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Issue 048 March 2015 www.themover.co.uk

TheMover



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TheMover

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Deadline:

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

Disclaimer:

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

Published by:

The Words Workshop Ltd
26 Swanwick Lane
Broughton
Milton Keynes
MK10 9LD

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The Mover is designed on behalf of The Words Workshop Ltd by I Like Creative
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LEADER

Little things make a difference

Steve Jordan, Editor



I have just come back from my niece's wedding. I have been to a few weddings in the past and, of course, they are all fairly jolly occasions. But, with the exception of my own and the weddings of my children, this one was by far the most memorable. Why? Because it was different.

Most of the weddings I have been to in the past have been nice, but predictable. This was predictable too: they looked wonderful, grandma cried, they signed the register, had a belting party and will, I trust, live happily ever after. But this was different because of just a few little touches that were hardly noticeable to many: the organist in the church playing Ed Sheeran; dancing up the aisle to rock music after signing the register; photos of their mum and dad's weddings at the reception; packets of mints spread around to help with the post breakfast indigestion; the bride changing into her pyjamas (not a going-away-outfit) after midnight to join the throng in the hotel bar.

None of this was revolutionary. It has probably all been done before. But it just goes to show how little you have to do to make a big difference when people think they know what to expect. People often say to me that it's hard to be different in the moving industry because everyone does the same thing. That seems to me to be an opportunity. Just by doing something unexpected (as long as it's a good thing) can make you exceptional. It doesn't need to cost anything. That's not what it's about.

I went to a FIDI meeting last year at which this very thing was being discussed. The presenter asked the attendees to look at every customer-facing aspect of their business to see if it was possible to include something exceptional: at the enquiry, if the customer came to visit, when the crew first arrived, etc. One company made a point of cleaning customers' cars for them while they were in the office. Not hard, not costly, but very memorable.

So what could you do differently today? Business is pretty good for most movers nowadays, certainly by comparison to the recent past. Everyone should be able to do OK. But how are you going to do better than OK? How will you get more than your fair share of the good times? It might be a lot easier than you think.



● Left to right: Nikia Korovkins and Kavan McCullagh from Abels Moving Services along with Jason High and Ryan Scott from EACH.

Abels supports children's hospice charity

Abels Moving Services in Brandon, Suffolk, has pledged to recycle unwanted household items that are regularly donated by the firm's clients to East Anglia's Children's Hospices (EACH). EACH, whose Royal Patron is HRH The Duchess of Cambridge, has 16 shops across East Anglia - many of which sell furniture.

John Watson, Managing Director of Abels Moving Services said; "Abels has a long history of supporting local charities and we are pleased to be forging a new relationship with EACH, who do such valuable work across East Anglia. We actively encourage our customers to donate unwanted items directly to us."

Abels gives this service to its clients free of charge, encouraging them to consider donating any items they no longer require at the time of their move. Items donated can include furniture, ornaments, books, china and glassware. All items collected by Abels are then passed onto both EACH and The Big C Charity for sale in their retail outlets.

Gabrielle Spray, Head of Retail for EACH said: "We are thrilled to be receiving such generous donations from Abels Moving Services and

"... we are pleased to be forging a new relationship with EACH who do such valuable work across East Anglia."

John Watson

their clients, and I would like to thank the whole team at Abels for choosing to support EACH. EACH cares for children and young people with life-threatening conditions and supports their families. We rely heavily on fundraising and donations so the money raised by the sales of these donations will allow us to continue to provide these valuable services."

Got an event coming up?

Put it on the online events diary – just e-mail nikki@themover.co.uk



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NEWS: UK

Osbornes moves 'The Magician'

Three days after thrashing Neil Robertson two games to ten at the Masters Snooker in Alexandra Palace, Shaun 'The Magician' Murphy, moved house.

Osbornes Removals carried out the removal from a two bed 2nd floor apartment in Manchester to a three storey house in Mansfield. Despite concerns over travel conditions caused by snow and the challenge of carrying a brand new piano downstairs, the crew were more than happy to carry out the job, treating Shaun to a rendition of *Snooker Loopy* and being rewarded with a bacon butty from his fiancée Elaine.

The men turned up on cue and the removal was completed without problem. Sadly Osbornes was not entrusted with the prized glass trophy as Shaun wasn't prepared to be parted from it.

This was the second removal Osbornes had carried out for Shaun. The move was overseen by Mark Whitehead, one of the business owners and two long serving members of staff: Denny Morris and Trevor Butcher along with Trevor's son Bradley. All are snooker fans and had watched him win the Masters that weekend.



● Shaun Murphy with two of the Osbornes crew.

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● There are alternative ways to lobbying when it comes to getting ministers' attention, says Bunkercard.

Bunkercard encourages transport operators to get tough over fuel duty

HGV operators should make 2015 the year of making themselves heard at Westminster, according to Bunkercard.

Bunkercard provides fuel cards to help HGV operators reduce and manage the cost of their vehicle refuelling. Steve Clarke, Group Marketing Manager, said: "What did everyone do when the chancellor announced no reduction in fuel duty? Most people just winced and got on with things. That is no way to bring about change."

Steve Clarke acknowledged that there is a long history of parliamentary lobbying by various groups, often with support from Bunkercard. He suggested, however, that organised lobbying is not the only option. "We have backed FairFuelUK and the motoring organisations," he said, "but there are other ways of getting the attention of politicians. If all hauliers wrote to their MPs the barrage of communication could not be ignored. A single petition of 10,000 signatures is a lot easier to fob off with a glib answer than 10,000 individually written e-mails. If an MP's inbox is constantly filling with similar demands from throughout their constituency, they cannot afford to dismiss them all."

He suggested that each HGV operator should e-mail their own

MP, stating briefly what they want from the next government and request a fast, personal response. "Every member of parliament is listed at www.parliament.uk/mps-lords-and-offices/mps/," he said, "together with their e-mail address. How long does it take to send an e-mail?"

Steve Clarke added that hauliers should copy their e-mails to the editors of their local newspapers. "Point this out to your MP," he said, "and let them know that you will be informing the press of their answer. Then, keep that promise."

"If all hauliers wrote to their MPs the barrage of communication could not be ignored."

Steve Clarke



FTA partners City & Guilds to provide fleet management qualification

The Freight Transport Association (FTA) has announced that it has entered into a partnership arrangement with City & Guilds to provide fleet management qualifications.



● The first of the FTA – City & Guilds qualifications will be for Commercial Vehicle Fleet Management.

The Association believes that the transport industry has been 'overlooked by government' for funding to support vocational training because of the absence of a nationally recognised qualification framework.

James Hookham, FTA Managing Director of Policy and Communications said: "FTA's partnership with City & Guilds will aim to fill the void in skills development opportunities in the logistics sector."

As a leading vocational education and training organisation, City & Guilds internationally recognised qualifications are valued by employers, and help individuals develop their talents and abilities for future progression.

The first of the FTA – City & Guilds qualifications will be for Commercial Vehicle Fleet Management and a level 3 qualification, equivalent to current Transport Manager CPC, and will be launched during 2015. FTA and City & Guilds will be announcing development of further qualifications for the logistics industry during 2015.

Mr Hookham added: "FTA is delighted to be working with City & Guilds, through this unique partnership we will provide learning excellence with vocational training industry standards which will help bring the logistics sector in to the 21st century."



● Crown technicians working with one of the largest easel paintings in Britain - a John Singleton Copley piece measuring almost 8m by 7m.

Crown Fine Art awarded safety accreditation

Crown Fine Art is understood to have become the first major fine art handling company to achieve the international standard for health and safety in the UK.

The internationally recognised accreditation, OHSAS 18001, covers all three of Crown's UK sites; London, Uffington and Dean Hill. Measured over the course of many months, the certificate ensures the company has put in place the correct risk management assessments, policies and procedures required to achieve the best possible working conditions.

David Preston, General Manager, Crown Fine Art said: "We're over the moon to have achieved this international quality badge; it's all part of our ongoing commitment to delivering best in class service. "All employees at Crown Fine Art, who often move works of art which are exceptionally heavy, large, fragile or awkward to move, will be trained to this quality standard."

David added: "Our team is highly skilled and accustomed to operating in challenging situations. However this certificate means they can feel reassured that they really are

"All employees at Crown Fine Art, who often move works of art which are exceptionally heavy, large, fragile or awkward to move, will be trained to this quality standard."

David Preston

trained to the highest level and that we have the correct policies and processes in place to protect them."

Crown Fine Art has stored and transported some of the world's most well-loved and priceless works of art, including the *Mona Lisa*, Vermeer's *Girl with a Pearl Earring* and Rembrandt's *The Night Watch*.

How would you do it? You wouldn't even try

After our request in the January issue of *The Mover*, in the wake of the tragedy in Knightsbridge, for ideas about how a professional mover would have tackled the problem of lifting a sofa over railings, the response has been unequivocal: you wouldn't do it at all without a hoist.



● Advanced Removals uses a scissor lift to access a high-level apartment.

After all the noises people made about criticising the Polish guys who died, only two people contacted *The Mover* to offer their thoughts. We assume nobody else knew the answer either.

Hordern Shipping said they wouldn't have sent immigrants to do the job and would have used a Hiab if the stairs or internal lift hadn't been usable. Not sure what the nationality of the people had to do with the problem!

Paul Fox, from Fox International offered more constructive advice but, fundamentally, he agrees that no professional organisation should attempt a job of that sort without the proper equipment. His advice, despite having been trained in window work, was to hire a specialist furniture hoist and operator. "They operate with trained staff and specific terms and conditions allowing you to understand your liability," Paul explained. "You will provide portering staff to load and receive items under the operator's

guidance. If the window needs removing then this is work for a qualified joiner not a removal man. If your staff are faced with a similar delivery address problem then return the items to a local warehouse (as per BAR 2014 T&Cs 1.2.8) and plan redelivery.

Paul said that it's wise to forget old terms such as 'ladder work' and 'window work' as they are outdated and unsafe working practices. "We are agents for hire and reward and no reward is worth risking life and limb," he said, adding that legislation is in place whereby you could personally be found criminally negligent and face a jail term, as well as a punitive fine. "Time or resources are not excuses to endanger lives."

Sensible advice, of course. The moral to the story: Don't let the same happen to you. Be safe, not sorry.

By way of illustration, Geoff Hartwell, Director from Advanced Removals & Storage in Brockworth Gloucester, sent in a photo of how they solved the problem.

