It can also identify the potential danger of an impending flat tyre by detecting a slow puncture. The driver can check the vehicle's tyre pressures from the display at any time to the nearest 1.5 PSI, improving tyre life and performance.

The device will monitor up to four wheels simultaneously and automatically enters sleep-mode to save energy when the vehicle is not in motion.

● www.snooper.co.uk

## Vauxhall is UK's top van manufacturer for 14th year running

Vauxhall is Britain's number one van maker for the 14th year running, according to figures released by the Society of Motor Manufacturers and Traders.



● The Vauxhall Vivaro was launched in 2014.

**T**he company manufactured 60,280 Vivaro vans at its plant in Luton, Bedfordshire and achieved sales of over 28,000 units in the UK alone. Vauxhall also built over 90,000 Astras at its

manufacturing plant in Ellesmere Port, Cheshire.

"We are delighted to be the UK's leading van manufacturer for the 14th year running," said Rory Harvey, Vauxhall's Chairman and

Managing Director. "The Luton-built Vivaro is the lynchpin of our award-winning van range and we are very proud of our 113 year heritage of building vehicles in Britain."

Vauxhall's all-new Vivaro was launched in 2014, securing 1,500 jobs at the UK's only dedicated light commercial vehicle plant after workers won a ten-year contract and a £185 million investment. The Luton plant beat world-class competition from across Europe to build the new van.

Rival Ford shut its Transit factory in Southampton in 2013 making Vauxhall's Luton facility the sole flag bearer for UK van manufacturing, on a site where over eight million vehicles have been built since 1905. The factory is a major exporter with 52% of production destined for European markets.



● Above: tyre pilot valve and dash monitor.

## HISTORY: A PICTURE THAT TELLS A STORY



# A picture that tells a story

This removals van is negotiating the Bealach nam Bo (Pass of the Cattle) that leads to and from Applecross, one of Scotland's most isolated villages.

**T**he pass has a 20% gradient and hairpin bends that take traffic to over 2,000 feet on one of the highest roads in Britain. Some readers in other countries might not think that's high, but at a latitude of over 57° north - that's bleak.

Although it's wild, on a clear day (of which there are few in that part of the world) the views are dramatic over Inner Sound to Rona, Raasay and the Isle of Skye. But in all likelihood, the crew on this vehicle didn't have much time for sightseeing. It can only be assumed that the vehicle is delivering to Applecross because the van has come from Tain, on the other side of the Highlands, 150 miles

stunning in the world, that's saying something.

The van was obviously a little smaller than required for the load, but was probably the biggest that could possibly negotiate the pass. Would the driver have checked out the route before leaving? Let us hope so otherwise he and his trusting crew would have got a bit of a shock as they approached the precipitous climb. Today, tackling the pass in a modern 4x4 vehicle requires more than a little concentration. Attempting it in an overloaded removals van would have been very scary indeed.

It's also possible that the vehicle is moving someone out of Applecross, which conjures up a slightly different scenario. Probably no moving company in the local area, knowing the terrain, would have accepted the job and the desperate customer might have had to search far and wide for a sufficiently unsuspecting company to take it on. Who knows?

Today you can also get to Applecross by a much longer coast road which is equally dramatic in its own way. But that wasn't completed until 1975 so, when this picture was taken (about 1950?) this was the only way in other than by boat.

Does anyone out there know anything

about Thomson & Co from Tain? If you do, please get in touch with *The Mover* so we can give the company the international round of applause it surely deserves. Could the driver still be alive? Maybe. If so, *The Mover* would love to interview him. Assuming he's recovered his sanity that is.



● The dramatic scenery around Applecross.

It can only be assumed that the vehicle is delivering to Applecross because the van has come from Tain, on the other side of the Highlands, 150 miles away.

away. Quite why the family was moving to this remote spot is anyone's guess but it is undoubtedly one of Scotland's most beautiful places and, in a country that must rank as among the most breathtakingly



# Did you know?

We've dug up a few facts that we thought you may (or may not) find interesting.

In 1493, Columbus thought he saw mermaids. They were "not as pretty as they are depicted, for somehow in the face they look like men". It was concluded he probably saw Manatees.

There are more stars in space than there are grains of sand on every beach on Earth.

The Scots have a word for that panicky hesitation you get when introducing someone whose name you can't remember: **tartle**.

