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TheMover



TOP REMOVALS

British moving the Bulgarian way. Page 26



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TheMover

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LEADER

New associations must make money

Steve Jordan, Editor



I am really not sure what's happening on the UK trade association scene right now. I have just returned from a meeting at which yet another association was proposed: that would make five in the UK as far as I know and that doesn't allow for the expanding list of forums and online groups that seem to be springing up like March daffodils.

It wasn't long ago that the UK had BAR and that was it. Love it or loathe it you had Hobson's choice but many good people dedicated much of their working lives, free, to working with BAR to improve the lot of its members and to represent the industry at large. Many others seemed to dedicate their lives to criticising it, often without bothering to acquire the knowledge to understand its actions.

Today we have associations coming out of our ears and there may well be a need for them. There are plenty of movers who do not qualify, or do not wish, to belong to BAR. They have their reasons. Yet still they want a badge of some kind whether or not it serves any useful purpose or its customers have a clue what it stands for. "Just give me something to belong to," I have heard people say. It's a primal human instinct.

There's another: they must help the member make money. Yes it's nice to be part of a family, but you also have to put bread on the table. Every association has to question the value it provides to its members. If there's no value, there's no future.

The association has to make some money too otherwise why would the organisers bother to go to work each day? And how much will their members allow them to earn before they begin to think that their motives have changed? I don't know but I'd like to bet that the two are significantly out of step.

BAR has been in operation for close to 115 years. It has always been overseen, to some extent at least, by dedicated members who have worked their tails off for the benefit of the industry for free. I don't know if that is still true but I do know that any organisation that tries to occupy its space will need the backing of its members in equal measure. I wish them success in filling whatever need exists, but let nobody think it will be easy.

Steve Jordan



● Matthew James' two new Euro 6 Scania Streamline 450s.

Matthew James goes Euro 6

Erith-based Matthew James Removals & Storage has invested in two new Euro 6 Scania Streamline 450s.

The two new trucks are built to a high specification with alloy wheels, retarder, fridge, freezer, microwave, air conditioning and full air suspension: every axle rides on air. One of the vehicles is an addition to the fleet and the other a replacement for an existing vehicle, bringing Matthew James' fleet to 26 vehicles. The two new trucks will mostly be used for European work.

Chris Bishop, Transport Manager, said: "Both vehicles will be built as 4,000ft³ draw bars, with nine container doors – to allow multiple drops in Europe – and the facility to transport cars. Most of our existing fleet is Euro 4 and Euro 5, we're building for the future with these for when the Euro 6 Standard comes into force. They'll be more environmentally friendly but we'll

"Most of our existing fleet is Euro 4 and Euro 5, we're building for the future with these for when the Euro 6 Standard comes into force."

Chris Bishop

have to wait and see if they prove to be more fuel efficient too."

"Both vehicles are high spec", said Chris, "but in comparison to Matt's current project, they're budget!" (See *The Mover*, February 2014, page 14.)

Got an event coming up?

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Grant Binnie - White & Company PLC, 2 St Peters Technical Park, St Peter, Jersey
01534 484 002 g.binnie@whiteandcompany.co.uk



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NEWS: UK

High winds knock Roy's van for a six

During the persistently bad weather, businesses across the British Isles were majorly affected by rising waters, fallen trees, floods, giant sea swells and high winds.

The removals trade was not spared its share of national woes. One such report of destruction came from Roy's Removals on the Isle of Man.

A storm on the 27 December, blew one of Roy's vans over onto its side in central Ramsey. Fortunately, nobody was aboard and the van was between jobs, so no cargo was damaged.

Although the vehicle sustained no major damage to the engine, there was a significant degree of breakage to the bodywork and doors, rendering it a write-off.

"Considering that the van had to remain on its side for over 24 hours until the storms had abated, there was very little damage to the engine," said Roy Bracher, owner of Roy's Removals. "However, the van is a write off and it's now a matter for the insurance company."

The incident caused quite a stir in the local area, having been reported enthusiastically on Facebook, Twitter and the press. "The accident has all ended up being rather costly in terms of free advertising," joked Roy.

It's all business as usual at Roy's Removals as they still have three vehicles in full operation and can always hire in extra if the need is there.



● Roy's Removals' van is rescued.

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● The Mover wrote to Boris Johnson expressing concerns about the proposed central London HGV ban.

The Mover fights the industry's corner re: HGV ban in London

In November 2013 *The Mover* wrote to Boris Johnson, Mayor of London, to express its views on behalf of the moving industry with respect to the proposed HGV driving ban in central London.

It has now received a reply from the Mayor's office confirming that the views will be taken into account during the forthcoming discussions.

The proposal is to ban HGVs from the centre of the city during peak hours to help prevent accidents involving cyclists. The letter from Steve Jordan, Editor of *The Mover* said, "I believe that, although the transport industry in general might welcome such a ban, allowing them to make deliveries at off-peak times, the moving industry is very different and any such ban would be completely unworkable."

The letter continued: "Clearly private individuals moving home want to do so during normal working hours. Members of our industry do not have the option to switch timings in the same way as the haulage industry does. It is also impractical for a moving crew to stop work to leave a central area before a ban

comes into effect leaving a household move incomplete. Moving vehicles also spend most of their time stationary outside a house so pose little danger to other road users."

"Members of our industry do not have the option to switch timings in the same way as the haulage industry does."

Steve Jordan

If you have strong opinions on this proposal please send them to the editor, Steve Jordan at editor@themover.co.uk, for onward direction to the relevant government department.

Red tape blitz frees businesses from bureaucracy

The government has introduced new rules to exempt hundreds of thousands of businesses from inspections by local authorities and the Health & Safety Executive.

According to Business Minister Michael Fallon, shops, pubs, offices and clubs will no longer face expensive, time consuming and burdensome regulations with more than 3,000 regulations being scrapped or overhauled.

"The government has done a solid job in tackling the overall number of regulations out there and we congratulate ministers on that," said Alexander Jackman, Head of Policy at The Forum of Private Business (FPB). "What it needs to do now is commit to avoid changing the existing rules as often, to reduce the cost of compliance."

Mr Jackman commented further, "The constant churn of employment law regulations provides as much of a burden to small businesses, who have to invest time and resource – or expensively outsource – in order to understand areas. Parental leave is a prime example. Businesses accept the need for it, but are frustrated that periods of leave and processes constantly change."

Relaxed laws will enable small business regulation to grow and drive economic recovery. The FPB has recently campaigned for the creation of better access to consistent, simple advice about compliance for its members.



● Alex Jackman.



● Staff celebrating at the Northampton headquarters of Doosan Industrial Vehicle UK with director Tim Waples (centre) holding the award.

Doosan G2 engine wins FLTA innovation award

Doosan Industrial Vehicle UK's innovative G2 diesel fork lift engine has won the Innovation award at the FLTA Awards for Excellence 2014.

The G2 uses an innovative new combustion system to comply with the latest emissions legislation while completely removing the need for a diesel particulate filter (DPF). The resulting clean burn engine, fitted to Doosan's 2.0t to 3.5t fork lift models, powers the EU's first Euro IV-compliant trucks.

Additionally, the G2's advanced fuel injection system improves fuel efficiency by 33%, reduces vibration by 33% and noise levels by 10%.

Tim Waples, Director of Doosan Industrial Vehicle UK, said, "We are thrilled that our innovative G2 engine has received industry recognition with this FLTA award, particularly as it was via a public vote so has clearly struck a chord with people. We believe the G2 is a

shining example of the applied research and development capability within the Doosan Group and shows Korean innovation at its best. Instead of trying to modify an existing engine to comply with new regulations, our designers made a completely new engine that reduces emissions so much that a particulates filter is no longer needed."

Other key features include a highly efficient and maintenance-free diesel oxidation catalyst (DOC) to remove the soluble organic element of the particulate matter in the engine and an after-treatment system greatly reduces nitrogen oxides and particulate matter emissions. Even the shape of the piston and ring-pack were redesigned to minimise particulates from unburned oil.

The Mover launches Combination Advertising package

With so many channels of communication out there it's difficult to know how best to advertise your company.

There's *The Mover* magazine of course, but what about the Internet, e-mail marketing and all the social media sites? Here at *The Mover* we've come up with a solution, we call it Combination Advertising and it's free to all our display advertisers.

This is how it works:

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- For a small extra charge we

will send your e-mail marketing material to our extensive 'opted in' e-mail database of around 7,000 contacts in the UK, Europe and the rest of the world. We will also send you a comprehensive report on how many e-mails were sent, how many were opened and how many clicked through to your website.

We don't believe any other magazine for the removals industry, anywhere in the world, offers this much. It brings together the traditional and the modern advertising mediums in a way that has never been done before. It's a really powerful tool!

● For more information or to place your Combination Advertising, call Nikki Gee on 01908 695500 or e-mail nikki@themover.co.uk.



Bishop's Move helped by Exeter Chiefs' star rugby players

Bishop's Move – Exeter staff were joined by star rugby players from the Exeter Chiefs on a recent house move.

Bishop's Move 'sponsored team-mates', Sireli Nagelevuki and Jason Shoemark, got involved with the removals team to oversee the relocation of former Chief's lock, Chris Bentley and his family to their new home in Cranbrook, East Devon.

The Bishop's Move Exeter branch is a long-time supporter of the Exeter Chiefs. The company has sponsored Sireli who also plays for the Fiji international squad for the past three years and New Zealand-born Jason for the past two.

Chris Bentley, who has since signed on with Division Two's Exmouth RFC but remains on the Exeter Chiefs Commercial Team, was assisted by his former team-mates who helped

the Bishop's Move removal men load and unload boxes on to the removal company's truck. Part of the relocation was filmed and the rugby stars were able to put their removal skills to the test for all to see.

"We are committed to backing the Exeter Chiefs. It has been a long and fruitful relationship lasting many years," Bishop's Move – Exeter's General Manager Eddy Hall commented. "I would like to thank Sireli and Jason for giving up their time to come and help Chris move home. I also wish Chris and his family well in their new home and all the best for the future."

One question that begs to be answered is whether or not there were any forward passes made during the move.



● Left to right: Steve Dewick, Graham Morrish, Sireli Nagelevuki, Chris Bentley, Jason Shoemark, Josh Davies, Eddy Hall.

TRADE ASSOCIATIONS: AIM MEMBERSHIP



● Matt De-Machen of Matthew James Removals receives the company's AIM membership certificate at The Mover conference last year.

New membership levels for AIM

Since its official launch at the 2013 Movers and Storers Show, AIM (Alliance of Independent Movers) says that it has received a lot of valuable feedback, most of which was positive. However, the feedback has alerted the Association to areas that can be improved and has, therefore, added additional membership levels that are designed to appeal to moving companies with a range of different needs.

Entry level membership

The first issue AIM has addressed is entry criteria. The Association says that if it is to help new businesses to develop and grow, it should be doing more to help the smaller or less experienced mover. Its solution is to create the Mentorship Level.

The Mentorship Level is for movers that don't yet meet the AIM entry criteria for full membership. It is designed to help the mover to improve their business and includes a detailed Business Development Programme. As a Mentee, the member cannot use the logo or vehicle badges but is assessed every six months to see if the company qualifies for promotion to full member.

Sally Luckes of A. Luckes & Son commented that this mentoring service was potentially very valuable for new companies. "I wish this had been around when we started 18

years ago as it is something we would definitely have found really useful," she said.

Two full membership levels

The second issue that AIM identified was the wide variation on return of investment. Some members, it appears, require more from AIM than others. There are members that only want to be able to show they work to a Code of Practice,

have insurance and employ trained staff. Others require Internet marketing and SEO help, document downloads and online reputation management. Therefore, the full membership has been divided into two membership levels: Standard and Enhanced Membership.

Standard Membership has just the basics and the Enhanced Membership includes several extra services (see table).

