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# TheMover



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# TheMover

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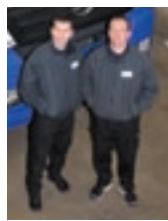
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## LEADER

## International? I should say so!

**Steve Jordan**, Editor



**M**y feet, and those of half the industry, have just set down after the annual world tour picking up the gossip from the conference world. This year, I'm delighted to say, I split the work with David, my brother and Deputy Editor who sampled the delights of Bangkok and Edinburgh while I tried my luck in Singapore, Bali and Rome. Both of our airmiles accounts would have done pretty well if we had the faintest idea how to work them.

While travelling, both David and I were delighted to find that almost everyone we bumped into knew of and read *The Mover* online – some at their desks but many on tablets and smartphones. It gave us a warm feeling that our carefully crafted words were reaching our target audience and were, to a large extent at least, appreciated (there's always somebody we manage to upset). Then comes the spoiler. "Of course it's mainly for companies in the UK isn't it?" said one delegate. What! After attending five conferences, travelling around 30,000 miles in three weeks, attending umpteen meetings and conducting a bucket full of interviews with people from all corners of the globe we are still mainly UK? I don't think so.

No. *The Mover* is published in the UK and carries lots of UK information but it's for everyone and we continue to try as hard as we can to make it as international as it can be. This issue, for example, has at least as much international news as that from Blighty. One thing that would help though is if our friends around the world would tell us more about what they are doing. It takes two to Tango they say. We can't publish your stories if you don't tell us what's going on. Please send your thoughts, ideas and comments to me for inclusion next time.

This month we feature the IMC conference in Bangkok. It's unlike any other conference on the international stage and it plans to stay that way. David has given you a reporter's eye view of the event, and the experience of visiting Bangkok for the first time. Please read and enjoy. Next month the globetrotting will continue.

**Steve Jordan**



● The Storagebase facility.

## An uplifting experience for DeSeM

A north Staffordshire manufacturer has won its biggest ever contract, to supply three 38 person, seven floor goods-and-passenger lifts to a landmark new self storage facility.

**D**eSeM Lifts designed, manufactured, and installed the three lifts at the Storagebase facility, which is seven storeys high and situated next to Junction 9 of the M6 in Wednesbury.

The company has incorporated several green features into the lift design, including LED car lighting panels, anti-synchronised starting, soft motor starting and bespoke triplex control especially for the self storage industry. Storagebase has more than 1,200 individual storage units - which will rise to more than 2,500 - making it one of the largest facilities in Europe.

DeSeM's success was also good news for Crewe-based Active Supply and Design, who worked with DeSeM to install mezzanine floors in the building. DeSeM's Mike Carp said: "We've had one of the most successful years in our ten-year history, with the growth of the self storage sector here and overseas

**"We have used other lifts in the past, as well as DeSeM's, and found that DeSeM's lifts just do the job better."**

**Ben Morris**

being a key reason."

Storagebase Managing Director Ben Morris selected DeSeM for the project after comparing its work to more well-known lift companies like OTIS and Schindler. He said: "We have used other lifts in the past, as well as DeSeM's, and found that DeSeM's lifts just do the job better. They are more reliable than rival lifts, and when things do go wrong – which is rare – they are fixed much more quickly and cost-effectively."

## Are you a supplier to the moving industry?

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## NEWS: UK

## Quartix reports a record 60% sales growth

Sales were up an unprecedented 60% for vehicle tracking supplier Quartix. The company reported its turnover as surpassing the £13 million mark for 2013.

**Q**uartix recorded a strong performance from both its fleet and insurance businesses having installed more than 40,000 tracking systems in the UK in 2013. The web-based system offers leading driving-style monitoring and utilisation reports as well as core tracking features.

As a result of ongoing research and development, the company has also introduced product developments including architectural changes to optimise user experience, improved reports and new mobile applications available for download on Apple, Windows and Android devices.

## Chris Burke treks Uganda for charity

**C**hris Burke from Burke Bros Moving Group, headed to Uganda in February trekking through mountains, forests and across lakes in aid of charity. He travelled from Rwanda to Kigali climbing mountainous regions and across forests, crossing Lake Mutanda by canoe to Bwindi. It took him ten days, camping out every evening with 50% of the world's gorillas living in the wild on Mount Sabinyo. He came across many gorillas, being close he was careful not to disturb them. Chris came back leaner and fitter after enjoying the experience immensely and having raised more than £2,000 for charity.