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PROFILE: MORE THAN REMOVALS



● Left: Richard Churchill-Davies (right) with the crew; above: Rob McKay joined More Than last year.

Richard's gamble pays off

More Than Removals started trading in 2012 when the UK was still in the grip of a recession, probably not the best time to start a new business, especially in the moving industry. But for one young entrepreneur it's paid off. Deputy Editor David Jordan went to find out more.

Twenty-five year old Richard Churchill-Davies is hardly your archetypal removals man; with his hair tied in a ponytail and wispy beard he'd not look out of place in a rock band or maybe on a university campus. I don't know if Richard ever played rock music but he certainly went to university and ironically that's how his life in the removals industry began. Richard was studying for a Masters in engineering at Warwick when, to earn a little extra cash he bought a short wheelbase Transit van and started doing man-and-van removals in his spare time.

"At first it was just me and the van doing one man carries, sometimes with the customer lending a hand," said Richard. "I really enjoyed it and the work soon built up, but I was taking my finals and was pushed for time, so I took someone on to help me - that's how it all started."

Richard had been bitten by the removals bug and after completing his studies he decided to put his engineering career on the back burner and develop his removals

business. "I had my engineering qualifications to fall back on but I wanted to work for myself so I decided to go for it," said Richard. "I managed to scrape together enough cash to buy another van - the banks at this stage were of no help at all. I'd worked out how much business I'd need to do to pay the overheads and give me enough to

"I managed to scrape together enough cash to buy another van - the banks at this stage were of no help at all."

Richard Churchill-Davies

live on. I went into that very carefully and I was sure I could do it."

More Than Removals began trading in 2012 from a small rented warehouse in Leamington Spa. "We only had a short lease on the building and the rent was proving

to be a struggle to pay, so I decided to look for an alternative," said Richard. "There was an opportunity to rent space in a warehouse on a farm on the outskirts of town and I decided to take it. It proved to be a good move and has given us much more room for storage and offices."

The company now has a full-time staff of five and runs four vehicles including a newly acquired 18 tonne DAF. "We also have a number of part-time people we can call upon during busy times, that helps us keep the head count down and means we don't have to pay people when the work isn't there," said Richard.

Richard admits to still being something of a learner in the removals trade and has taken care to only employ experienced people in his fledgling business. "I believe in treating people properly and it's helped us recruit some of the best movers in the business. I respect their expertise and always give them the freedom to use their skills to get the job done."

Most of More Than's work is in domestic moves and the company still offers a man and van hourly

service alongside its traditional moving services. In 2014 Rob McKay joined the company as general manager having worked for a major removals firm for nine years.

"Having Rob on board will help us develop the company and expand our services, especially in the European and overseas markets," said Richard. "We've already done a number of moves to Europe and with Rob's contacts around the world we're well placed to handle international business."

Richard's gamble seems to have paid off, the business has grown rapidly during its first three years and the upward trend looks set to continue. "When we started we were doing about two or three moves a week, now we're averaging about eighteen and have around 100 containers in storage," said Richard. "We're building a good reputation in the area and most of our business comes through recommendation. We're also very active on social media, particularly Facebook and we take care to present a professional image in everything we do."

As we all know, removals is a tough industry, but Richard has shown that it is possible to successfully build a business organically from scratch without outside investment or help from the banks. Enthusiasm, ambition, good judgement, the right people around you, and a little bit of luck are all you need.

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NEWS: UK



● www.chainmaster.co.uk

New website lets customers keep track of home moving chain

Software developer Merlin Law has launched a free service which promises to shed some long-overdue light on the murky world of moving house.

Described as being 'like having a friendly property expert on hand 24/7', Chainmaster.co.uk provides simple online checklists to help people track their home moving chain, and removes the frustration of not knowing who has done what. In a January 2015 survey by the Law Society, just under a third of respondents (29%) felt out of touch during the conveyancing process and just over a third (36%) said they have a very limited knowledge of the process. They also identified 'the waiting aspect' as being the most stressful part, and in many cases would be prepared to pay more for a faster service.

Sadly, under the current system there is no way to speed up the process, as everybody is moving at

the speed of the slowest link in the chain, but a service like Chainmaster will help movers identify that weak link and take appropriate action.

Manuel Peralta has used the system and described it as "like having a satnav for my home move, because it mapped out the whole journey from the beginning, then told me what steps to take at each point".

Some industry observers have suggested that Chainmaster will make life difficult for estate agents, because users are prompted to ask more probing questions than would usually be the case, but the team behind Chainmaster dispute this. Iain Row, Chainmaster's Lead Developer, argues that better-informed users make more relaxed customers. "We encourage estate agents to

use the system to help explain the process to their customers, and keep them updated on progress," he said. "In fact most people we speak to, who have never moved house, assume incorrectly that their agent will use some kind of online system to keep them informed. With Chainmaster, they can."

About Chainmaster

Chainmaster is the brainchild of a team of entrepreneurial legal experts and software developers, each of whom had suffered frustration during their home moving experiences due to the lack of clarity in the present system. By pooling their collective skills, they were able to build a user-friendly website to:

- Give the average user an insight into the essential steps in the conveyancing process;
- Explain the sometimes confusing legal terminology in plain English;
- Provide users with an easy way to record progress.

The system was initially aimed at estate agents, with a view to improving their communications with their customers. However, Chainmaster met resistance from the industry, who were concerned that providing in-depth information would make dealing with their customers more difficult. In response, a public-facing service was launched at Chainmaster.co.uk to give the public an easy way to gather the information themselves.

Users can sign up and use the service free at www.chainmaster.co.uk.



● Chainmaster's Lead Developer Iain Row.

PHS Teacrate introduces barcode scanning system

Facilities managers and removal companies will no longer struggle with locating crates across multiple locations following the introduction of barcode scanning technology by crate rental provider, PHS Teacrate.

The new technology has been introduced as part of the company's ongoing plans to improve the information and feedback provided to its clients to allow better crate management.

Barcode scanning will enable facilities managers and removal companies to have effective tracking and traceability information at their fingertips on the delivery and collection of crates and which job they were allocated to. Future development plans include the ability to extend this traceability into the department they were allocated to. The new system follows the company's introduction of handheld personal digital assistants (PDAs) in 2014, that provide real-time information for its office removals operation.

Sales Director, Patrick Sheehy said, "Barcode scanning will allow PHS Teacrate to capture where the crate has come from and exactly which job it was used for. For example when working with a large facilities management organisation that required different deliveries to various departments, we could potentially highlight which departments they came from when we collected the crates. This gives an extra layer of traceability and as we develop the system further customers will get more and more control."

Groves is first in Kent to BS EN 14873



● Groves' staff with the accreditation certificates.

DC Groves & Son from Tenterden in Kent has recently achieved the BS EN 14873 Standard for the storage of household and personal effects. The company claims to be the only mover in Kent with this accreditation.

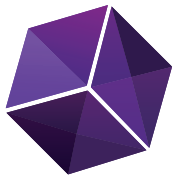
Mr Anthony Groves has recently served a two year tenure as the BAR Kent Area Chairman. He said that the accreditation was achieved with flying colours and only a few slight adjustments to the company's operating procedures. "Our next goal is to join the Which Trusted Traders scheme to give our customers even more peace of mind," he said.



● Patrick Sheehy.

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PROFILE: GEORGE TAYLOR

"There must be a better way ..."

During the hundreds of interviews I have conducted in the last 20 years there is one name that has come up time and again as someone who has influenced people: George Taylor. I thought I should go to see him.
By Steve Jordan.



● George and Olive at home; top right: George at a Sear's warehouse complex in Kansas City.

Until George retired in 2002 he was the operations director for Michael Gerson Ltd. His warehouse, and the way in which he ran his operation, was widely accepted as a model of excellence. The company welcomed visitors from all over the world to look and learn. But what, exactly, made George special? I was intrigued.

But as I walked down the driveway to George and his wife, Olive's bungalow near Newbury, the mystery cleared a little. The gardens, all cared for by George and Olive, are manicured to perfection; the home is pristine (a place for everything and everything in its place); even the car registration number ETA 1 gives a clue to the precision on which George thrives. Even without saying a word, it was clear why his warehouse was world renowned for its efficiency: George is just made that way.

George and Olive are true Cockneys: born within the sound of Bow Bells. They met as youngsters and have now been married for over 60 years. Like most at that time, George had a basic education, started work at 14 and learned what he needed to know as he went on. No college certificates or NVQs for George. It was a simpler world then.

His first job in the moving business was with R. Appleton & Sons. "179 East India Dock Road. Phone number East 3566," remembered George illustrating his legendary attention to detail. He was 16 and had already tried his hand at a few trades, moving on frequently for a little more money and to comply with the requirement to work as part of the war effort. "We weren't allowed to be out of work in them days. The money wasn't much but the tips were good. On a good day you might get 10/- between three of you." This when £5.00/week was a good wage. He worked at the company for nearly 19 years.

The Iron Lady, who's not for moving, Needs her pre-move nerves a soothing, We've got the move, of that no doubt, So we let George sort that one out

The company grew to specialise in what would now be called 'celebrity' moves. Alma Cogan, Shirley Bassey, The Batchelors and Kathy Kirby were all George's customers. Unfortunately the company fell into difficulties when one of the two brothers who owned it died early.

The second brother took the loss very badly and stepped away from the business leaving George and the crew to get on with it. It caused tension when he returned three years later.

George recalls the last straw. He was moving The Batchelors when the piano player, who was known to be temperamental, criticised George's piano handling. "I told him, if you want this piano moved you can move it yourself. Then I left."

When he arrived home Olive couldn't believe him. "She thought I was mad to give up the job," said George. But he wasn't the kind to put up with fools, customers or not. He'd had enough of the moving trade when he spotted an advert in the *Evening News* for export packers. Michael Gerson had just started his company in Finchley.

George was paid £12.10s a week. Harry Hall was Warehouse Manager, Ted Grimes the Foreman, and the Directors were Colin Gordon and Michael himself with Pat providing secretarial support. It was a challenge, starting from scratch, but George's

combination of hard work and ingenuity meant that he was soon making his impact. George bought a Ford Thames 15cwt van to carry materials long before the company had its own fleet. "It saved us having to travel to jobs on the bus," said George.

The business grew. George bought a bigger van. They used lift vans for moves to destinations around the

George gave the following advice to me, I think it was in nineteen-ninety three, If your ear you don't want me to bend Wash your car at the weekend

world; BD and BK railway containers for France and Germany; and 5,000ft³ Ferry Wagons for Scandinavia. Eventually, as George's van became older, Michael bought a 500ft³ van for George to use. The Michael Gerson fleet was born.