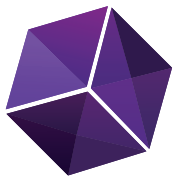
As AIM develops, the Association will be developing new services and benefits to membership. For this reason both the Standard and Enhanced Memberships will be modular. That is, as new services are introduced, members will be able to add them on to their membership if required.

● For more information on AIM Membership or Mentorship, contact AIM on 0208 892 0369.

Benefits & Services	Mentorship	Standard Membership	Enhanced Membership
Model Terms & Conditions	✓	✓	✓
Code of Practice		✓	✓
Use of Logo & Badge		✓	✓
Document Downloads			✓
Business Development Programme	✓		
Online Marketing Advice	✓		✓
Advertising Advice	✓	✓	✓
Access to Conciliation & Arbitration		✓	✓
Website Profile Page		✓	
Enhanced Profile Page			✓
AIM Member Forum		✓	✓
Helpline & Support	✓	✓	✓
SEO Help & Advice			✓
SEO Health Checks			✓
Geo-targeted Online Marketing			✓

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NEWS: UK

A restructure and rebrand for Kent Relocation Services

Kent Relocation Services will launch its restructure and rebranding at the FIDI Conference in Singapore this April.

Kent has decided to streamline its business model from three existing lines to two: Kent Removals & Storage, to cater for the private market; and Kent Relocation Services, that will serve the needs of the corporate and international sectors. The rebrand will include a new Kent logo and a completely redefined list of company values.

"Our company structure was internally focused on our product range," said Tim Irwin, CEO and Director of Kent. "Dramatic changes were necessary to reflect client needs and market dynamics. The new, external client-focussed operating structure will lead to enhanced focus on customer service, improved service delivery and, ultimately, a larger market share."

Personnel changes at the top will be: Pepe Pietropaolo, who has been with Kent for 13 years, has been promoted to General Manager – International Services; Vanessa Heuser, who has 20 years' industry experience, has been promoted to General Manager – Client Services; and Ryan Giddings, with more than ten years' industry experience, has been promoted to International Sales Manager.



● The new Kent Relocation Services logo.

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● Logistics Guild members can now access loans for various purposes.

The Logistics Guild Credit Union (LGCU) launches new source of finance

A new source of finance for the logistics industry has been established by LGCU. It promises to be an ethical and cost-efficient source of borrowing for members of the logistics sector.

To gain access to the LGCU's services, those interested require membership of the Logistics Guild, which is free. Members will then gain access to loans for personal training, learning and career development, and bursaries. Small loans will also be offered for personal lifestyle purposes at competitive market rates.

The initiative is designed to support people at all levels of their careers in the logistics sector from entry level jobs to upper management. Funds can be provided for gaining an LGV licence or a CPC. Nearer the other end of the borrowing scale, dual-fuelling vehicles, telematics or fleet management are amongst some other trade related items that can be financed. The initiative is also expected to reduce the strain on company training budgets and staff-turnover.

To date the LGCU has received £1.29 million from the UK government's Department of Business Innovation and Skills (BIS) through the UK Commission for Employment and Skills (UKCES), with an additional £600,000 provided by some major corporations also pledged. The LGCU is also looking to secure sponsorship from employers.

Commenting on the LGCU, Dr Ross Moloney, CEO of Skills for Logistics, said: "Following the global financial

crisis of 2008 there is an important role for credit unions to play in terms of giving individuals and businesses access to finance for whatever they need. The Logistics Guild Credit Union will play a significant part in providing finance that will attract people to our industry as well as help develop and support our existing colleagues."

"The Logistics Guild Credit Union will play a significant part in providing finance that will attract people to our industry..."

Dr Ross Moloney

"To take the LGCU forward, it is vital that the industry gets behind it and that we get employer engagement," said Zoe Shaw, Managing Director of Promethion, financial advisers and sponsor of the initiative.

The UK government is keen to encourage the growth of credit unions and is actively working with the trade body to promote saving and lending through these initiatives.

Anglo Pacific launches Trade Move

Anglo Pacific recently launched Trade Move, a brand new online platform for its trade customers.

Trade Move allows Anglo Pacific customers to generate quotations and arrange overseas deliveries. The new online step-by-step process has been implemented to simplify and streamline the company's ordering processes.

Trade Move allows customers to request and receive a quote at a time that suits them regardless of their time zone. The new system takes customers through an online process where they can schedule their drop-offs at one of Anglo Pacific's three depots in London, Manchester or Glasgow, as well as allowing them to confirm the number of items and destination details. Once the consignment has been dropped off with Anglo Pacific, trade clients can track their shipment (vessel, container number, ETA and their destination agent's details) and monitor their account for paid or outstanding freight invoices.

"Until now, all trade quotes have been handled over the phone or via e-mail. Trade Move has been implemented to streamline this process," said Martin Perry, Anglo Pacific's IT Director. "Two years in planning, and representing a considerable investment for both ourselves and our customers' long-term benefit, this Trade Move system will enhance internal efficiency and provide a seamless trade shipping management tool for our customers."

Trade Move was developed by Anglo Pacific in conjunction with Moveware, an intuitive software system that has been designed by industry experts who understand the moving and storage sector. Trade Move is the first platform of its kind to have been created by Moveware.

"We believe that our customers will be delighted with Trade Move," said Martin. "No longer will they have to call us for each and every quote and query - unless of course they wish to."



● Trade Move is available to Anglo Pacific's trade customers.



● Cyclists Blake Seath and Brooke La Pine.

Anglo Pacific staff get on their bikes

As part of Transport for London's (TfL) free cycle stand scheme, Anglo Pacific has just taken delivery of nine racks – enough for 18 bikes – at its Park Royal HQ.

HR Director Liz Caines hopes they will encourage a healthier and more motivated workforce.

"We have around nine hard-core cyclists at this time of year, growing to between 15 and 18 in the summer," said Liz. "Considering we have 80 staff on-site at our London office, that's not a bad percentage. It made sense to take TfL up on their kind offer and give them a suitable secure place to store their bikes."

Anglo Pacific Sales Consultant and die-hard cyclist, Brooke La Pine, said, "Cycling to work saves me at least £60 a month in public transport costs and it's at least three times faster to cover the four miles between my home and the office. I cycle no matter what, even in the snow, although that can be pretty hairy on skinny road tyres."

"Before the TfL 'toast racks', our bikes would get wet when it rained, which is most of the time in the UK," said Anglo Pacific Removal Consultant, New Zealand-born Doug Dyer. "We're trying to encourage our colleagues to cycle to the office, especially as we pretty much sit at a desk all day, but it seems they don't like the idea of the rain and traffic and would rather spend an hour on public transport than 20 minutes on a bike. It's a mystery."

"I cycle no matter what, even in the snow, although that can be pretty hairy on skinny road tyres."
Brooke La Pine

Anglo Pacific Baggage Sales Consultant, Blake Seath, highlights the social side of cycling. "Yes the health benefits, and cutting my journey time from 45 minutes to 15 minutes, are compelling arguments, but there's an entertainment aspect to cycling too. Whilst I generally journey to work alone, 90% of the time the return leg is done with colleagues – sometimes stopping for some cold 'refreshment' along the way."

Anglo Pacific is not alone in its cycle mania as latest figures show that cycling to work is more popular than ever. Started by the victories of Wiggins and Froome, the UK is undergoing a bike boom and the government even has a tax-free loan scheme in place which can take up to 42% off the cost of a new bike – 325,000 have been purchased in this way so far.

Getting the most for your money at *The Mover*

Here at *The Mover* we are always trying to think of ways to help our advertisers and to include more information for our readers.

As you will know our website includes every article we publish in *The Mover* magazine, all advertisers and suppliers are listed, and advertiser's logos are included. A copy of our latest magazine is always on our homepage and all the back issues are also easy to find. But this wasn't quite enough for us.

It was a shame that the Editor's Leader wasn't included and we also wanted easier access to our White & Company Mystery Mover Competition and to any job vacancies or vehicles for sale. To solve this dilemma we have created a new page entitled **MUST SEE!** It is exactly as

described, included on this page is everything else from the magazine that you really must see. We've added job vacancies and vehicles for sale, the competition, and even our new European Connection Blog written by Tony Richman. The Editor's blog now takes pride of place on our home page as well.

So if you haven't already taken a look you really **MUST SEE!**



Are you a supplier to the moving industry?

Get on *The Mover* website suppliers directory for FREE.
E-mail: nikki@themover.co.uk.



LEGAL: EMPLOYMENT LAW

Employment: what to expect in 2014

In 2014 a number of changes to employment law come into force. Amanda Pullinger, Head of Employment and Aaron Heslop, Solicitor with Rooks Rider Solicitors LLP, offer their guidance to what employers can expect.

January TUPE reforms

With effect from 31 January, 2014, there have been several important changes to the regulations relating to protection of employees' employment rights on the transfer of a business (or a change in the provision of services by a service provider). Perhaps the most relevant change is that a change of location may no longer trigger an automatic unfair dismissal. In addition, the time limit for a transferor to provide information about their employees to a transferee has been increased from 14 days prior to the transfer to 28 days.

March Consultation on zero hours contracts

Seasonal businesses and businesses where the work flow is variable will frequently engage casual workers to cope with changes in demand. One of the ways a casual worker can be engaged is on a 'zero hours contract', under which the employer is not obliged to provide a minimum amount of work, but the worker is obliged to be available for any work when offered. Due to an increase in the use of these contracts and the lack of rights these workers have, the government has launched a consultation on their continued use. Therefore, there may be changes in

the law relating to zero hours contracts over the next year.

April Pensions change

All UK employers must automatically enrol eligible workers into a pension scheme and make mandatory minimum contributions. The date from which an employer has to auto enrol its workers (called their 'staging date') depends on the number of employees they have. At an employer's staging date, they currently have a period of one month to put the necessary arrangements in place. However, from 1 April, 2014, the joining window is being extended to six weeks to give employers more time to achieve active membership.

Extension of right to request flexible working

The right to request flexible working will be extended to all employees with not less than 26 weeks' service, not just those with caring responsibilities. The statutory process for considering requests is to be replaced with a duty to deal with requests in a 'reasonable manner'.

Mandatory pre-claim conciliation

As part of the government's plans to make the tribunal system more

efficient, employees will have to submit potential claims to ACAS before they can issue them at the employment tribunal. Employees and their employers will be offered the opportunity for pre-claim conciliation with ACAS officers for a period of one month. The period of pre-claim conciliation stops the time limit for claims to be submitted.

Abolition of discrimination questionnaires

The process by which employees are currently able to serve detailed discrimination questionnaires on their employers (or former employers) will be abolished. Therefore, there will be no formal process for requesting specific information prior to initiating a discrimination claim. This will be a relief to employers who have found the statutory questionnaire procedure intimidating, time consuming and intrusive. There will be no procedure enabling employees to seek discrimination information from their employers prior to the issue of a discrimination claim.

Employer fines

Fines of up to £5,000 will be introduced, payable to the Secretary of State, if an employer loses an employment tribunal claim and the employer's conduct has 'aggravating

features'. There is no definition in the legislation of what will amount to 'aggravating features'. There is a 50% discount for prompt payment within 21 days.

During 2014

Introduction of compulsory equal pay audits

If an employer loses an equal pay claim, the employment tribunal will have the power to order a compulsory equal pay audit of that employer.

New approach to managing sickness absence introduced

The Health and Work Service is to be introduced, offering free occupational health assistance to employees, employers and GPs, including an independent assessment of employees who have been off sick for four weeks or more. The government has indicated that the new service may be delivered in spring 2014, but there is no confirmed date as yet.

● If you would like to know more about these changes, or any related matter, please contact a member of Rooks Rider Solicitors' Employment team. Visit www.rooks rider.co.uk.

Amanda Pullinger Head of Employment

E-mail: apullinger@rooks rider.co.uk
Amanda has extensive experience in employment law, acting for claimants and defendants including employment tribunal claims involving unfair dismissal, discrimination (age, sex, race, religion, sexuality, etc.), equal pay, unlawful deduction of wages, breach of Working Time Regulations, breach of Transfer of Undertaking Regulations, and claims relating to service agreements, breaches of contracts and restrictive covenants.