If you start counting at one and spell out the numbers as you go, you won't use the letter 'A' until you reach 1,000.

Between 1900 and 1920, Tug of War was an Olympic event.

A flock of flamingos is called a **flamboyance**.

## Caged, neglected and in torment. Please help.



When we found Monti, the 18-month-old bear was being kept by a hotel owner in Bulgaria, for the amusement of guests. For Monti, his 9m<sup>2</sup> cell was roughly equivalent to a man living in a telephone box – and he'd been caged since being a few days old.

Monti is now recovering at our bear sanctuary in Belitsa, Bulgaria, but we know that more bears like him are suffering today. **FOUR PAWS** is a leading force in global animal welfare issues and is committed to taking action against all forms of animal cruelty. Will you give us the urgent help we need to rescue more bears like Monti and put an end to their torment?



## Yes, I will help to rescue bears from cruelty and torment.

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## OBITUARY: MIKE REASON



● Mike Reason.

# Mike Reason: a big man and a big character

Mike Reason, one of the founding members of Reason Global Insurance and known to many throughout the moving industry, has died.

**W**ith his wife Lottie, sons James and Andrew and sister Sue at his side, Mike passed away at Queen Victoria Hospital in East Grinstead, Sussex, on Wednesday, 30 December, 2015. He was 65.

He was a big man in every way. A larger than life character and personality with an infectious enthusiasm, Mike possessed a huge appetite and passion for life and will be greatly missed by his colleagues and friends throughout the moving industry.

With a wealth of insurance experience and knowledge, Mike had many clients across the UK, some of whom he had worked with for more than 40 years. One of Mike's great qualities was his personable nature and ability to always find common interests with clients who were considered not just business colleagues, but friends as well.

One of those companies is Bournes of Rye in East Sussex. "Mike was such a



● Mike with Bournes staff, including Chairman Eric Bourne.

**"Our company owed him a lot and the industry will be sad to see him go."**

Eric Bourne

character," said the company's chairman, Eric Bourne. "That really came through in the anecdotes at his funeral. He was so good to be with and to deal with. He was also very good for the industry by helping companies reduce insurance premiums and he put so much back by sponsoring industry events. Our company owed him a lot and the industry will be sad to see him go."

Jonathan Hood, Group Managing Director of Cadogan Tate Group also worked very closely with Mike and said there was more to him than met the eye. "I knew Mike for many years both personally and professionally and despite the fact that he is justifiably described as a larger than life character, there was another side to him. Beneath the bluff, thrusting and sometimes impatient exterior there lay, sometimes hidden but always there, an intensely sensitive, kind and generous man who really did care about his friends and business acquaintances and for whom nothing was too much trouble if it meant that you were a little happier or more comfortable. I will miss him – a lot."

Mike had many and varied passions in his life. He loved classic cars, both model and real and had an extensive collection of these along with removals trucks of all shapes and sizes, collected throughout the years, many of which now adorn the walls of the Reason Global offices. What many people did not realise was that Mike even raced cars as a younger man albeit with limited success!

Another of Mike's great passions was Gillingham Football Club, attending games whenever he could and he was also an avid follower of English cricket, travelling the world to watch England play, through their ups and their downs.

Travel was in fact a huge part of Mike's life and not just around the UK and abroad to see clients. He also travelled extensively with both family and friends and saw many parts of the world, invariably travelling in style, as was Mike's way.

However, above all of this, his family and in particular his four grandchildren who he adored gave him the greatest pleasure of all. A wonderful husband, father and grandfather, nothing was ever too much trouble for Mike.

Known to so many in his chosen profession, there was a very large turnout of friends and colleagues from the moving and insurance industries to say farewell at his funeral on 21 January, 2016. Mike battled cancer for the last year of his life and the support provided by Macmillan Cancer Support was invaluable to both him and all of his family, so rather than flowers, the family requested donations to Macmillan Cancer Support.



## Kinga Motyka becomes president of Universal Express in Poland

**K**inga Motyka has become the president of Universal Express in Poland. Kinga started her career in the moving business with Universal Express 19 years ago, and has worked in all areas of the business from operations to sales. Kinga will now lead the company going forward, liaising closely with Universal Express' sister relocation company – Express Relocations, providing seamless moving and relocation services throughout Poland and eastern Europe.