In 1973 George came in off the

PROFILE: GEORGE TAYLOR



road to be warehouse manager and helped to introduce the company to palletisation. "We found some containers for sale at Brewer and Turnbull in Peacehaven. They were strong but were all nailed. We spent two weeks dismantling them with nail drawers, moving them to Finchley and assembling them again."

George said he couldn't see the point of containerised storage unless they were loaded at residence. "So we put them on flat bed trailers, loaded them on site and put them straight in the warehouse. This had never been done before." This set the scene for all that George did. He would continually say to himself: "There must be a better way to do this." Often, there was.

One night they pulled a vehicle in the yard and the sheets were blowing everywhere. It was pouring with rain. "So I contacted Southfields body builders," said George. "I asked if they could convert a Leyland vehicle we had into a curtain sider." This was another 'first'. Another classic tool for movers was born. George

also had the yard cut out to create a loading ramp and made a side entrance in the warehouse so cars could be driven straight into the container. All new ideas at the time.

Around that time, and not being entirely happy with the first batch of containers, George started working with Fred Shea from Sumacon Luralda to develop something better (see interview with Roy Church, *The*

**George is a member of the RHA
He goes to their meetings to have his say,
And if the meeting gets rather boring,
You may find him at the back, quietly snoring**

Mover, January, 2015). Together they perfected the clipped 380ft³ container that provided extra space unlike the 270ft³ version used by most movers. "And we made them strong so they could be stacked. One weekend I put four tonne or more weight on one and left it in the

middle of the warehouse. I figured if it was still square on Monday it would be OK. It was."

George introduced racking into the warehouse, long before anyone else had thought of it, to keep the materials tidy. And, following a trip to America with Colin Gordon in 1974, he noticed the wasted space above the loading doors in the warehouse. "When we came back I had mezzanine floors built above the doors in our new Whetstone warehouse to provide a packing and inspection area and to store cars."

He was innovating all the time. Whenever he had a problem he would think it through carefully. There was always a better way. Most noticeable was the introduction of cartons to replace tea chests and paper blankets to replace brown paper and corrugated for packing – both ideas from the US trip. UK manufacturers weren't making them at that time.

When George became the company's operations director, his focus switched from just the warehouse to the whole organisation of the company's work. He had a knack of being able to motivate people. He never took an office in the main block, preferring to stay in the warehouse, closer to the action. He made sure everyone understood what they had to do and supported them all the way. If there was a tricky job, George was there, taking charge. And the men respected him because they knew he had done it all.

George said it was seldom that anything went wrong which was, undoubtedly, owing to his meticulous planning. Vehicles were always kept clean and painted and they all had private numbers (Michael's idea) so the age wasn't obvious. They each had their designated parking spots in the yard. Everything had to be in its place. "As long as people understood why I wanted things done my way, they were happy. I never had any problem with anyone."

George left Michael Gerson the

day after the Management Buy Out, 19 December, 2002 after around 60 years in the industry. He still had offers of work, but didn't accept them. He always did things his way, the better way, and he was influenced by nobody except Michael Gerson himself who he describes as "a remarkable man". He was loved and respected by his staff, a relationship that was illustrated by the mounted poem with which they presented him when he left, some stanzas of which are repeated here.

George was one of the real characters of the moving industry; a breed that seems to be lacking nowadays. But look a little closer and you can see why. He spent much of the Blitz in London; was evacuated for a short while to Swindon; lived through a V2 attack that blew the back out of his house; blagged a job as a cabin boy on a cargo ship at 13 and sailed twice between Boston and Murmansk before the captain paid him off because too many ships had been lost to U-Boats; turned his hand to whatever job came along to make a shilling; and had the courage not to suffer fools. He did more living before he was 20 than many do now in a lifetime. That's why George and his generation produced so many colourful characters the like of which we may never see again.

**The last large move
George oversaw,
Was the movement of
16,000 guns or more,
All packed up without
a fault,
And moved under police
escort**

He's 87 now and he and Olive have been married for 64 years. The moving industry has allowed them to make lifelong friends and travel the world. It's been good to them. But nobody could deny, George has been pretty good for the industry too.

NEWS: UK



● Bishop's Move moving notonthehighstreet.com from one of three separate sites.

Bishops moves notonthehighstreet

E-commerce businesses, notonthehighstreet.com, has recently moved its 200 staff from three separate sites in Richmond to new headquarters. Bishop's Move won the contract.

This office relocation started on 28 November and was completed on 8 December, 2014, and saw a team of 20 Bishop's Move removal men handling personnel files, IT equipment, company files, desks and personal items belonging to members of the notonthehighstreet.com team.

"This relocation signals a milestone for our business as it brings the previously located three sites all together under one roof, heralding a new chapter for notonthehighstreet.com," said Michael Bentley of notonthehighstreet.com. "It was vital to us to appoint a removals company with strong ethics and experience in handling similar moves and with Bishop's Move's history, we knew we were in safe

hands and the team didn't disappoint. As the move across Richmond went extremely smoothly, I would certainly recommend the company."

Steve Littler, Bishop's Move Area Manager, commented: "We are honoured to have played a part in the start of the next chapter in notonthehighstreet.com's story. Detailed planning was particularly crucial for this move and I'm extremely proud of our experienced removals team who were attentive to every detail and requirement of this business relocation. We wish notonthehighstreet.com every success in its new location in Richmond."

Bishop's Move celebrates 160 years in business in 2015.

Commercial movers Relocate London (UK) joins AIM

Commercial moving specialist Relocate London (UK) Ltd has joined the Alliance of Independent Movers (AIM), the first member to join the organisation's Commercial Moving Group.



● Relocate London (UK) Limited and sister company H. Smith & Sons Removals have both joined AIM.

Relocate London's sister company H. Smith & Sons Removals, which deals with domestic moving, has also joined the Alliance.

Relocate London UK has been trading for 11 years and is managed by brothers Ian and Paul Smith, while H. Smith & Sons is operated by third brother Alan. Both companies are based in Orpington, Kent. The brothers also own an IT relocation company, Relocate IT Ltd, which handles the technical side of commercial moves.

"We joined AIM because we wanted to be members of a group that would provide us with useful information and support and actually do something in return for our membership fees," said Ian Smith. "I'm pleased to

say that AIM has lived up to expectations and we are very pleased to be members."

AIM founder Scott Rust said, "Relocate London (UK) Ltd was the first member of our Commercial Moving Group and we look forward to welcoming many more members in the future. I'm looking forward to working with Ian, Paul and Alan and helping them develop both their commercial and domestic removals businesses."

The Alliance of Independent Movers was created to assist removers of all sizes, to grow and expand their businesses while offering their customers a high level of service. For the mover with limited resources, or even larger more established businesses, AIM can offer a wide range of benefits.

Six new vehicles for the White & Company fleet

White and Company has recently registered four new vehicles to work out of its branches in Leeds, Bedford, Telford and Forres. The vehicles (as pictured) are Scania P230 with 5 container UVB 'Boat Tail' bodies and Euro 6 engines with semi-automatic transmission. The company has also recently taken delivery of two MAN road trains.



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OPINION: INDUSTRY CHARACTERS



Roy Church:

East End barrow boy at the age of seven.



Roy Fox:

Brought up in poverty and working in a steel works at 15.



George Dunn:

Second World War bomber pilot.

Where have all the characters gone?

Many say that the moving industry doesn't have the same old characters it used to have in days gone by. Steve Jordan speculates as to why that might be.

Have you noticed that all the characters from our industry, are old? You don't often hear the term 'young characters'. I wonder why? Surely there is just as much chance of someone being interesting, amusing, eccentric perhaps in their youth as in their later years? Maybe not.

Over the last 20 years or so I have interviewed many of the industry's great and good. Not exclusively of course, but generally, there has been a theme: times were tough in the old days. Take a look at the story about George Taylor in this issue for example. With a childhood like that is there any great surprise that the adult turned out to be a bit different.

You could say the same about many of the older generation. People who grew up during the War, lived through the depression, knew what it was like to be hungry, understood the value of things, and had a fundamental feel for the human condition. They were not insulated from reality. If they put a step out of line they had to face the wrath of their parents – or any adult who was on the scene. They quickly learned right from wrong and how to make one look like the other. Streetwise you'd probably

call it today.

They didn't suffer fools. They had no need to. They said what they thought and, if you didn't like it ... tough. There are not many like them around now.

The characters have gone because we live in a more comfortable world in which the term 'character building' is applied to running a

So, where have all the characters gone? They're still with us. They have gone nowhere. But we keep them locked in boxes of social disapproval ...

marathon, or getting over a broken love affair. Not quite the same I would suggest as being bombed out of your home and living on the streets. Maybe we don't have these characters any more. Maybe we should be grateful we don't.

But those characters are still there. Old people don't have a unique ability to be quirky, they just lived through the conditions that made them that way. If those conditions returned, we'd be the same. The boys who run riot on the street, fuelled

on testosterone and adrenalin, are only the same chaps who stood in the trenches a century before. The very traits we condemn now are the same that we applauded in the past.

However, we are now in the 21st century. We have chosen to create a society of bland mediocrity when it comes to personalities. In years gone by people would say what they

like, think what they like and, as long as it didn't hurt anyone else, do what they like. Today that's impossible.

It's impossible for anyone now to relax and speak their mind in public. We still have free speech, apparently, but there's more to it than that. Yes you might be able to say what you think but it's very hard to do so without being branded a sexist, racist, ageist, anti-something-ist and, although the stigma might not put you in jail it will most certainly make you a social outcast.

Just look at our politicians, as an example. Once we had statesmen, leaders, people who stood up for their views no matter how radical they might be. Now we have turned those same intelligent people into politically correct automatons who are so afraid of speaking out of turn it's virtually impossible to get them to say anything coherent. If they do utter a word that risks upsetting the smallest possible minority they feel obliged to apologise, and probably resign, instead of just telling people to grow up.

So, where have all the characters gone? They're still with us. They have gone nowhere. But we keep them locked in boxes of social disapproval and, should the hinges creek and the lid lift, we sit on them to make sure the sensibilities of the allegedly weak and feeble are protected at all costs.

Much better to lighten up; be determined to see the best in people and not to be offended at the slightest twitch from the accepted norm; say what you think, expect to be challenged, and respect the views of others. This characterless society is the one we have chosen. We either accept it or change it. I know what I'd like to do ...