Aaron Heslop Solicitor

Email: aheslop@rooks rider.co.uk
Aaron is an assistant in the employment and dispute resolution department and has experience of both employment disputes and non-contentious employment work.





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NEWS: INTERNATIONAL

DONATH
CERTIFIED TO
DIN 27001

Donath International in Germany has successfully completed its DIN/IEC 27001 audit.

This means that the company now fulfills all management and process aspects of the requirements to set up, operate and maintain an information security management system (ISMS) for the protection of data.

The family-run business now joins the ranks of the very few globally active relocation companies that hold the DIN 27001 Standard. "The certification is particularly relevant for our business customers for whom we carry out employee relocations because we have found that information security is of prime importance for many of them," said Michael Donath, Director of Donath International. "Whoever is moving must be able to know that all their data are adequately protected. We can provide evidence with DIN 27001 that they are in safe hands with us." The certification is valid for three years and repeat audits are carried out each year to ensure continuity of the process quality.

Extended service low
emission zone website

The Low Emission Zone in Europe Network (LEEZEN) has announced that it has now received additional EU funding allowing it to provide an enhanced service, making it a single source for all Urban Access Regulation Schemes in Europe.

Following the changes, the organisation has changed its name to CLARS (Charging, Low Emission Zones, other Access Regulation Schemes).

For many years LEEZEN has provided information for vehicle operators about low emission rules for towns and cities throughout Europe. The organisation has now won an EU tender that will enable it to extend its LEEZEN website further (www.lowemissionzones.eu), but importantly extend its service in 2014 to cover Urban Access Regulation Schemes including: urban road user charging, Low Emission Zones and other access

restriction schemes. These are the regulations that many cities and towns use to improve air quality, liveability, congestion, and reduce noise, etc. The funding enables the company to truly become the one-stop-shop on Urban Access Regulation Schemes called for by the transport industry. They will also be able to support cities and other public authorities with their schemes.

Registration on the website is free. Website addresses for individual city LEZs are on the links page. The organisation will be holding a stakeholder consultation during 2014 to receive further user input

The Mover thanks Tony Richman for this information.



● www.lowemissionzones.eu.

SHIP OPERATING
COSTS FORECASTED
TO RISE IN 2014

According to the Ship Operating Costs Annual Review and Forecast report compiled by Drewry Maritime Research, 2013 was another difficult year for the majority of ship operators.

The report also highlighted a likelihood of continued pressure in 2014 to keep any increase in operating costs to a minimum.

Nigel Gardiner, Managing Director of the Drewry Group said, "Poor freight markets have forced operators to keep any increases in ship operating costs to a minimum and our provisional data for 2013 suggests some success in this area. But looking ahead and given the expected outlook for the world economy and international shipping markets we expect to see operating costs rise by 2-3% per annum in the next couple of years."

The rise in costs has been accredited to new international maritime conventions regarding safety, manning and the environment. To counter balance these increases to some extent, 2013 saw depressed hull values and static or weaker commodity prices which helped keep expenditure in check.

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Marketing, Public Relations, Web
Quality Training Environment
International Matrix Certification
Area Coverage



● The Pegasus.

Brittany Ferries orders giant gas-powered ferry

Brittany Ferries recently announced that it has ordered its largest ferry yet: one of the biggest ships powered by Liquefied Natural Gas (LNG) in the world.

The new ferry will be the cleanest, most environmentally friendly ship to operate in UK waters because LNG emits about 25% less carbon dioxide during combustion than marine fuel oil and burns with no smoke. It is also a safe fuel as it is relatively difficult to ignite. Regulations for vessels stipulate that LNG must be at least as safe a fuel as oil. LNG is entirely free of sulphur and is very low in nitrogen oxide emissions.

Brittany Ferries and ship-builder STX France have been co-operating for two years on a study regarding the feasibility of powering a ferry by LNG. The ship, costing some 270 million euros (£225 million) will be built by STX France in St. Nazaire and she will enter service in late spring 2017.

STX France said that the new ship "Sets major milestones in the field of motorisation and energy storage and opens the way to a new generation of environmentally friendly ships". The company claims that the 'Dual-Fuel' engines, using Liquefied Natural Gas as the main source of energy, will eliminate SO_x emissions and reduce her NO_x emissions by 80% and CO₂ emissions by 20% thereby exceeding the new MARPOL exhaust gas emission requirements coming into force next year.

This new ship will replace Brittany Ferries' current flagship, *Pont-Aven*, which will move to the Portsmouth - St Malo route thereby providing

much-needed freight capacity to this popular service. Operating on the longer routes between UK and Spain, she will have many of *Pont-Aven*'s features, but with a much larger garage. The latest technology will be applied and free Wi-Fi will be available in every cabin and throughout the ship.

Simon Wagstaff, Group Freight Director, commented: "This order represents a huge investment and a long-term commitment by Brittany Ferries to its highly successful services to Santander and Bilbao. The new vessel will provide significantly more freight capacity to northern Spain and at the same time release *Pont-Aven* to operate on the Portsmouth - St. Malo service, where current demand for capacity exceeds supply. Furthermore, the range and quality of facilities provided for freight drivers by the new vessel will set Brittany Ferries apart from its competitors."

Technical spec of the new LNG vessel

Length:	210 metres
Width:	32 metres
Draught:	7 metres
Gross tonnage:	52,500
Maximum speed:	24.5 knots
Dual fuel propulsion capability with marine gas oil as back up	
Number of decks:	12
Number of passengers:	2,474
Number of crew:	189
Number of cabins:	67
12 Commodore Suites; 51 Deluxe cabins; 30 pet-friendly cabins; 15 wheelchair-accessible cabins	
Garage capacity:	80 Freight units 325 Cars

UniGroup Relocation Asia Pacific raises funds for typhoon victims

UniGroup Relocation Asia Pacific has launched a matching fund to help those affected by Typhoon Haiyan.



● Steve Lewis hands over the cheque to Betty Lau of the Hong Kong Red Cross.

Super Typhoon Haiyan was one of the strongest storms to hit the Philippines in early November 2013, killing at least 6,000 people and leaving massive destruction. The company will match donations, dollar for dollar, with its US partner Hilldrup International.

"We were sad and concerned when we heard about the tragedy and wanted to help in any way we could," said Steve Lewis, Managing Director of UniGroup Relocation Asia Pacific. "Each of our offices in different locations in Asia has donated funds to local charity organisations such as the Red Cross."

The company has donated HK\$8,700 to the Hong Kong Red Cross (HKRC) recently. Ms Betty Lau, the Head of International and Relief Service of Hong Kong Red Cross accepted the cheque from Steve Lewis.

"We would like to thank employees of UniGroup Relocation and Hilldrup International for their generosity and support towards this matching fund. Without them, the matching fund appeal

would not be a success," said Steve Lewis.

The HKRC launched an emergency appeal in Hong Kong from 12 November to 3 December. As of 23 January, 2014, donations amounting to HK\$29.7 million had been

"Each of our offices in different locations in Asia has donated funds to local charity organisations such as the Red Cross."

Steve Lewis

received from the kindness and generosity of the Hong Kong public. The HKRC also provided an Emergency Tracing Service for people in Hong Kong looking for missing family members in the Philippines, and a Psychological Support Service to those in need, through hotline, psychological education sharing sessions and out-reach services.

THE CHANGING FACE OF INSURANCE

Basil E. Fry Company Ltd is one of the UK's leading insurance brokers for the moving industry. In 2007 it underwent a Management Buy Out, only a few months before the recession hit. Steve Jordan talks to Greg Wildman about how the company handled both.

It was back in 2007 that Philip and Greg Wildman completed their MBO of Basil Fry. It was a life-changing moment:

overnight much more than just a job was riding on the business's success. Anyone taking on such a project assesses the opportunities, threats and risks very carefully before making a decision. However there was no way that the brothers could have anticipated the bombshell that was to hit them only a few months later: the worst recession in living memory.

"The insurance industry is a very good barometer of the whole market and in particular this niche that we are involved in," said Greg. "The downturn started to hit us mid way through 2008, but we weren't too worried at first." Greg said that he expected turnover to drop by around 10%. But it didn't turn out that way. "We didn't think it would get so bad that companies would lay off people and mothball vehicles to the extent that it would affect their insurance policies. The turnovers of our customers plummeted, in some cases by as much as 40%. Suddenly we had the same number of clients, paying a lot less." The recession lasted until mid 2012 for the company: four years, during one of the company's most vulnerable periods.

Greg said that they had to look at what resources they had and decide how to use them best. They had an excellent reputation, a strong client base and loyal, experienced staff. "From there it was a case of being a bit sharper with marketing, concentrating on our recruitment process and looking at how we could streamline our internal processes. Making the decisions was much easier after the MBO. We would

have an idea in the morning, and implement it in the afternoon. It made us much more agile."

In 2009 Basil Fry & Co made a major investment that helped it to capitalise on what became the new normality of the post recession era: SIRIUS, the paperless administration system specially designed for insurance brokers. This took over many of the administrative functions of the business leaving the staff to concentrate on business development and keeping customers happy. This coincided with a structural change in the way the company operated. "In 2009 we decided that instead of running a management team and giving work out to the most relevant staff members we decided that

"We have always been loyal to the removals sector, but we did start writing more commercial and self storage business."

Greg Wildman

each account executive, including directors, would have their own dedicated assistant to manage their clients," explained Greg. "This means that account managers can get much closer to customers and the office back up is better." In addition to this, in 2009, Basil Fry expanded its approach to professional examinations and now insists that the broking team study for the ACII exams – the professional

accreditation awarded by the Chartered Insurance Institute. "All staff are supported financially through these examinations and there are additional incentives to pass exams and progress through them swiftly." Staff numbers at Basil Fry have continued to grow and the company has just recently expanded to forty staff. "Success in broking has led to a heavier reliance upon our claims functions and so we have had to address this with new staff in all areas of the business."

Productivity was increased with the new computer system and the team tried to get around as many BAR meetings as possible to develop the business. This included writing some business that the company would not have considered previously and looking for new opportunities to ensure the company's profitability. "We have always been loyal to the removals sector," said Greg, "But we did start writing more commercial and self storage business." This has been a successful diversification which has left Basil Fry with a substantial share of the self storage market.

Another change had a fortunate affect on Basil Fry without the company having to do anything. Royal and Sun Alliance (RSA), Basil Fry's main provider, identified that

● Above: Philip (left) and Greg Wildman; right: the staff at Basil Fry.

it was getting most of its business from its top 25 brokers, of which Basil Fry was in the top three. As part of a rationalisation process, in 2013, it decided to focus all its attention on these top brokers and handle all the business through what they have called 'Platinum' centres. This increased the day-to-day support given to Basil Fry and helped it to enhance its service, especially to self storage customers.

"There are signs now that people are considering expanding their insurance protection. Directors and Officers cover, Professional Indemnity insurance and even travel and health insurance are all being considered," said Greg. "But most companies are continuing to concentrate on recovery having learnt the lessons of the recession."

The customer-facing side of the business is now very different than in was in 2007. Policies are all handled online with the moving or relocation company producing its own deep-sea certificates with a few key strokes. A similar system for UK military moves, Portcullis, allows the individual to enter details directly, by-passing the moving company in line with the





requirements of the Agility contract.

There is also the claims handling service that Basil Fry provides on behalf of customers. This handles claims from customers and has proved to significantly reduce claims, improve claims records and, therefore, reduce premium rates for participating movers. Greg acknowledges, however, that some companies prefer to negotiate their own claims, especially those in the corporate market.

There are some new threats of course. One comes from companies who sell insurance directly to private individuals. "We have chosen not to do this as it would by-pass the moving companies who give us most of our work," Greg explained. "I also know that many movers will refuse to move anyone if they haven't provided the insurance simply because they don't know the level of cover provided. For that reason I think it's unlikely to be much of a further threat."