● Kinga Motyka.

## CSR manager at the DKV Group



● Sabine Nixtatis.

**S**abine Nixtatis has recently been appointed to the newly created position of CSR manager at the DKV MOBILITY SERVICES Group, the provider of fuel and service cards. The company says that this appointment enhances

its ability to conduct business sustainably and responsibly both within the Group and outside. At the same time, the Group's associated social, cultural and ecological activities and projects are to be expanded.

"The DKV Group has been very active on its own initiative in the field of corporate social responsibility for many years," said Sabine Nixtatis. "I am very pleased to be in a position to develop and take forward, including strategically, the Group's many individual measures in the areas of the environment, markets, employees and society."

Sabine Nixtatis reports directly to Marketing Director Ulrich Wolter.



● Daniel Renaud.

## Daniel Renaud joins Armstrong in Toronto

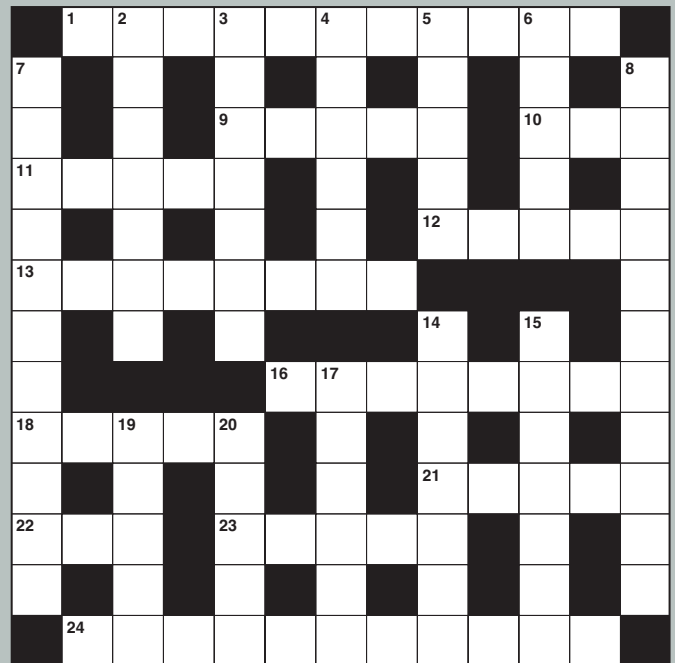
**A**rmstrong International Movers is pleased to announce the appointment of Daniel Renaud as the manager of Global Partnerships. In his new role, Daniel will have responsibility for all import/export business booked with Armstrong by the

company's global trade partners.

Daniel has spent the last 22 years living in Mexico but has decided to move his family back to his home country of Canada. He is now based at Armstrong's Toronto office.

● daniel@armmove.com.

## Puzzles

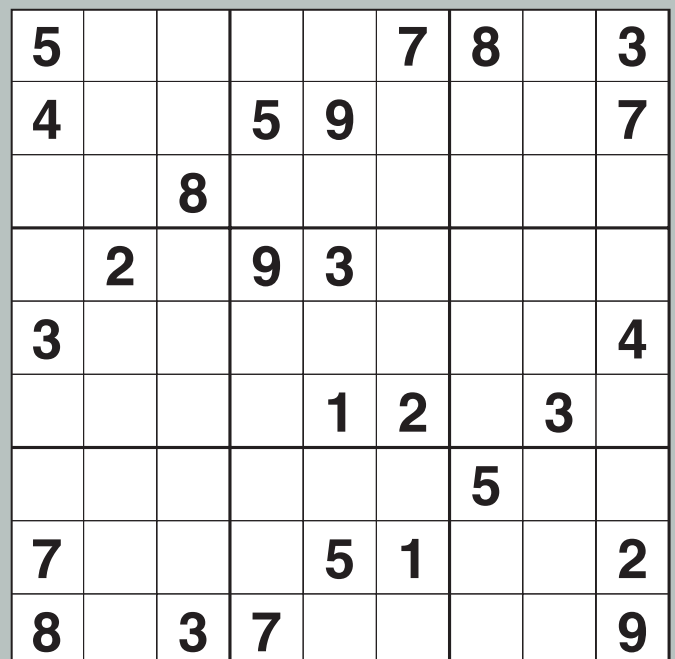


### ACROSS

- 1 Minor crime (11)
- 9 Paces (5)
- 10 Animal doctor (3)
- 11 Welsh breed of dog (5)
- 12 Compound tissue in vascular plants (5)
- 13 Uses seam (anag) (8)
- 16 Investigate (8)
- 18 Flaring stars (5)
- 21 Staple (5)
- 22 Ovoid foodstuff (3)
- 23 Japanese poem (5)
- 24 Witches (11)