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NEWS: INTERNATIONAL

Insurance on stage at FEM Hong Kong

The Forum for Expatriate Management Hong Kong Chapter began 2015 with a networking event and presentation entitled 'Insurance Needs for Globally Mobile Assignees.'

Steve Lewis, the Managing Director – Asia Pacific of UniGroup Relocation and President of the Hong Kong Chapter led the event.

Phoebe Wong of I-PA Services was the speaker for the evening. Phoebe worked for one of the world's largest insurance companies for over eight years as senior consultant managing over 200 key accounts prior to setting up I-PA Services.

The presentation covered insurance needs for globally mobile assignees, types of insurances available for corporate organisations and how insurance can play a role in building a productive workforce, retaining staff and attracting both local and global talent. Phoebe also shared her valuable experiences and latest updates on insurance.



● Steve Lewis thanks Phoebe Wong.



● DFDS Sirena Seaways.

Brittany Ferries expands fleet to offer more sailings to Le Havre and Bilbao

Brittany Ferries has announced the charter, commencing May, of a vessel which will boost capacity and frequency on the Portsmouth to Le Havre route (four times a week) and the Portsmouth to Bilbao route (once a week).

The ship is owned by DFDS and is currently called *Sirena Seaways* although she will be renamed once she enters service with Brittany Ferries. The usual range of facilities will be available for drivers: a bar, boutique, café and dedicated restaurant area, as well as free Wi-Fi Internet access and a reading lounge.

"This additional ship will provide a welcome boost in freight capacity and provide our customers with an even wider range of sailing times between Portsmouth and Le Havre," said Simon Wagstaff,

"It now brings the total number of services to Spain to seven a week, again providing more choice."
Simon Wagstaff

Group Freight Director. "It now brings the total number of services to Spain to seven a week, again providing more choice."

IAM and ILN to hold regional meeting with BAR in Belfast

IAM is hosting a Regional Meeting in conjunction with the British Association of Removers (BAR) Annual Conference in Belfast, Northern Ireland May 18-20, 2015. The Regional Meeting will include business sessions and networking opportunities for IAM members and the IAM Logistics Network (ILN). Space will be limited and registration will be on a first-come, first-served basis. Response and space availability will determine the number of attendees.

IAM's Director of Government & Military Relations will participate in this meeting and hold a session related to current US government and military issues. The recent announcement regarding the US DOD plans to close its operations at RAF Mildenhall and consolidate many other European operations will be a key discussion item (see *The Mover*, February 2015 or visit www.themover.co.uk for more details).

The cost to attend the meeting is £520 which includes hotel accommodation at the Hotel Europa in Belfast for three nights (May 18, 19, and 20) and several meals over the course of three days.

The BAR Annual Conference runs from May 21-23, 2015. BAR is extending a warm invitation to all IAM members to attend.

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● CSCL Globe.

100,000 TEU of new shipping capacity for 2014 has slipped into 2015

Drewry, the maritime information organisation has advised that some 100,000 TEU of new container ships scheduled for delivery in 2014 has slipped into 2015.

While this helped to narrow the gap between supply-demand last year it will only add to the supply pressure this year. This includes the commissioning of the 19,000 TEU CSCL Globe, the largest container ship in the world, which is unlikely to retain its top spot for long as new, even larger vessels make the short journey down the slipway.

The move towards ever larger vessels makes sense for individual carriers as it lowers their slot costs, but it does present the wider industry with a problem of how to absorb the extra capacity. In the last 15 years the capacity of the world container fleet has ballooned from around five million TEU in 2000 to approaching 20 million today.

The appetite for new ULCVs (Ultra Large Container Vessels) is making it much harder for carriers to match supply with demand as they diverged dramatically following an ordering frenzy in 2007-08, later compounded by the global financial crisis.

Slippage in the delivery of vessels is not uncommon as ship owners and yards re-negotiate delivery

In the last 15 years the capacity of the world container fleet has ballooned from around five million TEU in 2000 to approaching 20 million today.

terms, and the 100,000 TEU figure is lower than in recent years. In fact the forecast figure for 2015 is around 250,000 however the tonnage still has to be delivered at some point and delays merely push the problem down the road.

The scrapping of old ships along with further slippage of newbuilds into 2016 will lower the net addition to the fleet to around 1.35 million TEU, but this would still represent the largest spike in annual capacity since 2007. Moreover, Drewry still sees the global fleet growth exceeding demand at 7.2% versus 5.3%.

● **More information from www.drewry.co.uk.**

Got an event coming up?

Put it on the online events diary – just e-mail nikki@themover.co.uk



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When we found Monti, the 18-month-old bear was being kept by a hotel owner in Bulgaria, for the amusement of guests. For Monti, his 9m² cell was roughly equivalent to a man living in a telephone box – and he'd been caged since being a few days old.

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European Roundup

France moves against diesel

France has set itself on course to displace diesel as the preferred fuel for private cars, with the prime minister describing French pro-diesel transport policy as 'a mistake' and announcing financial incentives to replace the country's extensive diesel car fleet in order to tackle air pollution. The Mayor of Paris has also announced plans to largely ban diesel cars, buses and trucks from the city by 2020.

Diesel ban in Paris

There has been lots of recent press coverage about Paris wanting to ban diesel vehicles. However, what is actually happening is that Paris announced on 9 February, 2015 that Paris's odd and even number plate scheme is planned to be replaced with a low emissions zone (zone à basses émissions).

From 1 July, 2015, trucks and buses must be Euro 1, and from 1 July, 2016 all vehicles must be Euro 1. Between 2017 and 2020, Euro 2, 3 and 4 will gradually be regulated. Investigations into limited traffic zones (almost pedestrian areas) and ultra-low emission zones in certain areas and roads could be experimented with in 2016.

Information supplied by CLARS.



● From the beginning of July 2016 all vehicles in Paris must be Euro 1

Milan paying motorists not to drive

The Italian city of Milan is using state-of-the-art car telematics to encourage motorists to leave their cars at home and go by public transport.

Milan suffers from some of the worst congestion in Europe, and has had to introduce temporary car bans to ease smog. Now the city authorities are offering motorists a voucher for one free trip a day on public transport if they leave the car at home between 07.30 and 19.30 on weekdays. For people going to work in the city, it means they must only pay the cost of one

leg of their commute via public transport, which is already cheaper than driving.

New lock to the ports of Ghent and Terneuzen

The new lock at Terneuzen will improve access to the ports of Ghent and Terneuzen and will also provide a smoother passage of inland vessels between the Netherlands, Belgium and France. It is expected that the lock will be ready in 2021. The construction of the new lock is the biggest investment in port infrastructure ever for Ghent Port Company.

The new lock, 427 metres long,

55 metres wide and 16.44 metres deep, is similar in size to the new locks being built at the Panama Canal and will reduce waiting times for inland navigation.

Norway: compulsory toll tag for commercial vehicles over 3.5 tonnes

Since 1 January, 2015, it is mandatory for all commercial vehicles above 3.5 tonnes to have a toll tag in Norway. The scheme applies to all commercial vehicles throughout the Norwegian public road network. The tag itself is free, but a refundable deposit of NOK 200 must be paid.

Intermovers helps flood victims

Intermovers Malaysia has been helping the 230,000 people evacuated as a result of the worst floods the country has seen in over 30 years that hit in December.

The company has provided packing materials and transport for donations of food and goods intended for the victims. The appeal has been organised by the Garden International School with each year group being asked to contribute. Packages for distribution include: blankets, bath towels, candles, torches, bandages, slippers, cooking oil, sugar, canned food,



drinks, laundry detergent, shampoo, soap, tooth brushes and tooth paste.

"A big thank you to the Garden International School for giving us the opportunity to help," said Julian Wilkinson, International Move Specialist with Intermovers.



● Above left: part of Intermovers' flood relief effort; above: flooding in Malaysia.



● Barcelona.

Reason Global at EUROMOVERS

Reason Global Insurance will be attending the EUROMOVERS conference in Barcelona from 16 to 19 April.

The company has been an enthusiastic supporter of the EUROMOVERS network for many years.

Nicholas Marshall and Sarah Young will be representing Reason Global in Barcelona. "It's always a very friendly event with a great family feel," Nicholas said. "EUROMOVERS is unique in that it includes a broad range of companies from very large global organisations to small family moving businesses across Europe and worldwide. It fits our customer profile perfectly and I look forward to being able both to support our existing EUROMOVERS customers and have the opportunity of meeting new contacts."

"One of our aims is to select partners that provide first class services to our members," said Thomas Juchum from EUROMOVERS. "It became a tradition that the best and most faithful industry suppliers join our annual events. We are proud and pleased that EUROMOVERS has been able to count on the services of Reason Global Insurance for many years to the benefit of our members and their clients."

EUROMOVERS attendees will be treated to the usual friendly welcome with relevant business and relaxed socialising in just the right balance plus the delights of the ever-present work of Srs. Gaudi and Picasso at which to marvel.

New branch for Global in Lisbon

Global International Relocation from Portugal has announced the opening of a new branch in Lisbon. The branch office is located close to the company's corporate customers. The move comes as a result of the company strengthening its national and international operation in 2014.

"The strategy we will follow in 2015 is to continue to focus on the excellence of our service and competitiveness," said Jorge da

Costa, President and CEO. "In 2014 we expanded the business, entered into new markets, invested in technology and in new packaging and facilities, generated more employment and reinforced the team's training."

In 2014 Global became the most certified company operating in the international mobility sector in Portugal: ISO 9001, ISO14001, IPATA, FIDI FAIM PLUS, LACMA and OMNI.

The European Connection

Tony Richman



German minimum wage challenging the EU?

The new German law (from 01.01.2015) on minimum wage is set to put EU ideologies to the test.

The minimum wage concept is nothing new and national laws to this effect already exist in many European countries. However, the radical and unexpected German approach brings an acute challenge to the fundamental principle of free movement of goods within the EU. For the transport sector, the German minimum wage not only applies to workers employed in Germany, but for all workers travelling to or from Germany or carrying out cabotage in Germany!

Following vigorous lobbying and opposition from other EU countries, in particular by Poland, Germany has temporarily hit the brakes on applying its new minimum wage to foreign lorry drivers/staff transiting the country. This was announced following a meeting in Berlin on Friday morning 30 January, 2015. The suspension will continue until European rules on the issue have been clarified. (A decision is expected by summer 2015.)

However, the suspension only applies for transit journeys! Foreign staff making deliveries to or from Germany or engaging in cabotage are still included in the law.