In one respect Basil Fry's the same as many other companies: at the risk of releasing a cliché, its staff are its best asset. Its people have been very loyal and some have been with the company for many years. In fact Greg is perhaps a little old-fashioned in that he likes the idea of a 'job for life'. Strangely, however, he has a policy of not employing people with insurance experience. "People from a customer services background are best for us," said Greg. "If they have been in the industry before their preconceptions can be unhelpful. We prefer to train people in the way the moving sector operates."

The last few years have been interesting for Basil Fry. There have been many changes both within the organisation and in the market as a whole. "But I think that companies come out stronger from a recession," said Greg. "I hope our customer service is now better than it's ever been."

Mark Pitcher hurt in race car accident

Mark Pitcher from The Moving Company in New Zealand has been injured in a motor racing accident.



● Mark Pitcher's newly-repaired 780hp Nascar-style Super Saloon.

He's not seriously hurt but he has received a nasty burn to his lower leg and, more importantly it seems when talking to mark, has given him a setback at the start of the racing season.

Mark was taking part in a national championship event at the Wellington Speedway. He was driving his American Nascar-style 'Super Saloon' with 780 horse power under the accelerator pedal. During the race a fuel line came adrift and caused the car to catch fire. Unfortunately the car runs on methanol which cannot be seen burning, so by the time Mark realised what was

happening the flames had already taken hold.

"It was my accelerator leg from the knee to the shin," Mark explained. "And I burnt through a brand new set of triple layer racing overalls. What's worse is that the race was the start of the season and I had moved up to second place in the race before my emergency exit."

Mark's car has now been fully repaired and he is about to start the Burger King sponsored Pro series. His leg might take a little longer to fix.

Infrastructure developments in Romania, Russia and the Ukraine

The Romanian Road Authority is planning a multi billion euro scheme to build three new highways commencing in 2014.

The three key projects consist of the Comarnic-Brasov Highway, the Craiova-Pitesti Highway and the Southern Beltway in Bucharest. The completion of all three is projected for 2016-2017.

Russia and Ukraine plan new transport connection

A new transport connection linking Russia to the Ukraine aims

to improve traffic and economic links between the two countries. The new connection will allow drivers to travel between The Crimean Peninsula and Kuban in Russia.

The consortium is currently in the process of exploring viable options for the construction of either a bridge or tunnel as a part of the proposed transport link.

NEWS: INTERNATIONAL



EU transfer of vehicle rules negotiations suspended

The EU Presidency has suspended negotiations on simplifying the transfer of motor vehicles registered in another Member State within the Single Market following an assessment on the tax implications of the proposed change.

Simplifying the transfer of motor vehicles registered in another Member State within the Single Market addresses the issue that motor vehicle registration problems remain a frequent obstacle for citizens when exercising their rights under EU law in their daily lives.

To address those problems, on 4 April, 2012, the European Commission presented a legislative proposal aimed to harmonise, streamline, and simplify the procedures for re-registration of motor vehicles registered in another Member State.

On this basis, on 9 July, 2013, the European Parliament's Internal Market and Consumer Protection committee (IMCO) adopted a report seeking to further simplify the vehicle registration formalities and conditions. Following slow progress in the Council, IMCO decided to enter informal negotiations with a view of reaching agreement with the Council on 23 January, 2014.

However, on 31 January, 2014, the majority of Member States requested an impact assessment on the taxation aspects of this proposal before continuing work on it. As a result, the Presidency has suspended its negotiations as it could not get an informal mandate to proceed (see *The Mover*, February 2014, page 21).

Scania's Young European Truck Driver 2014 competition

Are you an LGV C+E driver aged 35 or under? If so, Scania's Young European Truck Driver 2014 competition is now open for entry.



● The competition tests young drivers from all over Europe in the final in Sweden in September.

Aimed at promoting the highest standards of driving and road safety among Europe's young drivers, entrants from 26 countries will compete throughout the year for the ultimate prize of a new Scania R-series truck worth 100,000 euros.

"Young European Truck Driver has been the world's premier driving skills competition for more than ten years now," said Scania (Great Britain) Limited Managing Director Claes Jacobsson. "During this time

many thousands of young drivers have participated, and all have worked hard to develop their performance behind the wheel as they endeavour to be crowned Europe's top young truck driver. We are immensely proud of this record, as it means commercial vehicle drivers the length and breadth of Europe are now driving more safely and efficiently as a result."

Young European Truck Driver is open to all LGV C+E drivers aged 35 or under. This year, all entries

are being made via www.scania.co.uk/yetd. Drivers registering for the event are asked to create an online profile, after which they take a multiple-choice driving-knowledge test from which the 12 leading entrants will be determined.

These top 12 performers will be then invited to a driving skills event at Scania's Milton Keynes headquarters on Sunday, 27 July. Here, the participants will be whittled down to 'six of the best', each of whom will then be invited to take part in the Young European Truck Driver UK Final. This event will be staged at Truckfest Original on 30/31 August at the Newark & Notts showground. At this event the UK's overall winner will be selected. He or she will then travel to Sweden as the guest of Scania (Great Britain) Limited in order to take part in the European Final (12/13 September), which is where the event's top prize of a new Scania R-series truck will be awarded.

In addition to the top prize, the event offers great rewards at every stage of the competition. Included is a draw, which every registered driver will be entered into, that will see one lucky winner pulled from the hat to accompany this year's Young UK Truck Driver to the European Final in Sweden.

● Enter now at www.scania.co.uk/yetd. The closing date is 15 June, 2014.



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● EU Member States have reached an informal agreement on several common standards.

Transport MEPs back vehicle inspections agreement

An informal agreement with EU Member States on minimum common standards for periodic vehicle inspections, vehicle registration documents and roadside inspections of commercial vehicles was backed by the Transport and Tourism Committee on Tuesday 21 January, 2014.

The revised rules, designed to improve road safety, would set new EU-level standards for periodic technical inspections of vehicles. Testing equipment would have to meet minimum technical standards and inspectors carrying out periodic checks would have to satisfy minimum competence and training requirements laid down in the new rules.

Roadside checks on commercial vehicles

In each calendar year, roadside checks would have to be made on at least 5% of commercial vehicles on EU roads and each Member State should strive to carry out an appropriate number of inspections proportionate to the number of registered vehicles. The compromise text also calls on Member States to take light commercial vehicles into account in their overall road safety and roadside inspection strategies, even though this is beyond the scope of the revised rules on roadside inspections.

To support roadside inspections, Member States should use risk rating systems to target firms whose commercial vehicle fleets have

poor safety records and reduce the administrative burden on those with good ones.

The agreed text also sets out cargo securing requirements, should Member States authorities choose to include these in roadside inspections.

Mutual recognition

To simplify vehicle re-registration, Member States in which vehicles are re-registered would be required to recognise a valid roadworthiness certificate issued by another Member State. Data on periodic roadworthiness tests and validity of the roadworthiness certificate as well as certain data on registered vehicles should be recorded electronically, say MEPs.

The new rules would also simplify the 'suspension' (removal from the road on safety grounds) of vehicles without a valid roadworthiness certificate, but suspension would not have to be followed by a new registration once a vehicle is again authorised to be used in road traffic.

Next steps

The proposals are to be put to a vote by the European Parliament as a whole in March.

The European Connection

Tony Richman



Can lorry re-design wait?

While many will be familiar with the ongoing EC debates about Long Heavy Goods Vehicles (Double-Trailer outfits, etc.), this aspect has somewhat masked other important matters – namely, those about road safety and emissions/energy use where the proposals facilitate the introduction of more aerodynamic vehicles.

'Box' shape lorry cabs with pillar box-style windscreens only allow drivers a limited sight of the road, creating blind spots beneath and around the cab. Cyclists are highly vulnerable to accidents in these spaces. According to the European Cycling Federation (ECF), more than 7,000 lives were lost across the EU, during 2008-2010, albeit not all by lorries.

At issue is an amendment which, by 2020, would mandate that new lorries be given extra design space – on condition that this is only used for safety improvements such as:

- Bigger windscreens and side windows;
- A 'round nose' to deflect cyclists to the side rather than sucking them under the wheels, as happens currently;
- 'Crumple zones' or shock absorbers;
- 3-5% less greenhouse gases by way of fuel efficiency improvements.

An ECF coalition with the International Road Transport Union and others is pressing the case that "mirrors are not enough". For some years, the lorry manufacturers have been leading the calls for action on lorry safety by trying to convince the EU to allow manufacturers more freedom in design work but we now see that France and Germany are thought to be decidedly unenthusiastic about the legislation, under pressure from manufacturers such as Renault and Daimler.

The UK is also prolonging the issue. A briefing document says that "whilst we support improvements to [lorry] cab design to improve fuel efficiency and carbon emissions, and road safety for vulnerable road users, any mandatory requirement for cabs to have a new profile should be supported by an impact assessment. As far as we are aware, there is no impact assessment to support such a change."

Boris Johnson has written to the British Transport Minister pointing out his deep concern at the government's attitude on this but it's not certain if Johnson has raised the matter with the prime minister. In addition, Johnson has announced the start of a separate formal consultation and legal procedures for making a pan-London Traffic Regulation Order for borough roads requiring all lorries over 3.5t to be fitted with side guards and cycle-friendly mirrors. The process could be completed as early as September.

The European Automobile Manufacturers Association (ACEA) has called for a 15-year moratorium on new EU lorry design regulations stating "redesigning the cab is an extremely complex exercise that requires development time", and "the product lifecycle of a cab is 15 years on average". But, do we really want such important legislation delayed until 2029?

By the time you read this, a 'workable compromise' via the European Parliament (EP) committees may be possible but the risk of the legislation being delayed is very disturbing. The EP Rapporteur says that he will bring legislation to a plenary vote in April 2014. So, if you support the proposals it is still not too late to contact your regional MEP and make your views known.

Tony Richman

PROFILE: SIMPSONS REMOVALS



SIMPSONS REMOVALS

A family business with worldwide connections

Back in 1979 a youthful Barry Simpson started a removals company in Dartford, Kent. During the past thirty-five years Simpsons Removals has grown into a respected removals company employing around 80 staff working from its depots in Dartford and Chesterfield.

Although Barry is still Managing Director and very much involved with the business, his daughter Melanie and son Steve now have responsibility for its day-to-day running.

Simpsons moved its head office and main warehouse to Swanscombe - close to the Dartford Crossing - in 2001. The 46,000ft² warehouse is one of the few HMRC approved depositories for the removals industry in the country meaning that goods entering the country can clear customs away from the port. "We became authorised by HMRC about ten years ago and we certainly had to 'jump through hoops' to get their

approval," said Steve Simpson. "It made a big difference to the business, especially with overseas trade customers shipping goods to Europe. They can send their containers directly to us, where they clear customs and we forward them to their destination in Italy, Spain, or wherever. It really streamlines the operation and because we don't need to use an agent at the port, it saves them money too. We also handle moves further afield to places like India, South Africa and the Far East. At the moment we're handling around 30 to 40 containers a month, so it's quite a lot business," said Steve.

Steve is surprised more removals

"We became authorised by HMRC about ten years ago and we certainly had to 'jump through hoops' to get their approval..."
Steve Simpson

companies don't take on overseas moves and is keen to encourage more of them to do so. "All a removal company needs to do is deliver the goods to our warehouse here in Dartford and we can do the rest. I think some are put off by the red tape and paperwork, but we can help take care of all that for them so they don't need to get too involved. They can even get an instant online quote using our trade quotation system. Every trade customer has their own secure login and is assigned an account manager to give a single point of contact, so there's no reason to turn overseas work away," said Steve.

Private customers can also get a

PROFILE: SIMPSONS REMOVALS



● Right: Kirk Dugard;
top right: Simpsons sales
team; far right: Melanie
Simpson.

quote online via the Simpsons website although the company always encourages customers to have an estimator visit just in case items have been overlooked, such as things in the loft or in the garage. Estimators are equipped with an iPad running Voxme software on which to record all the items to be moved. The estimator can also photograph any unusual pieces of furniture and the access to the property. The data is then sent via the Internet to head office and automatically entered onto the MoveMan system. A comprehensive survey report and quotation is then sent to the customer so he knows exactly what the move includes and

the cost.