● Chris Burke at the 3,645m summit of Mount Sabinyo, Uganda.



● Becky Downing speaking at The Mover Conference 2013.

## Buzzmove set to go national

Buzzmove.com, the new price comparison website for the UK moving industry, has just announced a \$650,000 (£395,000) investment brokered by Telefónica, the owner of O2.

**T**he new investment will allow the company to roll out the service, trialled in London over the last nine months, nationwide.

The investment, by private entrepreneurs, comes on the back of Buzzmove's completion of a trial period through Telefónica's global start-up accelerator programme, Wayra. The trial involved around 20 companies in the London area using the service and helping Buzzmove refine the offering. "The companies were very patient and helped us to add improvements as we went along," said Becky Downing, Buzzmove's CEO and founder. "This new funding will now allow us to roll out the service nationwide."

Buzzmove is free for moving companies to join, there are no fees to pay or annual subscriptions. The system requires participating companies to enter basic pricing information onto the company's website from which a complex algorithm calculates exact prices for domestic moves and provides a price comparison from which customers may choose. The company also claims that quality information is also made available to customers so that buying decisions are not based upon price alone. Movers

then receive a booked job from the system and are then at liberty to arrange for a surveyor to attend to verify the quotation if necessary.

**"The companies were very patient and helped us to add improvements as we went along..."**  
Becky Downing

"It's not lead generation," explained Becky. "Movers registered on our site receive booked jobs only." Buzzmove makes its money by taking a commission from each job booked.

To ensure that every company listed on Buzzmove is appropriately vetted and accredited, the company has entered into an exclusive partnership with BAR. The opportunity is, therefore, currently only open to BAR (British Association of Removers) members. Any BAR company wishing to register should go to [www.buzzmove.com](http://www.buzzmove.com), scroll to the bottom of the landing page and follow the link.

## Army Ants joins AIM

Army Ants Removals has joined the Alliance of Independent Movers (AIM), the UK's newest trade association.

**P**reston-based removals and storage company Army Ants Removals recently joined the growing ranks of Alliance of Independent Movers (AIM) members. AIM founders, Scott Rust and Darren House visited the company's office to present its membership certificate.

"Army Ants are happy to give AIM its vote of confidence," said Army Ants Managing Director, Anthony Walmsley. "We joined AIM because it is captained by trusted and experienced professionals who have a vast working knowledge of the moving industry."

Army Ants Removals is a specialist in UK removals, European removals, worldwide relocations and container storage. It is a young and rapidly growing family business with old fashioned values. Quality of service is most important, with much of its business generated through customer recommendations and repeat business.

AIM was created to assist removers of all sizes, to grow and expand their businesses while offering their customers a high level of service. AIM is also working hard to increase public awareness of the high level of service offered by its members.



● Army Ants Managing Director Anthony Walmsley.

## QUARTIX APPOINTS NEW CHAIRMAN

Quartix, the vehicle tracking company, has announced the appointment of Avril Palmer-Baunack Non-Executive Chairman.

**A**vril is a well-known figure in the fleet industry and she brings a wealth of experience in the insurance, automotive and logistic sectors.

Avril's earlier roles include management at EuropcarUK, Stobart Group, Northgate Motor Holdings, and the Cauldwell Group. She was a finalist in *The Sunday Times* Non-Executive Director Awards in 2013. Avril is also Chairman of both Helphire plc and Molins plc.

"We are delighted to welcome Avril to the Board," said Andy Walters, Managing Director of Quatrix. "She will play an important role in helping to guide the company's strategy in its growth and international expansion."

"I am very pleased to join Quatrix and excited by the potential it has for further development in both the fleet and insurance sectors," said Avril.

Quatrix has recently launched its vehicle tracking system in the USA and the group is expecting further growth in 2014.

● Avril Palmer-Baunack.



● Chris Smallwood.

## New home for Britannia Anchor

Britannia Anchor Removals has moved to new premises on the Wardley Industrial Estate in Salford, Manchester.