Applying the requirements to persons not actually 'employed' in Germany is highly unorthodox and fraught with practical problems. The new rules place the German administrative and bureaucratic burden on to thousands of carriers.

A plethora of forms, special clauses and burdensome registrations via the German authorities, have to be put in place between parties to avoid future disputes. No one disputes

that the Germans are within their rights to introduce a minimum wage on their own labour. But when it comes to carriers who are established in other countries, travelling in the Single European Market on international transport, surely it is not German law but EU decisions that are needed concerning any common minimum level of wages and employment?

Are we heading towards the possibility of Germany setting precedents for the other 27 EU countries? If so, we could ultimately see the ridiculous situation of staff being subject to five or six different contracts to transport a consignment from northern to southern Europe. Apart from a bureaucratic nightmare, such a situation would surely bid farewell to the basic principle of free movement of goods in the internal market.

Many will sympathise towards the German actions, highlighting the need for clear EU rules in relation to international road transport where, reportedly, the balance of trade and employment is skewed in favour of inexpensive Eastern Europeans. But, surely we must find alternatives to a wall of bureaucracy and forms?

What's certain is that this new practice introduces a serious challenge for the internal market. The European Commission needs to assess the possible alternatives to a crumbling ideology of freedom of movement and to address the possibilities concerning the future introduction of 'German-type rules' in other European countries.

Meanwhile, one of my colleagues perhaps put it more succinctly, saying "a right load of bureaucratic bunkum, more jobs to support and money into the coffers".

PROFILE: MOMENTOUS



Baker Street boys

Steve Jordan interviews David Hollins as he joins Momentous Relocation, just a year after Paul Evans bought the company, in its new home in central London.

I was winding my way down Baker Street. I was light in my head and dead on my feet. It was another rainy day, I'd drunk the night away and now I'd forgotten about everything. Fortunately, just around the corner from the tube station, at number 188, is Chiltern Court the new home of Momentous Relocation. I dropped in.

"After so long working in a large company it's very exciting to be part of something smaller ..."

David Hollins

The building is a remarkable place, owned and built by London Transport immediately adjacent to the tube line and, indeed, with a secret direct access to the platform. Handy! "But they don't like us using it," said David Hollins, the company's new managing director. I'm not surprised.

With Rafael Ravenscroft's iconic sax solo burning an ear worm in my brain I

followed David to the company's offices in the remarkably airy basement. With modern furniture, intriguing art on the walls and collectables adorning the hallway the whole place is a bit of a home from home for Paul. It's a nice place to work and kind of handy for ... everything really. Especially buskers and record stores one would hope.

David had just got his feet under the table at Momentous having joined only six weeks earlier after 18 years' service with Crown. It is a new challenge for him and very different from what he has known before. But he has a good team around him: Christian Peck (Stuart Peck's son) business development; Caroline O'Connor is handling sales support; David McWilliam has been in corporate sales for a very long time; Lyrus Andrews, ex Sterling, provides DSP services; Wesley Davies is new to the industry; Wendy Smith, customer support; Ian Nicholson is in Florida oiling wheels; and there is Paul of course ... Mr Midas. It looks like a winning formula. It probably is.

Baker Street is the sales and customer service operations centre of Momentous.

The company still has its warehouse in Aylesbury, 40 miles north-west of London for long-term storage and its new international operations centre in Park Royal (London's mover city). The company employs around 30 people in total.

"It's a new opportunity, one that doesn't come around every day," said David. "After so long working in a large company it's very exciting to be part of something smaller, right from the start." David also has a financial stake in the business.

"It's a nice tight team," said David. "It gives us a real difference." I was intrigued. How exactly does 'small' translate into 'better' in the modern moving and relo business? David strongly believes that the smaller company is on the verge of a renaissance. The innovative companies that changed the industry for the better in years gone by have now largely been absorbed into much larger conglomerates. Those large organisations provide a very good service to most people most of the time but they are necessarily driven by process not individual customer needs. Also those large companies are very departmentalised - able to operate

PROFILE: MOMENTOUS



● Far left: David Hollins outside Baker Street tube station; left: David with Paul Evans and, top, in the Baker Street office; above: the Momentous warehouse in Aylesbury; top right: Raphael Ravenscroft, who doesn't work at Momentous, but did perform the saxophone solo on the Gerry Rafferty hit *Baker Street*.

efficient division of labour with each member of staff being expert in their own field - but not necessarily having a broad range of skills (Adam Smith would have been proud).

"But here we work very closely together," said David. "These people have a very deep knowledge of the whole industry that's essential in a smaller company. It means that we can really work with our clients to make sure we give them exactly what they need and want, not what our process says they shall have."

The company lives its strap line: 'The attention is in the detail'. "It's about touch," said David. "We can treat everyone as an individual. Every customer is a big part of our business. We have the time to build a relationship with each assignee. I believe that's what our customers and their assignees really want."

Caroline O'Connor and Christian Peck were both at 360 before its sale to AGS. They have experienced the dynamic of a smaller organisation before. "It was the opportunity to work again in a close knit organisation that really appealed to me,"

said Christian. "The company has the right quality ideals in place to make a difference." Caroline too enjoys the freedom she has to work with customers one-to-one. "We can provide better quality because we can focus on every customer separately."

For Momentous the plan for 2015 is simple: to become known on the world stage as a serious operator that provides great quality service and has a network of agents worldwide that share the same values. "To do that we have to deliver top quality service from day one," said David. "We aim to be a boutique, high end operator with every assignee being able to feel the difference. We don't work on tariffs; we prefer to let customers choose what they need and tailor the service around them."

And David believes that there is a growing number of small/medium-sized corporate clients who like to manage their own expat populations and need help in developing a properly managed mobility policy. "Companies are increasingly seeing their Generation X and Y staff as a resource that needs

careful management. We want to do all we can to help them." He is also keen to work with RMCs to provide high end moving and DSP services.

Momentous will be sending four people to the FIDI convention in Cape Town in March which demonstrates the company's commitment right from the start. Is there one word that describes how the

"We aim to be a boutique, high end operator with every assignee being able to feel the difference."

David Hollins

Momentous staff feel about working in this new, dynamic organisation?

"Excited," said Christian Peck. "This is really exciting."

And as for Paul? Well! As the song says: you know he'll always keep moving; you know he's never gonna stop moving; 'cause he's rolling, he's the rolling stone. There was certainly no moss growing in Baker Street as far as I could see.

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REPORT: IMC CONFERENCE



Networking in Ho Chi Minh City

This year's IMC Conference held on 28 – 31 January moved east from its traditional home of Bangkok to Ho Chi Minh City. Deputy Editor David Jordan took a trip to Vietnam to report for *The Mover*.

Arriving in Ho Chi Minh City after a 16-hour flight from London is at first a shock to the senses. As I emerged from the airport, bleary eyed and wilting in the 35 degree heat an army of taxi drivers all offering 'cheap-cheap fares' hustled bewildered foreign travellers in an attempt to win their custom.

To my relief I was soon rescued by an oriental lady holding an IMC placard bearing my name. "Welcome to Ho Chi Minh City," she said with a beaming smile. "I have a taxi waiting for you, he will take you to the hotel." As we weaved our way through the mayhem of honking traffic, miraculously avoiding the sea of small, often hopelessly overloaded motorbikes, I peered out of the taxi's window and reflected on a very different way of life from the chilly well-ordered streets of London I'd driven through just a few hours earlier.

Half an hour later I arrived at the Sheraton Hotel, the conference venue and home for the next four days. In the plush air conditioned lobby I met friends from last year's conference and enjoyed a cool beer with them before collecting my 'dog tags' and heading upstairs to catch a few hours' sleep before the welcome party that evening.

Patrick pointed out that the cost of attending IMC was approximately half that of any other major conference and that this year 17% of the companies attending had brought two delegates.

At 7 o'clock, camera in hand, I made my way to the 23rd floor and joined the party. The view from the open-air bar was

magnificent, the brightly lit skyscrapers testament to the progress the city has made since the end of what the Vietnamese call the American War. As I chatted with the great and the good of the international moving industry I was surprised how many of them knew about *The Mover* and looked forward to reading it every month online. The World Wide Web is indeed a powerful tool.

At 9 o'clock sharp the following morning we gathered in the hotel ballroom for the opening plenary session. Those hoping for a gentle start to the day's proceedings were about to get a wake-up call as the peace was shattered by the thunderous sounds of drums, cymbals and gongs and the spectacular entry of brightly costumed acrobats performing a traditional Chinese lion dance.

Facilitator Terry Hart introduced IMC partners Dermot Whelan and Patrick O'Donnel who welcomed everyone to



REPORT: IMC CONFERENCE



● David Raynor with an award presented at IMC for supporting the event.

Reason Global sponsors 2015 IMC Conference in Ho Chi Minh City

Specialist insurance broker Reason Global was the main sponsor at the 2015 IMC Conference held in Ho Chi Minh City 28–31 January, 2015.

This was the fourth IMC Conference and the first to be held away from its traditional venue of Bangkok. It was also the first conference for the moving industry to be held in Vietnam. Over 100 delegates from around the world attended the event which ran in parallel with the inaugural Asia Mobility Conference for the relocation industry.

The IMC Conference is unusual as delegates book up to 35 one-to-one meetings online in advance so they are guaranteed face-to-face time with the people they really want to meet, making for a very efficient business environment.

Reason Global's Managing Director David Raynor said, "We have supported IMC right from the beginning, but this is the first time we have been the main sponsor. We have clients in 39 countries around the world and we're particularly interested in expanding our business in the Far East, particularly in Hong Kong and Singapore. Sponsoring a major event like IMC in Asia, and having the opportunity to meet business leaders from the region, makes good commercial sense for us."

Reason Global is Lloyd's of London's only specialist broker solely dedicated to the moving and self-storage industries and is uniquely able to provide insurance services to customers globally.

the conference and explained how the organisation had progressed during its first four years. Dermot confirmed that plans to introduce an annual membership fee had been dropped and that instead the cost of providing new member benefits such as training and preferential freight forwarding rates, would be paid for by those members wishing to use them. He also said there would be a consultation about the kind of services members would be interested in using.

Patrick pointed out that the cost of attending IMC was approximately half that of any other major conference and that this year 17% of the companies attending had brought two delegates. This was particularly important given the format of IMC where up to 35 one-to-one meetings can be booked in advance and therefore a single delegate could only formally meet about a third of the participants.