"The online quote system represented a considerable investment for us and there are on-going costs keeping it up to date with things like changes in ocean rates and currency exchange, but it's definitely been worth it," said Simpsons' Project Manager Kirk Dugard. These days people want instant quotes and it makes life easier for us too. When a customer completes the online quote form the information is automatically recorded on our MoveMan system so there's no chance of us missing anything."

Simpsons is BS 8564 approved and a member of BAR, BAR Overseas,

FEDEMAC, and one of only a handful of removals companies to be a member of The Association of Art and Antiques Dealers (LAPADA). "We ship a lot of antiques around the world for people in the antique business as well as private individuals. LAPADA is a highly respected organisation in the antiques industry and being approved by them reassures our clients that they're dealing with a company that measures up to their high standards," said Steve.

Although proud to still be a family business, Simpsons has been quick to adopt the latest technology and to develop its people to meet the challenges of working in a global



market. When Barry Simpson started the company he gave it a motto to live by, 'Excellere Contende', Strive to Excel. Thirty-five years later that overriding principal is still being followed.

LEGAL: HOLIDAY PAY AND COMMISSION

HOLIDAY PAY SHOULD INCLUDE COMMISSION, SAYS EU

A legal opinion from the European court looks set to have huge implications for UK employers, says Paul Mander, Head of Employment at Penningtons Manches LLP.



According to an opinion of an advocate general of the Court of Justice of the European Union (CJEU) on the case *Lock v British Gas Trading*, holiday pay should include an amount that reflects average commission previously earned by workers over a prior period of months. This decision will be of major importance to employers.

Under the Working Time Regulations 1998, workers have a right to paid annual leave. The intention is to put the worker in a comparable financial position to being at work. However, until now, holiday pay in the UK was not required to include any element of commission that would have been earned by workers had they not taken holiday.

Facts

Lock was a sales consultant at British Gas Trading. He earned commission, paid monthly, on top of his basic pay. The commission fluctuated but equated to roughly 60% of his total remuneration. At the end of December 2011 he took two weeks' paid annual leave. During

this leave period, his remuneration consisted of his basic pay and commission he had earned during the preceding weeks. However, in the months following his annual leave, Lock suffered financially from the reduction to his pay caused by him being unable to generate commission while he was on holiday.

He brought a claim for outstanding holiday pay. The employment tribunal referred the case to the CJEU for a preliminary ruling on whether commission should be included as part of a holiday pay calculation and, if so, how the amount of commission should be calculated.

Opinion

Advocate General Bot concluded that Lock needed to be compensated for not being able to make sales and earn commission during his leave. Part of Bot's justification for this approach was that holiday entitlement was intended to give workers rest and relaxation and they should not be deterred from taking it. Lock's commission was directly linked to the work normally carried out by him. While the

amount of commission he earned fluctuated from month to month, it was permanent enough for him to regard it as forming part of his normal pay, described in the opinion as a "constant component of his remuneration".

The employer's defence was that the amount of commission paid already took into account the fact that workers wouldn't be able to generate commission during their leave. This argument was rejected.

According to the EU opinion, commission should be included as part of a worker's remuneration when calculating what that worker should receive as holiday pay. The advocate general suggested taking the average of the commission received by the worker over a representative period of, for example, the previous 12 months, in order to calculate the amount of commission payable.

Comment

An advocate general's opinion is not binding on the CJEU. However, if the court follows the opinion when it hears the case next year, the decision will set a binding precedent

requiring employers to include commission when calculating a worker's holiday pay. The implications of this case are huge and are an extension of the ruling in the *Williams v British Airways* case, where the European court decided that payments 'intrinsically linked' to an employee's job should be included in the calculation of holiday pay (in that case it was payment for flying hours).

Employers need to consider now what their potential exposure is to challenges of this sort, given that claims could be backward as well as forward looking. They should think about whether it's worth changing commission structures, and whether they have the software necessary to calculate holiday pay if it includes average commission.

Paul Mander

Paul is head of Penningtons Manches' employment law team. He advises on a broad range of contentious and non-contentious employment and partnership matters and is recognised in particular for his expertise in restrictive covenant and injunction issues. Paul is experienced in all forms of employment litigation, both in the High Court and tribunals, as well as boardroom disputes, discrimination (in employment and partnership), TUPE matters and outsourcings. He works for a wide range of private sector employers, from a major fast food retailer to financial institutions and in addition acts for senior employees and partners, frequently in relation to discrimination claims.

Paul has appeared on television and in the broad sheet press in relation to employment law issues, and is co-author of the employment section of *Tolley's Financial Management Handbook* and various sections of *Tolley's Termination of Employment Handbook*. He is recognised as a leader in his field by both *Chambers Guide to the UK Legal Profession* and *The Legal 500*.



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PROFILE: TOP REMOVALS



Bulgarian success in British moving

London-based Top Removals' Directors, Emil Perushanov and Dimitar Dimitrov, met while working on a Kent fruit farm during their summer vacation from Sophia University in 2001. Since then they have built a successful moving company. Here's their story, by David Jordan.

The two friends kept in touch and, after graduating with degrees in International Business Studies, moved to London where they worked for a major hotel chain. "Working on the front desk during the night was usually fairly quiet so we had plenty of time and energy to plan our first business venture," said Emil. "We decided to start a carpet cleaning company and soon had enough business to say goodbye to the hotel industry."

The business flourished and the guys soon had over 70 cleaners working all over London doing domestic and commercial cleaning as well as their core business of cleaning carpets.

"The cleaning business was doing well, and still is, but several clients had asked us if we could use our vans to help them move house and the idea of starting a removals company was born," said Dimitar. "We began advertising

for experienced removals people and gradually built a first class team of removals professionals to help us develop the business."

"We decided to start a carpet cleaning company and soon had enough business to say goodbye to the hotel industry."

Emil Perushanov

Top Removals now has a fleet of six Luton vans – a new 15 ton van will be added shortly – and a staff of 15 people working from its depot in Roding Road in east London, a short distance from the O2 Arena and Canary Wharf.

On the run up to the 2012 Olympic Games

the company had the opportunity to tender for a large number of moves from tower blocks in nearby Stratford Park. "The local authority phoned us and asked if, as a local removals company, we would like to tender for the work," said Emil. "When the paperwork came through it was pretty daunting, but with the help of a friend who was an expert in bid writing we completed the documents and sent them off. To be honest I didn't hold out too much hope, but a few weeks later we were contacted by the council and told we had won the contract. It was worth about £150,000 so it really gave us a boost and put us on the map. We've had several other local authority jobs since then so the effort of completing the tender and making sure all the council's requirements were in place has really paid off."

Although Top Removals covers the whole of the UK most of their work is in and around

PROFILE: TOP REMOVALS

London, the small Luton vans are ideal for working in the congested narrow streets of the capital.

"Over the years we've developed an extensive knowledge of London and how to deal with the difficulties of working around traffic restrictions and often over enthusiastic traffic wardens," said Emil. "A first it was quite intimidating, but after a while you just take it in your stride."

Emil and Dimitar are keen to do more work with the trade, especially removals companies from out of town who need to deliver into central London. "It's almost impossible to use a large removals van in some parts of central London and some vehicles also have to pay the LEZ charge, which all comes off the bottom line," said Emil. "We're located just off the A13 close to the junction of the M11 and access to our depot is easy even with a large removals van. We'll be happy to do the 'last mile' delivery and deal with all the hassle, so I hope people will give us a call. Just one thing, don't be put off by our Bulgarian accents, you can't believe everything you read in the papers," said Emil with a cheery smile.

● www.topremovals.co.uk



● Above left: Emil Perushanov and Dimitar Dimitrov; above: Top Removals sales and administration team.

NEWS: ON THE ROAD

HAVE YOU LEFT IT TOO LATE TO GET YOUR DRIVER CPC TRAINING?

For many years *The Mover* magazine has advised removals firms to get their professional drivers trained for their Driver CPC. But despite our nagging it seems that there are still plenty of drivers who have yet to get the message. If that's you, time has run out. You need to act now.



With only six months left before the September 2014 deadline, it is time to act now - not tomorrow. In the remaining time left training prices are likely to reach a premium because of the demand on remaining places. Training provider resources will be placed under unnecessary pressure to deliver courses for companies that are tempted to leave this matter until the very last minute. There is a very good chance that you've already left it too late.

There have been plenty of excuses: "We hoped the government would change its mind"; "I'm not paying to train someone who might leave or gets made redundant"; and many more. However no matter what the excuse, the authorities won't be listening come September when non-qualified drivers will be out of

business. This could mean some companies having no road-legal drivers come deadline time.

"For our part the training cost will not go up the closer we get to September", explained Philip Kidd from Kidds Services in East Yorkshire. "Once a driver has received his five periods of training, the training starts again and we want people to return to us. I think most people realise the law is with us for keeps, but a lot of companies think it won't be enforced or it will be hard to enforce. How wrong they are!"

The courses are easy to book and can take place at your premises or at a number of test centres around the country, so get your drivers tested straight away. Come September it really will be too late.

● For further information on how to book your Driver CPC visit: www.gov.uk/driver-certificate-of-professional-competence-cpc/.



● Volvo's new app allows drivers to see for themselves how efficiently they're driving.

New Volvo app helps reduce fuel consumption

Fuel can account for between 21 – 39% of a transport company's total costs.

Now, using a new app launched by Volvo Trucks, the driver can get an immediate incentive to drive more economically and thereby significantly reduce a company's costs.

The new app for truck drivers is part of Volvo Trucks' fleet management system, 'Dynafleet', and displays information to the driver that was previously only available to the company. "With the new app, drivers can see for themselves how efficiently they drive, compare their performance with that of their colleagues and improve their driving techniques still further," said Jarkko Aine, Communications & Competence Manager within Transport Solutions at Volvo Trucks.

One of the app's main functions – 'Fuel Efficiency Score' – rates the driver's performance in four areas that in various ways impact the truck's fuel consumption: anticipation and braking, engine and gearbox utilisation, speed adaption and standstill. The results are then collated to produce an overall score.

"The idea is to provide an incentive for a well-planned and safe driving style, one that gives low fuel consumption and low emissions and subjects the vehicle to less wear," said Jarkko. "Fleet managers have seen the immense benefit of having immediate access to the company's fuel consumption

"The idea is to provide an incentive for a well-planned and safe driving style, one that gives low fuel consumption and low emissions and subjects the vehicle to less wear."

Jarkko Aine

data, thereby gaining one more tool for achieving improved fuel efficiency."

All in all, fuel represents between 21 – 39% of total transport company costs and driving behaviour really makes a difference. By adopting an economical style, drivers can typically reduce fuel costs by up to 7%.

Early last year Volvo Trucks introduced a corresponding app for transport companies with Dynafleet, directed not at drivers, but at fleet managers. This app has already had 12,000 downloads.

The Dynafleet app is available for iPhones and iPads from the App Store on a number of European markets, but use of the app does require a Dynafleet subscription.



SCANIA COURSE FOR EURO 6 OWNERS

As part of its on-going work to deliver the best possible transport economy, Scania has launched a one-day Streamline Euro 6 product course to provide comprehensive knowledge and practical experience of this new product.

The workshop aimed at fleet owners, engineers and transport managers who run these vehicles will have one delivered on-site and the training includes an on-road driving experience in the customer's own vehicle, suitable both for drivers and non-drivers.

"The introduction of the Streamline vehicle represents a significant development for Scania product, coupled with Euro 6 it has the potential to considerably affect operating costs," said David Hickman, Director of Services Development and Service Sales for Scania. He added that in a recent independent test it was found that the fuel consumption of an experienced driver on a known route could be increased by as much as 4% when using the latest technology to best effect. "To get the best from our Streamline Euro 6 vehicles, it is essential that managers appreciate the technology to understand what is required to achieve maximum efficiency in operation."