**T**he new depot is within metres of the major motorway networks of Greater Manchester including the M60, M61 and the East Lancs Road artery between Manchester and Liverpool. The move away from its old premises in Linnyshaw, less than one mile away, is seen as a necessary step in the company's business plan and expansion programme. With 11,050ft<sup>2</sup> of floor space it can house up to 350 containers which is three times the capacity of the company's former base.

"Like any major expansion, there are risks involved, especially when there aren't any credit or support facilities offered by banks or national government," said Managing Director, Chris Smallwood. "But, we are putting our trust in a very robust five year business plan that reflects growth in the market place year on year, with the knowledge that staying where we were would run the risk of us stagnating as a business."

**"...we are putting our trust in a very robust five year business plan that reflects growth in the market place year on year..."**  
Chris Smallwood

Chris had sought advice from many within the removals industry on how to increase trade and drive modest growth. "There is great experience out there in our industry and being an active member of BAR and Britannia allows me to tap into some brilliant minds and I thank those people for their help," said Chris.

The new premises are in the same street as a self storage operator, a tactic that Chris believes could generate good business opportunities.

## Bank of mum and dad to flourish after pension changes

**T**he ability to unlock cash from pensions, due to be applied next year, could deliver a boost to the housing market and see more parents choose to help their children up on to the first rung of the property ladder, according to KPMG.

"Unlocking pensions will enable more parents to lend a helping hand to their children as they look to buy their first home," said Stephen Barter, Chairman of KPMG's Real Estate Advisory practice. "It could also fuel the buy to let market, with people liberating their nest egg to invest in property and benefit from the rental income this would bring to them throughout their retirement."

"Those who use some of their pension pot in this way clearly need to be mindful of the tax consequences for them, and be satisfied that this is a sensible use of their savings," said Stephen. "But it will undoubtedly offer much-needed support, through adding further fuel to demand and price pressure at the more affordable end of the housing market."



● Unlocked pensions could boost the housing market.

## Britons still slow to move home

**A**ccording to a recent survey by the insurance company Gocompare, around 50% of Britons that would like to move house will be unable to do so for at least 12 months. The survey also showed that those hoping to move have been waiting 3.6 years on average and around one fifth of them are worried that they may never

afford to buy a house or move.

It is the costs associated with buying and moving home, as well as high house prices, that are putting people off. Around 14% also said they had concerns about saving a deposit, 10% were worried about job security and 9% said they couldn't find what they wanted to buy.

"Low interest rates and improved

confidence in the economy are creating potentially ideal conditions for the housing market," said Ben Wilson from Gocompare. "However, our survey suggests the high costs associated with buying and moving home, together with the requirement to put down a bigger deposit, are preventing many people from realising their property dreams."

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**BUSINESS:** MOVING APPRENTICESHIPS

# Apprenticeships: is it time to have another look?

There has never been a clear path into the removals business. Steve Jordan asks whether it's now time that there was.

I have lost count of the number of times that I have asked people how they got into removals.

The most common response is: "by accident". "Let's face it," they say, "schoolboys don't dream of becoming a removal man do they?"

It's probably true. Removals doesn't sound as romantic as being an airline pilot, a deep sea diver, an actor or an architect. But for those of us who have spent a while working in the industry, it has its attractions. Just look around, for example, how many people do you know who have worked in the moving business for any significant time that have decamped to do something else? Very few. Why? Ultimately it's because it provides a good living and they enjoy it I'd wager.

So why then shouldn't youngsters want to be movers? If you were to ask youngsters what they would like to do I suspect many would reel off a list that would include, in various priorities: something that's future proof, that's different every day, that keeps me fit, where I'm working with people I like, that pays well, that has opportunities for international travel, and where I stand a chance of being my own boss one day. Moving ticks all the boxes (except

perhaps the money thing - but by the number of Range Rovers I see in movers' car parks ...).

I've just returned from Singapore, Bali and Rome. Last year I visited Bucharest, Bangkok, Monte Carlo, Athens, Istanbul and, oh yes, Singapore again. All for the moving industry. For variation you wouldn't do better as an actor, diver or architect and the pilot would be running to keep up too.