Dermot also welcomed members of the Asia Mobility Conference (AMC) who were running their inaugural event in parallel with IMC. He said he believed there were opportunities for the moving and relocation industries to work more closely and hoped that delegates would

use the one-to-one meetings to explore possibilities and opportunities. This was reiterated by AMC organiser Steve Burson who also invited IMC delegates to join them for a half-day tour of Ho Chi Minh City to view typical expat accommodation and the Saigon International School.

IMC Training Consultant Steve Lewis took to the stage to point out the need for training to bring out the best in people and perhaps discover hidden talents. To drive the message home Steve ran a clip of Susan Boyle's famous audition on TV's *Britain's Got Talent* and posed the question, "Do you have a Susan Boyle working in your organisation?" Steve invited delegates to approach him with ideas for training topics and the most appropriate method of delivery.

After a short coffee break it was time for the one-to-one meetings, which members booked online ahead of the conference. The session uses a similar format to 'speed dating' where delegates move to numbered tables every thirty minutes in line with the meeting schedule. The system works brilliantly with surprisingly few no shows and makes a pleasant change from the informal meeting arrangements at other conferences. »



● Opposite page, top: some of the numerous small motorbikes that densely populate Ho Chi Minh City's streets, and a relic of the American War; centre row, left to right: Terry Hart; Dermot Whelan, Patrick O'Donnell and Steve Lewis; bottom: traditional Chinese lion dance; this page, from top left: the hotel, delegates enjoying the welcome party and one of the networking sessions.

REPORT: IMC CONFERENCE

After a busy productive day we gathered in the Sheraton's Night Spot on the 23rd floor for the traditional Gala Dinner. Later, facilitator Terry Hart took to the microphone with some slightly risqué jokes before handing over to Patrick who presented mementoes of the conference to people who had supported IMC since its formation in 2011.

Two more days of one-to-one meetings followed before it was time to head for the airport and for many, a long flight home. As in previous years everyone I spoke to enjoyed the conference and found the format of the meetings very conducive to business.

Next year IMC returns to Thailand with the beautiful island of Phuket pencilled in as the venue. The conference is open to all in the moving industry, so if you are looking for international contacts why not give IMC a try in 2016?

● For more information visit: www.imcworld.org.



● AMC delegates visiting the Saigon International School; below: Steve Burson.

First Asia Mobility Conference joins IMC in Vietnam

The inaugural Asia Mobility Conference was held in conjunction with this year's IMC event in Ho Chi Minh City, 28-31 January. The management of IMC approached The International Relocation Associates (TIRA) with the aim of providing a networking opportunity for people working in Asia's relocation industry and to explore synergies with the wider moving industry.

TIRA's president Steve Burson chaired the conference which discussed a number of topics including global and Asian business trends, insights into Vietnamese industry, education, and property. Later delegates were able to take part in one-to-one meetings with executives from the international moving industry to discuss possible business opportunities.

A half-day tour of the city was organised by local relocation experts DSP Relocations Asia, which included visiting a cross section of expat

accommodation and the Saigon International School. The tour ended with a traditional Vietnamese lunch and a visit to a local market where delegates had the opportunity to practise their bargaining skills.



● Top right: Terry Hart regails delegates at the gala dinner with his slightly risqué material; top: Patrick O'Donnel presents IMC supporters with mementoes of the conference; above and left: the gala dinner.

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NEWS: ON THE ROAD

Compulsory container weighing by July 2016

The International Maritime Organization (IMO) is to make the weighing of sea containers mandatory from July 2016.

Shippers will then be required to verify the weight of containers either through the use of a weighbridge or by the company achieving certified approval status.

The purpose is to make the entire container supply chain safer and to reduce fuel costs for lines by optimising load distribution. This regulation issued through the International Convention for the Safety of Life at Sea (SOLAS Convention) comes as a result of a number of accidents involving container losses and container stack collapses.

It is, as yet, unclear as to how and where the containers will be weighed but the most sensible option would be for the weight verification to take place at the port stacking yard. Verifying the weight on the loading crane is too late as the loading position has already been determined at that stage. Household goods is usually declared at a volumetric density of 7lbs/ft³ however, as household goods does not have a uniform density movers should consider that they might be required to provide accurate weights for every container they ship. This would be potentially an onerous and costly burden.

The RHA has called for early adoption of container weighing under the IMO SOLAS requirements, ahead of the July 2016 deadline so that issues can be identified and resolved before containers are denied entry at a port.



● Verifying the container's weight on the loading crane is too late as the loading position has already been determined.



● An artist's impression of the proposed dealership.

Scania to open 'drive through' dealership in Maidstone

Maidstone is now set to become home to the first of a new generation of purpose-built drive-through Scania dealerships.

The site, situated on the A229 just off junction 6 of the M20, will provide an extensive range of services for truck operators in the South East, including commercial traffic entering and leaving the UK by way of the Kent ports and the Channel Tunnel. Importantly, the planning consent allows free movement of vehicles at all times, thus enabling 24-hour operation.

Adrian Inscoe, Regional Executive Director for Scania's South East region commented: "In designing the premises, we have worked in close conjunction with our Swedish colleagues and our property developer, the Gallagher Group, which will also be constructing the facility. We are now very much looking forward to commencing the building work and then going on to deliver the very best possible service to all transport operators in the South East."

Scheduled to open in January 2016, the new Scania Maidstone premises will feature five drive-through workshop bays and a DVSA Authorised Testing Facility (ATF) lane. A full Scania parts service, including parts for all makes, trailers and ancillary components will be offered as the site will house both new and used truck sales operations and a location for Scania Truck Rental.



● Left: Scania Regional Executive Director for the South East Adrian Inscoe with Gallagher Chairman and Founder Pat Gallagher.

"In designing the premises, we have worked in close conjunction with our Swedish colleagues and our property developer..."

Adrian Inscoe

The project is based upon a model developed in collaboration with Scania Sweden. Building work is now underway following the granting of planning consent last December.

Help shape the future of HGV operations in London

The Transport Research Laboratory (TRL) is carrying out research into HGV operations in London on behalf of Transport for London (TfL) with the aim of improving the safety of HGVs, HGV drivers and other road users. As part of this research, TRL would like anyone that is involved with or has experience of driving, operating or procuring the services of HGVs in London (inside the M25) to take part in an online survey. This includes:

- Owners and directors of companies which operate HGVs
- Fleet managers;
- Transport managers;
- Line managers responsible for HGV drivers;
- Drivers of HGVs (including agency drivers);
- Clients contracting HGV operators/drivers.

All responses will be completely anonymous.

For each fully completed survey, a £2 payment will be made to one of three charities, chosen by the respondent (Lighthouse Club, Transaid or Railway Children). All respondents will be entered into a prize draw, with the chance to win one of three Apple iPad Air 2 tablets (worth £400) or one of 12 cash payments of £100.

If you would like to take part, please complete the very short registration survey at www.smartsurvey.co.uk/s/registration. Eligible respondents will be sent a link to the main survey, which will take around 20 minutes to complete, and will result in a charity donation plus prize draw entry for the respondent.



● TfL aims to improve safety for road users in London.

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REPORT: CORPORATE RELOCATION CONFERENCE

Relo at the Russell

The 2015 Corporate Relocation Conference took place at the Russell Hotel in London on 2 February; as always, organised by Helen Elliott, Editor of *International HR Adviser*.

While the exhibitors enjoyed brisk business from the steady flow of visitors, Tad Zurlinden of EuRA expertly managed the business content to introduce a range of speakers who reflected the issues exercising relocation professionals and their assignees.

Understanding and nurturing the Third Country Kid (TCK) Experience.

Mary Langford, Director of Admissions for Dwight London School said she has been a TCK since the age of two and now works with international schools and families as an educator, researcher, writer, speaker, consultant and trainer. She explained that a significant reason for failure of international assignments revolves around soft issues: the adaptability of families and children. She said that for the majority, when properly understood and managed, the benefits of growing up abroad can far outweigh the challenges. However for some the challenge can be an onerous one and she wanted to help parents and professionals working with internationally-mobile families by sharing research-based insights into how a global

experience can enhance future educational and career opportunities for children. She also provided some guidance on how to manage the stumbling blocks encountered along the way helping families approach an overseas assignment with knowledge and optimism to help make it an enriching life-changing experience.

Mary highlighted the importance of cross cultural training and said that it was even difficult sometimes for people to recognise if they qualified as third country kids. She presented a list of signposts entitled *You know you are a*

You know you are a TCK when 'Where are you from?' has more than one reasonable answer and you speak two languages but can't spell in either ...



● Top: Corporate Relocation Conference in full swing; far left: Tad Zurlinden; left: Mary Langford.

REPORT: CORPORATE RELOCATION CONFERENCE



Eva's advice was for assignees to explore career options, maybe take a break or look at the time as an opportunity to try something different.

the companies not the individuals. It is, therefore, essential for companies to have the right systems and keep the information and be able to supply it on request. Penalties can include fines or criminal prosecution and can involve business disruption, deportation, reputational damage, impact on an assignee's family and livelihood.

Other speakers at the conference included: Scott McCormick and Robin Brown from Deloitte Global Employer Services discussing short-term business visitors; Juliet Carp from Speechy Bircham helping to avoid employment disputes; and Total Rewards Group helping to simplify expatriate costs.

look at the time as an opportunity to try something different. Doing so will help assignees gain confidence, resilience, expanded horizons, enhanced capabilities from facing a challenge, increased cultural awareness and a broader perspective.

Overview of the US/UK tax treaty

Scott Wickam and Stuart Strong from BDO LLP provided an overview of the US/UK tax treaty and the relevant updates for 2014. This included the obligations related to the requirements of the Affordable Care Act requiring minimum essential coverage for health insurance.

Scott explained that the IRS is still focussed on offshore tax evasion. Stuart explained that the tax treaty is there to help prevent the possibility of expats being double taxed. It was, however, possible for income to be taxed both in the UK and in the US as a result of the timing of the UK tax year. Stuart advised assignees to ensure that both their US and UK tax affairs are handled by the same tax adviser to ensure that they are considered in unison.

Immigration update

Fergusson Snell & Associates presented a detailed explanation of the latest developments in UK immigration and the implications for businesses. The presentation covered immigration policy, global immigration strategy and management, and compliance and risk management.

The panel from Fergusson Snell explained the current requirements under different types of UK visas and looked at the continuing trends that are affecting the global landscape including: the improving economy that is creating greater movement and technological advancement that is making travel easier.