### DOWN

- 2 Coat with precious gems (7)
- 3 Inner parts of things (7)
- 4 Inhibits; crushes (6)
- 5 County in SE England (5)
- 6 Polite and courteous (5)
- 7 Endorsed (11)
- 8 Pain in a person's belly (7,4)
- 14 Insects found where you sleep (7)
- 15 Portent (7)
- 17 Simpler (6)
- 19 \_\_\_\_ Mortensen: actor (5)
- 20 Set of moral principles (5)



## NEWS: PEOPLE/YOUR COMMENTS

# YourComments

We asked you for your response to some of the stories we publish in *The Mover*. Here are some of your comments.

## CHAPS change ...

*The Mover*, January 2016, page 30

### David Halsall

David Halsall Sons & Daughters Removals Limited

I have just read the article in issue 058 January 2016 about The Bank of England extending CHAPS on property sales to 6pm.

I agree wholeheartedly with Matt Faizey. Our staff have wives, partners and children and would like to spend time with them. So waiting to get keys until 6pm is unreasonable. As

Lloyd Davies says, 1pm to 2pm should be the time removal companies can expect to start moving a client's goods into their new property.

Who will pay for the extra waiting time, or are removal staff expected to work for nothing? Do solicitors and Minouche Shafik work late for nothing?

Surely between the legal profession, banks and the removal industry some sensible time as suggested by Lloyd Davies could be set as to the time keys must be handed over.

I'm sure VOSA would be interested in having some input on this matter, especially drivers' hours.

## New appointments for AGS

AGS Group has announced six senior appointments in Warsaw, Cambodia, Myanmar, Mayotte/Comoros, Nigeria and the UK.

**G**areth Jones takes up the role of managing director of AGS 360 Solutions in the UK.

Gareth has ten years' experience in the international freight and logistics industry, his last position being group development and operational manager for Sea-Cargo Norway. He has a proven track record in producing results, delivering projects to set time-scales and budgets.

Cédric Tavernier has been appointed to the position of branch manager for AGS Warsaw officially taking over management of the branch last November. Having graduated with a double-Masters' Degree in International Business and Finance, Cédric has been living and working in Poland since 2003 in country and general management positions.

Andrea Gastaldi has been promoted to the position of branch manager for the Group's newly established affiliate AGS Four Winds Cambodia, with effect from November 2015. He hopes to maintain the Group's reputation and to develop the AGS Four Winds network in the highly strategic South-East Asian zone.

Marc Guyonnaud returns to AGS after a five year interval working for an international shipping line

to manage the Group's new branch, AGS Four Winds Myanmar. Marc hopes to build upon the success of this newly created affiliate and is very excited about being in a country experiencing such strong growth.

Quentin Thomazeau has been appointed branch manager AGS Mayotte/Comoros. Before joining the AGS Group, Quentin worked in many different locations around the world including the French Embassy in Tanzania in 2006, before moving to Johannesburg and then to Dakar. Back in Europe, he worked in Brussels in 2010, after which he returned to Africa where he was project manager and director in Maputo for three years.

Florent Birot joined the Group in January 2015 as trainee branch manager in Mali and has now been appointed deputy branch manager Nigeria and branch manager PHC, taking up his position in December 2015. Before joining the AGS Group, Florent worked in various industries: supply chain management, logistics, sales and client relations and supplier management.

● Top row, left to right: Gareth Jones; Cédric Tavernier; Andrea Gastaldi; bottom row, left to right: Marc Guyonnaud; Quentin Thomazeau; Florent Birot

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## The White & Co Mystery Mover

Well done to all of you who spotted Phil Watts from Suddath doing his best to play golf last month. It was Antonio Gill from Mudanzas Clara del Ray in Madrid who was the first correct answer out of our famous hat so he is this month's winner of the much coveted White and Company Red and Black watch. This time it's really easy so you have no excuse at all for not joining in. Who's wearing the blue hat? Answers please to [editor@themover.co.uk](mailto:editor@themover.co.uk).