The one-day Streamline Euro 6 familiarisation course can be delivered to up to four delegates at a time, depending upon experience. ● To sign up for the course contact Scania's Optimise Services team on 0844 800 9131 or e-mail optimise.services@scania.com.

The year of the horse

According to the Chinese zodiac calendar, 2014 welcomed the year of the horse on 31 January. Here Lisa Head looks at the legend and why this year is set to be a prosperous one for us all.

The Chinese zodiac story tells of the Jade Emperor who wanted to find a way to measure time. He gathered together all the animals and told them there was to be a swimming race, and the first 12 across the river would have a year named after them. The rat was cunning and rode on the ox's back with the cat. When he was almost there he pushed the cat into the water and jumped to shore winning the race with the ox coming second. The tiger found the currents very strong but succeeded in coming third, followed by the rabbit who had hopped on stepping stones and floated the rest of the way on a log. The dragon then swooped down, coming fifth after helping others on the way, followed by the snake, horse, goat, monkey, rooster, dog and boar all having their own stories. The poor cat eventually dragged himself to shore coming 13th and since then cats and rats have never liked each other.

Each year the Chinese celebrate their new year in style. They clean their houses inside and out, decorating them with Chinese messages of prosperity, blessings and peace. The children all receive money wrapped in red envelopes and the streets are full of dragon lantern dancing, fireworks, lantern festivals and temple fairs. These celebrations can last up to 15 days.

The 12 animal signs each represent a different character, and each year is made up of 12 full moons. This year runs from

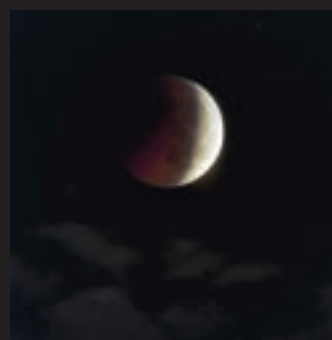


31 January 2014 until 18 February 2015, and then we will move into the year of the goat.

The year of the horse is said to represent prosperity and wealth and to the Chinese the horse is the symbol of absolute happiness. If you were born in the year of the horse you are said to be cheerful, perceptive, hardworking and good at communicating. You may also like to be the centre of

attention. *The Mover's* editor is a horse: QED.

If you were one of the Jade Emperor's animals, how would you have crossed the river? Would you have been cunning like the rat, relaxed like the rabbit or determined but exhausted like the tiger? However you would have chosen, no doubt your year of the horse will be full of prosperity as predicted.



Starting the new year with an auspicious new moon

1 January, 2014 began with a new moon. This is a very rare occurrence, happening only 12 times in the past 300 years. This particular moon was closer to the Earth than usual, making it a

super new moon, increasing its effects on the tides and Earth. The new moon on 1 January marks the start of a new cycle and it is considered a lucky beginning to the year.

BUSINESS: SLOPPY ENGLISH

When the words *really* matter

Sloppy English! You can get away with it on Facebook, Twitter, LinkedIn, text or e-mail. But when it comes to a brochure, a website, a sales letter or a piece of direct mail, it isn't so simple. Then you have to get it right. By Steve Jordan.



I started writing sales copy for the moving company I worked for in the 1970s. Then I used a typewriter, a piece of paper, Tippex to correct my mistakes, and a dictionary as my spelling was so shocking that I had to look up every other word. My grammar and punctuation was OK, I thought, after all I had got reasonable marks in Mrs. Mills' English classes and she was no pushover. I was wrong of course; that I learned later.

I didn't know it then but it turns out I had a bit of a knack for writing. I didn't know because I assumed that if I could do it, so could everyone else. Wrong again. Most people, it seems, find it very tricky indeed. What's more, they really don't have the time to be struggling over something that isn't natural to them, so many important projects get delayed or don't happen at all.

On turning professional in 1992 the quality of people's writing came into much sharper focus. I also came into contact with many more people for whom clear communication and correct English was important: that's why they were employing me. Customers said that they wanted their company literature to communicate the right message, and reflect the quality of their service and their attention to detail. Accuracy was mandatory. Elegance was subjective, yet required.

Since then we have had the communication revolution. Today people habitually publish their own work for all

the world to admire on the myriad social media sites and blogs. Most is badly written, ungrammatical, ambiguous, drivel; but nobody seems to mind much. Most written communication is by e-mail or text – the shorthand typist, who really did know her job, is banished to history. Most e-mails don't stand up to literary scrutiny either. Again, who cares?

I will not use the services of any company that does not care enough about its promotional material to get it written properly or, if they write it themselves, get it checked before it's printed.

I don't like bad English, wherever it appears, but at least I can understand why it has become so accepted. The problem comes when standards slip in the writing that really does matter. A badly written press release, for example, can cause misunderstanding and condemn your story to the editor's bin or, worse, confuse the publisher into printing something that's untrue. Direct mail has seconds to grab the recipient's attention, its chances of success are poor anyway, badly written it is a waste of time and money. Bad English and typographical mistakes in a brochure demonstrate clearly that the attention to detail you claim, is false. Search engines look only for words;

choose the wrong ones and you have even less chance of getting on page-one of Google.

I will not use the services of any company that does not care enough about its promotional material to get it written properly or, if they write it themselves, get it checked before it's printed. I know many people who feel the same way. When you go to so much trouble to provide the best service you can; when you take so much pride in your vehicles; when you are willing to pay dearly for website or brochure design; doesn't it make sense to get the words right too?

Yet so many companies fail: insure when they mean ensure; which when it should be that; it's not its; and schoolboy grammatical errors that would incur the unfettered wrath of Mrs. Mills were she still with us. They all say "This company doesn't care about quality", It's a shame, because I know you do. People often say to me that it's hard to sell quality in the moving business because everyone does more or less the same. That's why it's such a price-driven industry. But if it really is so hard to differentiate yourself from the mediocre rest, getting the words right just could make the difference between making money and not – between a job won and a job lost.

●If you are planning a new website, brochure or press campaign, raise yourself above the rest, be extraordinary, get the words right. E-mail me at steve@themover.co.uk to find out how.



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LEGAL: BAR TERMS & CONDITIONS



Recent changes to BAR Terms and Conditions

The British Association of Removers (BAR) has recently re-issued its terms and conditions and many Reason Global clients have asked what the changes are and which are most appropriate for them. BAR has, of course, provided its own advice and information but here, for the benefit of all moving companies that are still unsure, Reason Global provides further guidance.

Reducing three sets to two

Previously household goods moving companies could choose from three sets of BAR Terms and Conditions depending on whether they operated as an Insured Contractor, sold insurance to their customers, or chose the liability route. Since the deregulation of insurance sales in 2009 very few companies have chosen to operate as Insured Contractors so these conditions have not been revised. Movers today simply choose either to stay with their existing 'Liability' conditions or, if they sell insurance to customers, operate on 'Standard' trading conditions. For clarity, the two new sets of conditions are now called either 'Liability' or 'Insurance'.

There are also two new alternative sets of Terms and Conditions called 'Primary Authority' that have been approved by Hertfordshire Trading Standards. They comply with Unfair Contract Terms and Unfair Trading Terms legislation. Again there is the 'Liability' version and the 'Insurance' version to be used as appropriate. Movers should see the BAR information for further guidance on

the changes to the conditions and the process they need to adopt to change to them.

How do movers choose?

Every moving company can choose which conditions it feels are most appropriate to its needs. However, as it's likely that companies will be changing to the new editions shortly, now is probably the right time for them to decide to stay with the type of conditions they have already, or make a switch.

Those choosing the 'Liability' option should understand, however, that

the insurance is provided on an 'old for old' basis, policy excesses are not permitted, the Insurance Ombudsman is not available to handle disputes and it is not possible to earn revenue by charging premiums. By comparison, the 'Insurance' option provides the option of 'new for old' cover, allows the application of an excess, provides access to the Insurance Ombudsman and allows the option of charging premiums. See the chart below.

Liability Terms and Conditions also limit a moving company's liability to £40 per item under 'Limited

Liability' unless the customer declares a value for their goods before the move commences in which case a 'Standard Liability' up to £25,000 can be agreed with higher levels of liability above £25,000 possible on payment of an additional fee.

Contractual Liability and Legal Liability

These two are often confused. A company's Terms and Conditions set out the legal agreement under contract law. However a court can set aside the liabilities agreed or denied under those terms and apply Common Law. This is particularly relevant to removers and storers as they have a 'duty of care' to their customers' possessions and, therefore, under Common Law could be held responsible for losses or damages, even if the customer decided not to take either 'Standard Liability' or buy insurance.

Moving companies should be careful, therefore, to ensure that their insurance policy provides cover not only for sold insurance or liability agreed under liability terms, but also provides full Legal Liability cover. Every mover should check this carefully with their insurance provider.

The same situation applies for insuring international moves where movers frequently sell insurance but have no back up liability cover if the insurance fails or if the customer elects not to take the offer of cover and hold them liable for any loss or damage. Those that get this wrong could find their mistake to be very costly as not only may you have to compensate the customer for their losses but you may also have to pay for legal costs incurred in defending claims.

	Liability Conditions	Insurance Conditions
Basis of insurance provided	Indemnity "old for old"	Indemnity or new for old
Use of a policy excess	Not permitted	You can determine
Insurance Ombudsman in case of disputes	Not available	Available
Ability to charge premiums	No	Yes
Tax charged on additional fees/premiums	Additional fees - 20% VAT	Premiums - 6% IPT



● Graham Lackey with one of Brit European's converted HGVs.

Government sponsored trial shows dual-fuel HGVs reduce costs

Vehicle delivery company Brit European, one of the partners in a £23 million government scheme to encourage the use of lower carbon commercial vehicles, says the project is on target to deliver the hoped for reductions in fuel costs and carbon emissions.

The Crewe-based company has converted 36 of its transporters to allow the engines to burn a combination of diesel and natural gas simultaneously. At the half way point of the two-year pilot programme it says the results so far suggest it is possible to reduce fuel costs by 10% and emissions by up to 25%.

Brit European was one of 13 logistics companies selected by the government's Technology Strategy Board in November 2012 to receive funding to establish fleets of alternative and dual-fuel heavy goods vehicles. Some 300 low-carbon commercial vehicles are involved in the trial with companies including Tesco, John Lewis and the BOC Group taking part.

The technology is retrofitted and allows compressed natural gas (CNG) to replace up to 55% of the diesel fuel used to drive the engine. In the event of the system running

out of CNG, the engine switches automatically to normal diesel mode. The programme also involves government funding to help meet the cost of 11 new public access refuelling stations around the UK.

Graham Lackey, Managing Director of Brit European said, "We're at the half-way point and have HGVs that have done 75,000 miles without experiencing any significant issues in terms of performance or reliability. The data from the trial is providing the hard evidence that dual fuel is substantially cheaper and cleaner. The exercise is also creating a wealth of information from a range of real-life situations that will increase industry confidence in low carbon trucks in the long-term."

Brit European's HGV fleet is doing around 60,000 miles a week, making the fuel cost saving significant. With the 30k capital cost of the conversion, the company expects to recover its investment in two years.

DVSA introduces new qualification for its vehicle inspectors

The Driver and Vehicle Standards Agency (DVSA) is putting its vehicle inspectors through a new training and assessment programme which is quality assured by the Institute of the Motor Industry (IMI).

DVSA is aiming to provide its inspectors with the highest quality education and training that is recognised throughout the industry. Successful achievement of the programme will see vehicle inspectors receive the Institute of Road Transport Engineer's industry recognised irtec licence and IMI Awards QAA certification.

DVSA Chief Executive Alastair Peoples said, "My vision is that our vehicle inspectors will set the industry benchmark. We are investing in the future of our staff and training them to a very high standard. The industry has always valued the professionalism and integrity of our inspectors and, with the new qualifications they will deliver a first class service to

our customers. As we continue to expand our network of Authorised Testing Facilities, our inspectors will be more highly skilled than ever before and well equipped to meet the needs of a demanding industry."