The UK government is continuing efforts to increase the consequences for employers who don't conform with immigration regulations which include severe penalties and potential criminal sanctions for breaches of immigration rules. Often the penalties are applied to



● Top left: Eva Stock; above centre: Fergusson Snell Associates; above: Stuart Strong.

TCK when which included: 'Where are you from?' has more than one reasonable answer; you speak two languages but can't spell in either; you go into culture shock when returning to your own country; you own personal appliances with three types of plugs.

Did my identity get lost in the move?

Eva Stock, Director of Sponsor Relations with FOCUS explained that many people feel that they have lost their identity when they move abroad. In particular she said that there are an increasing number of dual career couples going on assignment which often requires one of them to give up their career. "They don't like to be called a 'trailing spouse', nor do they want to say what they used to be," she explained. "When you move to another country this can create a real sense of loss."

Add to this the disorientation people feel when almost everything in their lives that was normal, is no longer normal. They don't know how to do anything, might not understand the language, and almost certainly will experience cultural changes. Eva's advice was for assignees to explore career options, maybe take a break or

NEWS: ON THE ROAD



● The speed limit for trucks on single carriageways will be 50mph.

Speed limits to rise on 6 April

The Department for Transport (DfT) has confirmed that the speed limit for trucks on single carriageway roads will rise to 50mph and on dual carriageways to 60mph on 6 April, 2015.

The DfT said that the national speed limit increase on dual carriageways will modernise an outdated regulation dating from the 1980s, better reflecting the capabilities of modern HGVs. It will help to free professional hauliers from unnecessary regulation.

The change is intended to ensure that HGV speed limits are proportionate and better aligned with the limits for HGVs on

motorways and single carriageways, and with other vehicles such as coaches and cars towing caravans. The government says that evidence indicates that actual average speeds are unlikely to change in response to the change in national speed limit. An impact assessment, which has been scrutinised by independent experts, concludes that there is not expected to be an adverse effect on road safety.

New safety system for oversized loads at Dartford Crossing

The Highways Agency is to introduce a new safety system at the Dartford Tunnel for oversized vehicles. The system aims to minimise delays by directing them into a separate lane where they will be met by an escort.

The new safety system is expected to be introduced in April. Changes will also include improved signage, barriers and traffic signals to stop vehicles and, if necessary, turn them around. Drivers who fail to follow the new signs and use the correct lanes could receive fines or points on their licence.

According to the Highways



● Dartford Crossing.

Agency, the introduction of a free-flow toll at the Dartford Crossing has reduced southbound delays by up to an average of nine minutes and northbound delays by four minutes.

Tracing traffic offenders across borders

On 11 February, the European Parliament approved new data-sharing rules that will provide cross-border information on traffic offenders. This will help ensure that drivers who commit offences while abroad in the EU do not escape fines. These rules, which aim to ensure equal treatment of drivers and improve

road safety, will be extended to the UK, Ireland and Denmark within two years. The agreement still needs the formal approval of the EU Council of Ministers. The current data exchange rules remain in place until 6 May, 2015, to allow time for the change of legal basis before the revised ones take effect.

New Authorised Testing Facilities (ATFs) approved in December 2014

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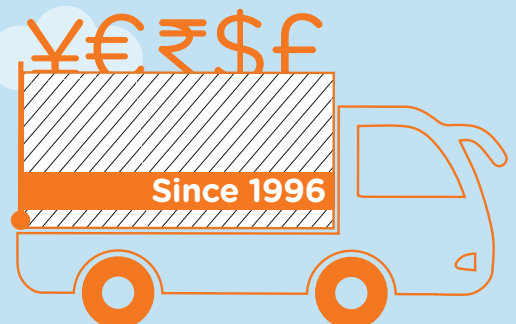
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MARKET RESEARCH: NEIGHBOURS



● Loud music, parking spaces and garden boundaries are some of the more common causes of disputes between neighbours.

Love thy neighbour

Love them or hate them, new research by UK removals expert, Robinsons, has revealed that when it comes to our neighbours, we have some weird and wonderful relationships with arguments, stolen cats and hiding behind the fence all common trends.

The study questioned 1,000 people across the UK on the ins-and-outs of their neighbourly relationships. It was commissioned by Robinsons to help it better understand its customers.

A shocking quarter of people admitted to hiding from their neighbours to avoid small talk, 25% do all they can to avoid a long conversation, while 14% specifically moved to an area where neighbours were more inclined to keep themselves to themselves. The majority - 41% - settled for simply nodding to their neighbours, and no more.

Disputes also emerged as a common factor: 10% of people admitted to regularly arguing with their neighbours with loud music (14%), fighting over car parking spaces (10%), garden boundaries (10%) and noisy children (8%) the most

“... it’s important to remember that for the majority of us, while we might not be the best of friends, most of us do have civil relationships.”

Paul Robinson

common complaints. A shocking 4% have even taken legal action against them.

Interestingly, younger age groups (18-24) were more likely to complain about loud music than older groups while older people’s main gripe was car parking spaces.

The vast majority of people - 87% - claimed they were not friends with their neighbours, 67% said they wouldn’t trust them with a spare key, and 80% wouldn’t trust them to feed their pet.



● Paul Robinson.

Unofficially ‘adopting’ a neighbour’s cat also emerged as common up and down the UK, with 15% of people admitting to this, while 4% fed it every day.

However, all is not negative. 13% of people were good friends with their neighbours, 3% claimed they were their neighbour’s birthing partner, while 4% of people admitted to marrying the person next door to them.

Anthony Robinson, Managing Director at Robinsons, said: “Though the research reveals neighbours have their fair share of disagreements and often clash, it’s important to remember that for the majority of us, while we might not be the best of friends, most of us do have civil relationships. If you don’t get on with those next door to you, then perhaps now is the time to wipe the slate clean and make up.”

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NEWS: PEOPLE

Michael Killoran promoted at Arpin

Michael Killoran has been promoted to the position of chief financial officer of Arpin Group, replacing Edward Braks who has retired after 20 years of service.

“Edward was both a leader and key advisor during the growth and development of our company over the past 20 years; we are grateful for his loyal service,” said David Arpin, President and CEO of Arpin Group. “We are also very pleased to promote Michael Killoran to the position of CFO. Through his hard work and outstanding performance as controller over the years, Michael has distinguished himself as a very talented and capable replacement.”

Michael joined Arpin Van Lines as controller in 1983. In 2008, when the accounting functions for Arpin Van Lines and Arpin International Group were consolidated under Arpin Group, he was promoted to controller of the combined entity. In his new position Michael is responsible for all accounting, financial and tax-related matters for Arpin Group, its affiliates and subsidiaries. He has also been appointed to the Arpin Group management committee.



● Michael Killoran.



● Julie Knapton.

New corporate manager at Britannia Movers International

Britannia Movers International has announced the appointment of Julie Knapton as corporate manager based at its head office in Croydon.

Julie joined Britannia in January from Bishops Move after nearly 14 years, where she was international manager. Julie has worked in the road and air freight industry since the age of 18, moving to London from her native Poole at 22, before taking a one-year sabbatical to work as a volunteer for a mission society in Mexico City.

“I decided to join Britannia so that I could keep moving within my career, face new challenges and learn new skills,” said Julie. “Many of the roles I performed previously I am continuing to perform at Britannia but to a greater degree. Britannia has a lot of excellent clients and I see myself becoming the lynch pin between the accounts and Britannia

to ensure the longevity and growth of the corporate department.”

When asked what she gained from volunteering in Mexico City Julie said, “Apart from honing my Spanish language skills I learnt how it feels to integrate yourself into a completely different culture, with different mannerisms and etiquette, and so understand how some of our clients might be feeling as they prepare to uproot their lives and move away from their families.”

Outside of work Julie has a passion for animals and wildlife and spends every other Saturday volunteering at Wildlife Aid, which is an organisation that deals with the rescue, rehabilitation and release of UK wildlife.

Ron Dunlap becomes COO for Graebel

Ron Dunlap has become the chief operating officer for Graebel Companies, Inc.

The announcement was made at the beginning of January at the company’s annual Leadership Conference held at the world headquarters in Aurora, Colorado, USA.

From 2001 to 2008, Ron was with the third party management firm, Prudential, that was acquired by the Canadian-based company, Brookfield Relocation. He was the company’s vice president of quality prior to joining Graebel.

Bill Graebel, the company’s CEO said that Graebel had entered an exciting new era and said that Ron had excelled in all that he had done since joining the company six years ago. “This has kept us far ahead of the curve in our industry; and ultimately, has contributed to our year-over-year organic and new business growth with our Global 100 and Fortune 500 clients,” he said. “It is with tremendous admiration and respect that I am pleased to announce that Ron Dunlap is the Graebel Companies’ first chief operating officer.”

The company’s global relocation and mobility move management divisions that administer services for clients on six continents will now report to Ron. He will continue to head the technology-sector for the global relocation management firm, as its chief information officer.



● Ron Dunlap.

Security in Peru appoints new business manager

Security International Moving in Lima, Peru, has appointed Hernan Velarde as its new business manager for moving and relocation services. Hernan is Peruvian, graduated from Universidad de Lima in Business Administration and has a Master Degree in Management from Universidad de Piura. He worked for almost 15 years in Nextel in charge of designing and implementing sales strategies as well as developing new business units.

Hernan will replace Manuel Alcantara who has been with the company throughout its development but has relocated to Brazil for personal reasons.

Hernan’s e-mail is: hvelarde@simoving.com.pe.



● Hernan Velarde.

Mario Amato joins Whites

Mario Amato has joined White and Company as the company's group European business development manager.

Mario joins Whites from Unigroup where he had been regional development – EMEA, since 2013 and previously managing director of Four Winds AGS in the UK.

Mario has worked in the moving industry for 30 years operating in four countries in two continents. As an American he is bi-cultural and is fluent in English, French and Greek languages.

He said that joining Whites was an easy choice for him. "The company is as solid as rock with a stellar reputation for quality and customer care," he said. "It is well respected not only in the UK but across the world and is big enough to compete in the market."

Whites is well known in the UK for its extensive trade services especially to the Channel Islands and Europe. "Whites has a very impressive vehicle fleet. As group European business development manager I

"The company is as solid as rock with a stellar reputation for quality and customer care.

It is well respected not only in the UK but across the world and is big enough to compete in the market."

Mario Amato

will be looking to increase fleet utilisation and develop even stronger contacts with the business communities in Europe. I will also be working to develop our corporate

removals business in the region."