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## Tony Allen: And finally ...



# 'Tis folly to be wise?

I recall a time many years ago, and before I left home; when if ever the telephone rang (and they actually did ring in those days) my mother could be heard to cry out: "Oh My God!" - you see she always perceived that this sound was a harbinger of bad news.

As time went on, this increasingly became a family joke and if the telephone ever rang during our get-togethers, the whole lot of us would call out: "Oh My God!" I'm sure that, on occasions, our neighbours must have formed the impression that they were living next door to a family of evangelists!

As amusing as this might have seemed at the time, I must now admit to having also reached a stage in my own life when if the telephone rings or I receive an e-mail or a text, my first reaction is normally: "Oh My God!" Although so far I have managed to stop myself uttering this out loud, as I could not face the ignominy of becoming the butt of family jokes (some hopes!).

It's really quite interesting how our attitudes change as we progress along this conveyor belt which we call life. When we are young, we live in a world where nothing ever goes wrong and we are surrounded by people who will last forever. We do, however, slowly and inexorably come to realise that our progress is governed by a combination of both chance and inevitability. Bad news accrues as we get older and this of course conditions our future attitudes - no bad thing really as we hopefully learn from our experiences. Consequently, old age is fundamentally an amalgam of wisdom and bloody mindedness, whereas youth - which somebody once said is wasted on the young - is a combination of optimism accompanied by a series of bulls in a series of china shops!

Of course this natural state of things can lead to problems for businesses, and especially family businesses - of which there are many within the moving industry. Ideally we should exist with a combination of the two best qualities of the extremes, namely wisdom and optimism. Unfortunately, the opposite is often the case and we end up with a partnership consisting of bloody mindedness accompanied by a bull in a china shop. Not so good, especially if we own a china shop.

Of course this state of affairs not only appertains to businesses, but also, to governments, families, clubs, associations and so on. Nations with ageing populations tend to be conservative by nature, whereas youthful populations tend to be more

innovative and dynamic. I suppose that when you come to think about it, we 'learn' when we are young but we 'understand' when we are older. To put it another way and to quote that well known sage Jimi Hendrix (yes! Jimi Hendrix): "Knowledge speaks, but wisdom listens" - and not only was he quite right, but he was also quite young at the time.

In theory, maybe middle-age is the most ideal situation, as ostensibly we must possess a combination of both extremes. But unfortunately this might simply mean that we are left wanting in both qualities by slowly losing our youthful zest as we wait for wisdom to strike.

Whilst we are on the subject of quotations, the one by J M Barrie of Peter Pan fame when he said: "I am not yet young enough to know everything", is most appropriate. To me this pearl of wisdom really sums things up. Lots of inventions are made by the young who are unencumbered by the restrictions of wisdom. But do not despair dear middle-aged reader; most inventions are made by people within your age bracket: Fleming, Einstein and Edison for example.

To put it another way and to quote that well known sage Jimi Hendrix (yes! Jimi Hendrix): "Knowledge speaks, but wisdom listens" - and not only was he quite right, but he was also quite young at the time.

But of course the reality is that the pace of change is exponential, and if you look at the abundance of inventions that relate to computerisation for example; well who would have the energy apart from the young to keep up the pace? We have to accept that, remarkably, this is still a relatively new 'science' and perhaps we also have to accept that 'a bull in a china shop' attitude is the best one to have in this instance. There is very little accumulated wisdom to rely upon and it's an industry that is chock full of young pioneers; albeit rich ones!

I suppose the conclusion of all of this is that, as individuals, we not only evolve throughout our life but we also evolve as a species. All age groups have a part to play in this process - thank goodness. Just remember, by the way, that an owl is only considered to be wise simply because it looks wise - so maybe we should try this ourselves, it might help!





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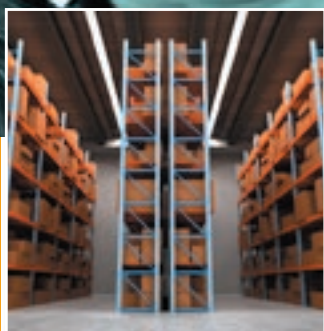


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