Ian Chisholm, Head of Operations and Communications at IRTE's umbrella organisation the Society of Operations Engineers said, "In putting their vehicle inspectors forward for irtec licences, DVSA is making a commitment to ensuring a standardised level of skills and knowledge among its testers, and is making a commitment to promoting overall vehicle safety and compliance across the road transport industry."

● New qualifications for DVSA inspectors (below).









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Mexico

MINT:

THE NEW 'IN-CROWD' FOR ECONOMIC GROWTH POTENTIAL?

Former chief economist for Goldman Sachs and *Telegraph* columnist, Jim O'Neill has popularised a new acronym for the next group of countries with the most potential for significant economic growth – MINT (Mexico, Indonesia, Nigeria and Turkey). By Ed Roberts.

In 2000, Jim O'Neill coined the term BRICS (Brazil, Russia, India, China and South Africa) to describe the five countries most likely to join the G6. He followed this up a few years later with a second group of contenders called the N11 or Next Eleven. The MINT countries were singled out of the N11 for demonstrating the highest potential for positive change.

The BRICS have recently suffered a major growth slow down for different reasons and finance pundits have speculated that the group members were too tenuously linked and too different from one another to be grouped convincingly in the first place. The same criticism is being angled at the MINT group. The four countries all stand to

improve their standing in finance terms but at what costs?

Mexico

Mexico is the world's tenth largest oil producer and currently the centre for car manufacturing. With its young government it continues to become integrated into US supply chains tying their prospects closer to America's. However, accusations of squeezing the middle classes for taxes whilst their banks launder cartel money freely give a picture of instability and a risky place to invest. On the other hand, with rising wages in the manufacturing sector in China, Mexico is set to capitalise, by winning new business whilst taking advantage of its proximity to American product markets.

Indonesia

Indonesia has the fourth largest population on Earth and it's thought that over half of them are under the age of 30. This signals a large and willing workforce. However, Indonesia is blighted by huge numbers of unemployed off-set against its rapidly expanding population and high levels of poverty.

Nigeria

Nigeria has the fastest moving economy on the African continent with huge numbers of entrepreneurs setting up new businesses. Many Nigerians who were educated overseas are said to be returning to Nigeria to be a part of an exciting time to start up new businesses. It is also rich in natural resources such

as oil. However, Nigeria is often criticised for its lack of infrastructure, corruption, poor education and the lack of a national power grid.

Turkey

Turkey is a 'catch up' economy. Experts observed that there was virtually no economic growth in Turkey between 1970 and 2001. Nowadays all this has changed. The world's largest airport is due to be built in Istanbul and expensive new builds are springing up in all of the major cities. Turkey is also being seen to exploit its enviable position of being able to trade easily with companies in Europe and the Middle East. Turkish businesses also appear to be keen to make inroads north and south to Russia



and down to Africa to establish new trade routes. The Turks are saying that 'the new Silk Route is now open'.

In Roger Bootle's article in *The Telegraph* (12 January, 2014), he ventured that the MINT countries have few common factors to unite them. "Whereas the BRICS consisted of the largest economies in their respective regions, each of the MINT members is the second or third largest. Also Nigeria (170m) and Indonesia (250m) have huge populations, whilst Mexico (80m) and Turkey (120m) have smaller," Roger highlighted. He also said that income levels vary considerably between the four. The lack of political stability, such as in Nigeria, is harmful to growth too as a potentially weak government will have problems

"...BRICS consisted of the largest economies in their respective regions, each of the MINT members is the second or third largest."

Roger Bootle

pushing through reforms.

Nick Dearden of the World Development Movement pointed out in *The Metro* (2 January, 2014) that MINT member countries appear competitive because of the large numbers of people prepared to work for small wages. In Nigeria and Indonesia poverty levels have risen in-step with an increase in wealth. "We are seeing a form of development in these countries driven by finance and high

commodity prices, that hugely benefit the rich but makes the lives of the poor even harder," he observed. Like all developing countries, it would seem that the divide between the very rich and those below the poverty line is ever widening in most of the MINT countries.

A country's make up is only predictable in its unpredictability. To group countries together and forecast convincingly that they will all pull in the same direction and

befall similar fates is a hard thing to do. The MINT group like the BRICS will all perform radically different to one another from day one as demonstrated already by Nigeria's stellar year at the stockmarket, increasing by 50%, whereas equity levels fell in each of the other three dramatically.

So what is the point of the MINT group of countries? Do they make a convincing set or are they the result of some financial strategist having fun with forced ironies and acronyms?

Here are a few others that we came up with at *The Mover*: DON'T (Djibouti, Oman, Nicaragua, Tanzania); HELP (Honduras, Ethiopia, Laos, Papua New Guinea); and how about Canada, Romania, Australia and Portugal.



The benefits of more flexible driving time regulations

In January 2014, the Finnish Transport Safety Agency (Trafi) published the results of a study to assess the effects of regulations that specify driving times and rest periods in Finland's road transport industry. The conclusions suggest that a more relaxed approach would have major benefits for drivers, their companies and their customers.

Approximately 3,000 drivers and transport operators participated via an online survey. The results indicate that the current regulations raise drivers' levels of stress and urgency, and that operators view the regulations as having a negative influence on the efficiency and punctuality of the services they provide. Although the distances travelled by removals vehicles tend to be relatively low when compared with those engaged in general haulage, the results make interesting reading and call into question the wisdom of current regulations.

The study's objectives were to evaluate the effects of the current driving time and rest period regulations, and to collect opinions regarding enforcement and the need for added flexibility in implementation. It was conducted by the infrastructure specialist Sito in collaboration with the Finnish Institute of Occupational Health (FIOH).

Drivers and operators who responded to the survey held very similar views on the need for added flexibility in connection with driving times and rest periods. While the current regulations specifying the frequency and length of daily and weekly rest periods are considered adequate, both groups expressed the opinion that greater flexibility and more choice should be permitted in the way the regulations are implemented in practice.

The study results show that a number of benefits could be expected from allowing additional flexibility, including the adoption of more efficient driving habits, maintaining schedules, reductions in levels of urgency and stress, reduced driving speeds, improved

operational punctuality and lower costs.

Respondents did not consider that allowing increased flexibility in the daily driving time and rest period regulations would result in an increase in road accidents or affect either the demand for professional drivers or the availability of suitable personnel.

Approximately half of the drivers who responded considered that the driving time and rest period regulations are a positive element in their work. More than 50% of drivers, however, regard the regulations and their monitoring as time-consuming, as a factor that increases the stress they experience when working, and as limiting their freedom to choose where they take

their meals.

Operators responding to the survey expressed the view that the driving time and rest period regulations and their enforcement reduce efficiency and punctuality, increase the number of drivers required, and reduce profitability.

Of the responding drivers, 39% had received one or more penalties in the previous three years for failing to comply with the driving time and rest period regulations. The commonest offences were driving times that were too long, daily rest periods that were too short, and failure to observe the required rest stops.

Issues reported as hindering compliance with driving time and rest period regulations included tight schedules, delays and problems connected with loading and unloading, demands made by management or customers, poor road conditions, inadequate road maintenance in winter and a lack of places to stop, rest and park.



Comment

**Do your drivers suffer stress because of the driving regulations?
Would more flexible arrangements be helpful?
Have your say at comment@themover.co.uk.**

Mul-T-Lock launches new padlock device - the WatchLock®

High security locking company Mul-T-Lock has introduced a new intelligent padlock device to the market.

The WatchLock® combines GPS locating system and SIM card based communication technologies to provide real-time updates through e-mail, text-messaging or a web-based application.

The WatchLock® can be used to track and monitor the location and route of a vehicle at any time. Users can also collect data relating to when and where goods in transit are unlocked.

Mul-T-Lock said that the WatchLock® was specifically designed as a direct solution to the rise in crime claiming that freight crime costs the UK economy £250 million per year and is forecast to rise. The padlock has adopted recent advances in cellular communication integrating several technologies into a compact, standalone device. The robust nature of the WatchLock® is also a cost effective way to secure assets and shipments as they travel through the supply chain.



● The WatchLock®

New mobile app from Quartix

Quartix, the vehicle tracking company, has released a new mobile app which enables users to view the real-time location of their vehicles and access the core features of the system whilst on the move. The app is free to download and can be used by all Quartix customers.

The Quartix app offers three key features:

- Vehicle List – a summary of all the vehicles to which the user has access, and their present location;
- Live Tracking – shows the latest location of a chosen vehicle in real time, as well as other vehicles in the area. The vehicle can be selected to be 'followed'

by the app, and the map screen will automatically be updated;

- Trip Data – shows the trips carried out on any day over the previous six months.

The app is now available to download on the iTunes App Store, with Android and Windows versions coming soon.



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EUROPE: JOINT CUSTOMS OPERATIONS

Europe cracks down on smuggling

Almost 45 million smuggled cigarettes, 14,000 litres of vodka and nearly 140,000 litres of diesel fuel were seized during a major Joint Customs Operation (JCO).

The recent operation code-named 'Warehouse' was carried out by the Lithuanian Customs Service and the Lithuanian Tax Inspectorate in close cooperation with the European Anti-Fraud Office (OLAF). As a result of Operation 'Warehouse', preliminary estimates indicate a potential loss of €9 million to the budgets of the European Union and its 28 Member States has been prevented.

Eight individual seizures were made during the course of the operation. Among these: 6,617,400 cigarettes in Sweden and Lithuania; 135,831 litres of diesel in Poland and the United Kingdom, and 14,025 litres of vodka in the United Kingdom alone were recovered.

"The fight against the smuggling of excise goods is one of our political priorities and we have launched a number of initiatives to better equip Europe against such harmful practices being run by organised criminal networks," said Algirdas Šemeta, Commissioner for Taxation, Customs, Anti-Fraud and Audit. "JCO 'Warehouse' is a good example of how the EU and its Member States can cooperate effectively to protect its revenue. Joint Customs Operations

safeguard the EU's financial interests and also protect our citizens and legitimate businesses."

JCO 'Warehouse' focused on cargo movement by road transport. It targeted the smuggling and other forms of illegal trade of excise goods such as mineral oil, tobacco products and alcohol throughout

"The fight against the smuggling of excise goods is one of our political priorities and we have launched a number of initiatives to better equip Europe against such harmful practices..."

Algirdas Šemeta

Europe. By using several complex scenarios in multiple EU Member States, fraudsters lawfully import goods into the EU but also request a VAT and excise exemption by declaring the goods as subject to tax and duty exemption regimes (e.g. declaring the goods to be in transit). The trace of the goods is then lost through the fictitious disappearance of the traders or through false export. These fraudsters avoid paying VAT and excise duties, but

the goods remain within the internal market, causing a substantial loss to the EU's and Member States' revenues.

JCO 'Warehouse' was the first operation carried-out in close cooperation with tax authorities to target excise and VAT fraud specifically, besides customs fraud. It's the first time, customs and tax authorities cooperated on a European scale for a JCO. This is a significant achievement since the typically different competences and legal regimes applicable at national and EU level make it difficult to address complex fraud schemes with uniform measures.

During the entire JCO 'Warehouse', OLAF provided organisational, logistical, financial and technical support to allow for an exchange of information and intelligence in real-time. This was coordinated from the Physical Operational Coordination Unit (P-OCU) at the OLAF premises in Brussels which facilitated direct communication with the national contact points. A group of liaison officers from some Member States representing all the participating 28 EU countries, worked from here during the Operation and experts from the Commission's Directorate-General for Taxation and Customs Union provided support.

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NEWS: PEOPLE

Jay Keen joins Suddath in Seattle

Suddath Relocation Systems has announced the appointment of Jay Keen as Vice President and General Manager of its branch in Seattle, Washington. Jay has more than 17 years' experience in

the commercial vehicle division of a global vehicle rental company with high achievement in the areas of operational excellence, customer service management, profitability, visionary leadership, sales

training and sales management.