Ian Palmer, Chief Executive of White and Company was understandably delighted to have retained Mario's services. "Mario has tremendous experience in the industry so I know he will make a real difference to our business long term. It's very

important for us to continue building our European business and I am sure he's the right man for the job."

White and Company has been in business since 1871 and has 17 branches around the UK and one in Mallorca.



● Mario Amato.

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NEWS: PEOPLE

Monique promoted at Graebel

Monique Castor has been promoted to the position of international account director for the EMEA region for Graebel. She will be responsible for the relationship development and management of the company's Global 100 and Fortune 500 clients in the region.

This marks the sixth promotion for Monique since she began her career with Graebel in 2008 and illustrates the company's strong growth over that period.

Monique is German so speaks German and English fluently. She graduated from the Evangelisches Gymnasium Neuruppin, Germany and the Technische University Berlin, Germany with a focus on business management. Monique also holds the Worldwide ERC® Global Mobility Specialist™ (GMS) designation.



● Monique Castor.

Global hires relo specialist

Global International Relocation, OMNI member in Portugal has announced the appointment of Luísa Piló as its new global relocation & immigration manager.

Luísa is a top Portuguese immigration and relocation expert and her mission is to power the company's international growth.

"It is an honour to join the Portuguese market leader in the mobility business and one of the most respected and certified companies operating in Portugal," she said. "My own life experience, as an expatriate in cultures as different as Mozambique, South Africa, England, Portugal, Brazil, Germany and the USA, has made me very aware of expats' needs and concerns. Therefore, the quality of my teams' service delivery is one of my main targets."

"We were very pleased when Luísa accepted our challenge," said Jorge Da Costa, CEO. "We have worked with her for many years, she is one



● Luísa Piló.

of the best in the industry and it's great to have her on board."

Luísa holds a post-graduate degree in Economic Policy, having started her professional career in the relocation sector in 2003, first as a private relocation consultant, then in 2004 as partner of the second company to appear in the Portuguese market - the Lisbon Relocation Office. In 2009, she co-founded Nau Relocation and later on in 2011, Moving-on.

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Congratulations to Antonio Gil, from Mudanzas Clara del Rey S.L., in Madrid, Spain for recognising Jim Thompson from Crown last month. To be fair it wasn't that hard as Jim looks younger now than he did then. This month too should be easy enough as the lady in question hasn't changed a bit since this shot was taken. But can you put a name to the face? Some of you might recognise the greatly missed Paul Mason in the background too. To win the White and Company Red and Black watch please e-mail your answer to editor@themover.co.uk.

Graebel promotes three

Graebel Relocation has announced the promotion of Michelle Mara CRP, GMS, Nancy Lempicki GMS and Samantha Hodges CRP, GMS, to vice presidents of client development. In their new roles, these three Graebel employees will lead a diverse team of global client development professionals that are dedicated to the successful management of the company's Global 100 and Fortune 500 clients' relocation and mobility programmes worldwide.

Michelle joined Graebel in 2006 and has held prominent client-advocacy roles with the organisation. Nancy has over 20 years' industry experience in global relocation, customer service, pricing, transportation and logistics. She

has been with Graebel since 2007. Samantha became a member of the Graebel Relocation team in 2010 and has been in the relocation industry for 15 years.

Commenting on the appointments Craig Chapman, Senior Vice President of Global Client Development said, "Our brick and mortar footprint across the world that began in the EMEA and APAC regions in 2008 and 2009 respectively, has led to outstanding career opportunities for our people. Michelle Mara, Nancy Lempicki and Samantha Hodges, are astute professionals within our global organisation and true leaders in the industry. It is with complete confidence that I believe they will successfully guide our clients' mobility programmes on six continents and in 165 countries."



● Michelle Mara.



● Nancy Lempicki



● Samantha Hodges.

Timo Heck takes on immigration for Crown in DACH

Crown World Mobility has announced Timo Heck as its immigration manager for Germany, Austria and Switzerland (DACH). He will be based in Crown's Zurich office.

Timo joined Crown World Mobility in May 2012 as Crown Switzerland's first immigration consultant. After bringing Crown Switzerland's immigration services in-house, he has since supported teams across Switzerland on larger projects – including the implementation of some of Crown's global accounts. In his new role, Timo will be responsible for the development and delivery of immigration services across the DACH region. He will introduce new ideas and practices, positioning Crown World Mobility as a leading provider of immigration services in the region.

As part of a wider, global immigration team, Timo will support a number of global initiatives and implement consistent standards for Crown's immigration procedures and reporting. He will ensure all members of staff comply with immigration laws and regulations, and seek to achieve 100% client satisfaction.

Timo will report to Jurgen Zyderveld, Regional Director of

DACH, who commented: "Many of our clients are looking for alternative solutions to their immigration needs. This new role will help us develop our product and service offering. Our portfolio of clients has grown over the past few years, and with a number of prospects displaying compliance concerns around the immigration processes within their organisations, we are confident that strengthening our service offering across the region will yield great results."



● Timo Heck.

Jim Petzel joins UniGroup

Jim Petzel, previously president of global services for Graebel, has joined UniGroup relocation as the company's chief operating officer (COO). Jim has over 30 years of experience in international relocation and served as chairman and Board member for FIDI USA.



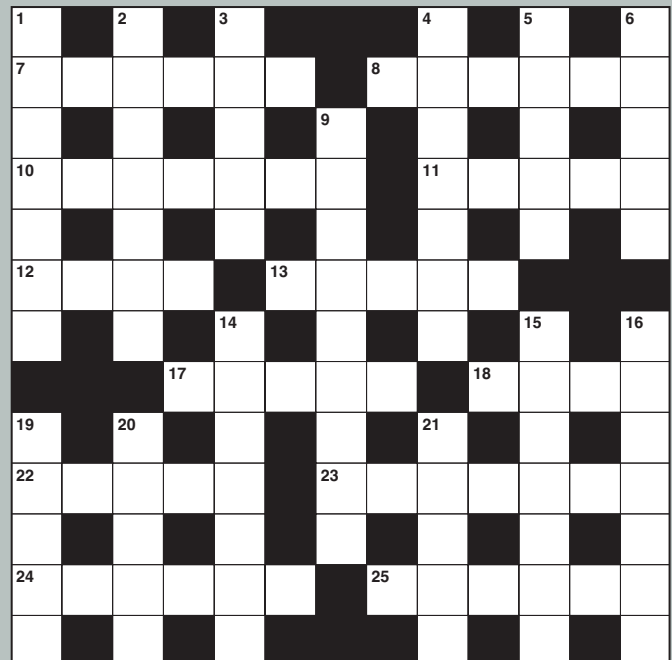
Scott Sullivan joins Graebel in Singapore

Scott Sullivan has joined Graebel Relocation as the company's managing director in Singapore. Scott will be responsible for the business development, client relations strategy and operations of the organisation's relocation and mobility services throughout this region.

Prior to joining Graebel Relocation, Scott was with the

Canadian-based third party firm, Brookfield Global Relocation Services from 2004 until 2013 where he was executive vice president of global sales, marketing and consulting services. From 1991 to 2004, Scott was employed at Crown Worldwide Relocations in London most recently as the company's regional corporate services manager for the UK and Ireland.

Puzzles



ACROSS

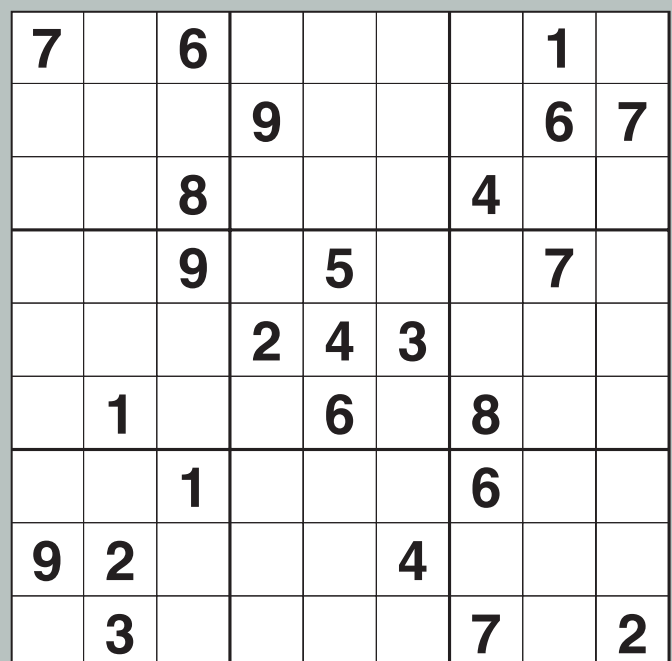
- 7 Exit; Bible book (6)
- 8 Send away (6)
- 10 Small dog (7)
- 11 ____ Milan: Italian football team (5)
- 12 Compass point (4)
- 13 Extra component (3-2)
- 17 Saline (5)
- 18 Continent (4)
- 22 Wild animal (5)
- 23 Sheer dress fabric (7)

- 24 Lengthen (6)
- 25 Ascends (6)

DOWN

- 1 Therein (anag) (7)
- 2 Holiday visitor (7)
- 3 Moist (of air) (5)
- 4 French bean (7)
- 5 Puts through a sieve (5)
- 6 Group of notes played simultaneously (5)

- 9 Deep and extensive learning (9)
- 14 Cocktail with gin and vermouth (7)
- 15 Huge wave (7)
- 16 Early 20th century art movement (7)
- 19 Henrik ____: Norwegian dramatist (5)
- 20 ____ couture: expensive clothes (5)
- 21 Nimble (5)



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The space at the end of your nose between your nostrils is called the columella.

More than 50% of people in the world have never made or received a telephone call.

The toughest tongue twister in the English language is said to be "The sixth sick sheik's sixth sheep's sick".

In 1879, a mail service in Belgium employed 37 cats to carry bundles of letters to villages around the town of Liege. The experiment was shorted-lived as the cats proved thoroughly undisciplined.

The name for a sequence of typographical symbols used to represent a non-specific, profane word or phrase, eg. #@\$%*!, is a gawlix.



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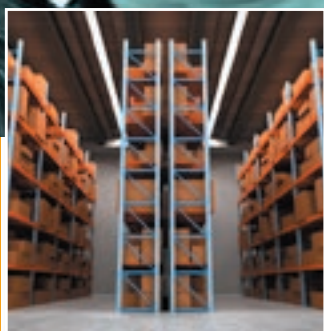


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