In his new role as Vice President and General Manager, Jay will have total branch and market responsibilities. These include new business development, maintaining operational standards, sustaining legal-regulatory and corporate compliance, and instilling the Suddath values of trust, innovation, commitment, integrity and teamwork among his employees. He will also be responsible for servicing all divisions

of Suddath and for upholding the high standards set forth as an agent of United Van Lines LLC.

"We are very pleased to have Jay assume the leadership role for our Seattle branch," said Dick Eschbacher, Senior Vice President of the company's western region. "His proven record in sales achievement, operational quality and general management fit well with our local growth plans and overall strategic vision."



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New president for Graebel's mobility division

Graebel has appointed Debbie Maupin as the President of its global mobility division, Graebel Relocation Services Worldwide, Inc.

This appointment comes after the departure of President and Chief Operating Officer Tim Callahan who has accepted the CEO position at the global financial firm, Celergo. Debbie has also named her new executive management team.

Debbie has extensive experience in the relocation industry and, since 2006, has led Graebel's operations in Atlanta, Georgia. In that role she was responsible for achieving recognition for outstanding service from its portfolio of Fortune 500 customers.

Bill Graebel remarked, "Under Tim Callahan's leadership our global mobility team was recognised for its customer-first philosophy which contributed to Graebel earning three First-place and two First runner-up Relocation Baker's Dozen awards from the *HRO Today* magazine in recent years; the Forum for Expatriate Management (FEM) organisation's Relocation Management Company

of the Year in the Americas as well as high honours in its EMEA region in 2013; and, the *Colorado Biz* magazine Top Service Company in September 2013. I have the utmost confidence that Debbie Maupin and her team will continue our award-winning record by continuing to exceed our clients' and their relocating employees' expectations worldwide."



● Debbie Maupin.

Before joining Graebel Relocation Services Worldwide Debbie was vice president of business development at SIRVA, Inc. Earlier, she held executive positions at North American Van Lines, Inc., Allied Van Lines, Burnham, Inc., and the

Beltman Group, an agent for North American. She also owned and managed a Florida-based transportation, warehousing firm, Blair North American, for ten years.

One of Debbie's first jobs in her new role was to name her executive management team. Bill Nemer will head up the company's global mobility centre at the World Headquarters in Denver, Colorado; Kathy Hedley will manage the relocation divisions client management team; and Bren Freeman has been promoted to Vice President of Operations for the Atlanta mobility centre.

Bill replaces Bobbie Haworth who will now look after the development and leadership of the contract management department. Kathy previously spent three years as the national sales leader.

The White & Co Mystery Mover



Congratulations to Kathy Chrisovergis of Celebrity International Movers in Greece for working out last month's moving celebrities as Eric Lim from Asian Tigers Mobility – Singapore and Paul Evans, previously the owner of Trans Euro and Interdean. This month we are on the golf course, somewhere warm by the look of the attire. But who is addressing the ball? A clue for you, when at play he's probably more at home afloat than on the fairway. The first correct answer will win a White & Company Red and Black watch. Please e-mail your answer to editor@themover.co.uk.

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David Woodhouse joins Broughton Removals

Broughton Removals Ltd (Edinburgh) is delighted to announce the appointment of David Woodhouse to oversee the development of the international and trade side of the business. David has been in the industry for over 30 years and was looking for a new challenge. He brings with him a wealth of experience and contacts and is looking forward to developing working relationships with other trade partners throughout the UK.



● David Woodhouse.

New regional director for Crown in the UK

Crown World Mobility has recently appointed Peter Sewell as the company's new Regional Director.

Peter has 27 years' experience in the global mobility and HR industry, most recently as Head of Global Mobility at Tesco. He will be responsible for overseeing client programmes and service delivery, implementing group policies, and working closely with suppliers. He'll also be in charge of reviewing existing local practices and leading project reviews with customers.

Barry Koolen, Regional Managing Director for the UK, Ireland and Northern Europe, explained: "It's very important for the development of the business to have Peter on board. With such a breadth of global mobility experience under his belt, Peter will be crucial in reviewing our current mobility

processes and helping customers get better value from our services."

Peter lives in St Albans with his wife and family and enjoys skiing, mountain biking and marathon running in his spare time.



● Peter Sewell.

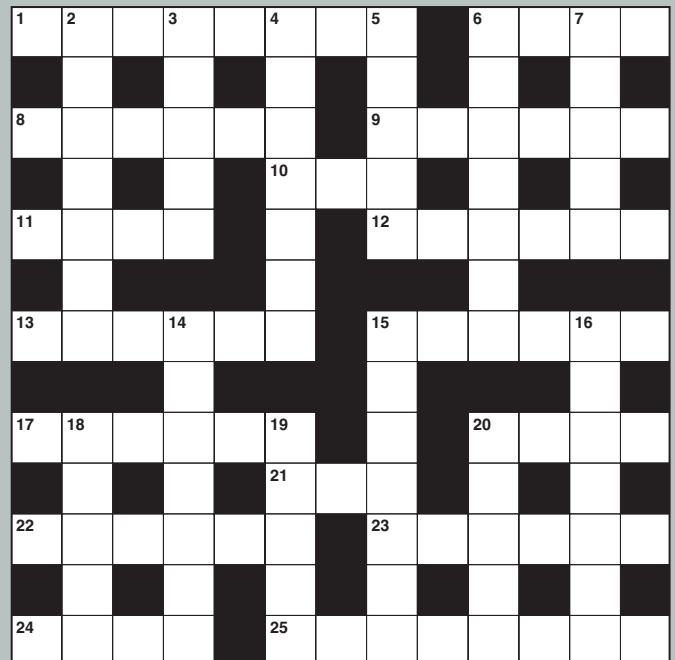
Mitch Little wins driver award at Williams

Mitch Little, a driver with Williams Moving International in Canada, has won the company's Service Fleet Driver Quality Award for 2013. During the year he has hauled 272,179lbs in long distance service to United Van Lines (Canada) Ltd, achieving perfect quality measurement scores as ranked by customers, and achieving one of the lowest overall claims settlement cost per hundredweight among his fellow service fleet drivers.



● Left to right: Mary O'Sullivan, COO, Williams Moving & Storage; Mitch Little, Owner Operator, Williams Moving & Storage; Jim Williams, President & CEO, Williams Moving & Storage; Dan Lawrence, VP of Finance, United Van Lines (Canada).

Puzzles



ACROSS

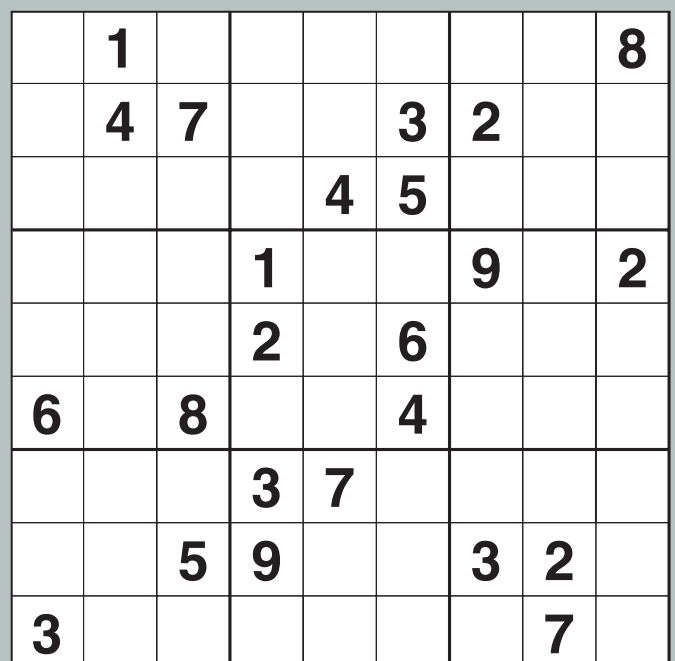
- 1 Moroseness (8)
- 6 Deities (4)
- 8 Getting older (6)
- 9 Biochemical catalyst (6)
- 10 One circuit of a track (3)
- 11 Cries (4)
- 12 Slat (6)
- 13 Rough drawing (6)
- 15 Walks or steps (6)
- 17 Vicious aggressors (6)
- 20 Concern; worry (4)
- 21 Feline animal (3)

- 22 Shooting star (6)
- 23 Oppressively hot (6)
- 24 Sues (anag) (4)
- 25 These come before afternoons (8)

DOWN

- 2 Captain's record (7)
- 3 Female domestic helpers (5)
- 4 Official language of Britain (7)
- 5 Oozes (5)

- 6 Slender antelope (7)
- 7 Evil spirit (5)
- 14 Shakes; sways (7)
- 15 Chatter trivially (7)
- 16 Alistair ____: former Chancellor (7)
- 18 Submerged ridges of rock (5)
- 19 Set piece in rugby (5)
- 20 Breed of dog (5)



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Singapore

OMNI Annual Conference

4 – 8 April, 2014,
Bali

EuRA International Relocation Congress

9 – 11 April, 2014,
Edinburgh, UK

EUROMOVERS Conference

8 – 13 April, 2014,
Rome, Italy

The Commercial Vehicle Show

29 April – 1 May 2014,
NEC Birmingham, UK

Young Movers Conference

1 – 3 May, 2014,
London, UK

BAR Annual Conference

15 – 17 May, 2014,
Glasgow, UK

AMOE Annual Conference,

12 – 13 June, 2014,
Dresden, Germany

DMF General Assembly

13 September, 2014,
Silkeborg, Denmark

IAM 52nd Annual Meeting

7 – 10 October, 2014,
Orlando, Florida, USA

FEDEMAC General Assembly

21 – 22 October, 2014,
Reims, France

CSD Annual Congress,

21 – 22 October, 2014,
Reims, France

The Movers & Storers Show

21 – 22 October, 2014,
Silverstone Racing Circuit, UK

Annual Meeting, Professional Group Moving Companies (ASTAG)

24 – 25 October, 2014,
Werdenberg, Switzerland

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Did you know?

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

The word skyscraper originally referred to a type of sail on a sailing ship.

At 15.23 miles long, the Lærdal Tunnel in Norway is the longest road tunnel in the world (meaning it's the longest tunnel that you can drive through). At 35.4 miles, the Gotthard Base Tunnel in Switzerland holds the title for longest tunnel in the world (it's used only by trains).

The density of Saturn is so low that if you were to put it in a giant glass of water it would float.
The actual density of Saturn is 0.687 g/cm^3 while the density of water is 0.998 g/cm^3 .

There are 15 species of hedgehog. A hedgehog has around 5,000 spines. Each spine lasts about a year then drops out and a replacement grows.

The World Wide Web and the Internet are not the same thing. The Internet is a huge network of networks that links computers together all over the world; the World Wide Web is the collection of linked pages that are accessed using the Internet and a web browser.

For a flamingo to eat, it's head has to be upside down.

It would take less than six months to get to the Moon by car at 60mph.

If the candles are costing more than the cake on your birthdays, you might be getting old.



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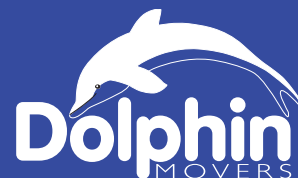
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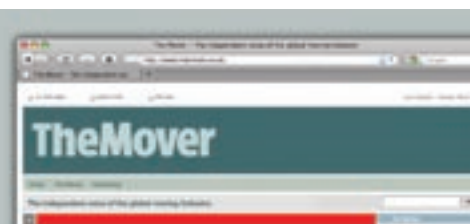
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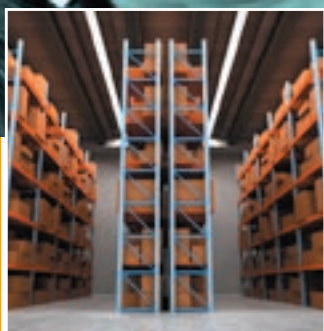


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