**Removals doesn't sound as romantic as being an airline pilot, a deep sea diver, an actor or an architect. But for those of us who have spent a while working in the industry, it has its attractions.**

There are plenty of opportunities but the problem is that there isn't a clear route into the business. People stumble upon it and then just work at it. If removals carried an NVQ 3 qualification, some youngsters might get more encouragement from their doting parents over the dinner table.\*

There is no formal apprenticeship in removals. Some years ago BAR

created an apprenticeship in Commercial Moving and it was hoped that this would expand into the domestic and international sectors too. But so far, nothing. I remember meetings years ago at Skills for Logistics (SfL) on the subject, but they never seemed to go anywhere. Perhaps now that SfL has a new brief since it lost its public funding, it will be able to inspire the moving industry to solve the problem.

A recent discussion on *The Mover's* LinkedIn Group stimulated some interest that demonstrates that it's a hot topic. Shaun Doyle, Director, Arcadian Moves, said it all seems to be "a bit of a mystery". Angie Boreham from Alfabet Removals agreed that people just seem to fall into this industry. "It would be a great idea if there were apprenticeships offered and that way those who were

really interested could follow a particular career path in removals," she said. "There are already accreditations available so it shouldn't be that difficult to piggyback onto something that's already there." And Neil Rogers, Manager at Britannia Lanes of Bridgewater and Somerset, who helped BAR develop the Commercial Moving apprenticeship, was puzzled too. "I cannot understand why we don't have a domestic or overseas version. It would be nice to find out why all that groundwork wasn't used as a framework to bring the others into existence."

There have been many people who have worked hard in the moving industry, mostly for nothing, to try to make apprenticeships a reality. So far, with the exception of the CMG success, to no avail. Is it time the industry had another push?

**● If you have a strong opinion on the subject of apprenticeships, I will be interested to hear from you: [editor@themover.co.uk](mailto:editor@themover.co.uk).**

\*While on holiday in Devon a year or two ago, I spotted a certificate on the wall of the gentlemen's wash rooms that proudly boasted that the camp site assistant warden had an NVQ in bog cleaning. Surely, skilled movers should have the opportunity of being at least equally qualified.



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## NEWS: UK

## Kirk Dugard takes seat on the BAR Board

Kirk Dugard, Project Manager for Dartford-based Simpsons Removals has been appointed to the BAR Board as a Directly Elected Director.

The appointment will be for a period of three years. "I am delighted to be joining the BAR Board," said Kirk. "I'll be working hard to make sure the small and medium sized members are heard and also to help BAR encourage them to embrace technology in their businesses."

Kirk joined Simpsons in 2006 and has been instrumental in introducing and developing the company's IT systems to make full use of the technology available.

Before joining the removals industry Kirk spent seventeen years as a customs agent and was a Board member of an organisation that looked after the interests of around 400 agencies across the UK. During this time he successfully lobbied parliament in London, Strasbourg and Brussels to obtain £1.7 million funding to help businesses adopt the new system.

"I've had a lot of experience of being in a position where I can make a difference to companies and represent their best interests; I'm hoping to continue doing that at BAR," said Kirk.



● Kirk Dugard.



● Vince Cable.

## National Minimum Wage will rise to £6.50

The government has approved a rise in the National Minimum Wage to £6.50 per hour later this year, with more than one million people set to see their pay rise by as much as £355 a year.

The rise will take effect in October 2014, as Business Secretary Vince Cable has accepted in full the independent Low Pay Commission's (LPC) recommendations for 2014, including plans for bigger increases in future than in recent years. The LPC has said the rise, the first real terms cash increase since 2008, is manageable for employers and will support full employment.

The National Minimum Wage rates from 1 October, 2014, as recommended by the LPC, will be:

- A 19p (3%) increase in the adult rate (from £6.31 to £6.50 per hour);
- A 10p (2%) increase in the rate for 18 to 20 year olds (from £5.03 to £5.13 per hour);
- A 7p (2%) increase in the rate for 16 to 17 year olds (from £3.72 to £3.79 per hour);
- A 5p (2%) increase in the rate for apprentices (from £2.68 to £2.73 per hour).

Business Secretary Vince Cable said: "The recommendations I have accepted mean that low-paid workers will enjoy the biggest cash increase in their take home pay since 2008. This will benefit over one million workers on the National

Minimum Wage and marks the start of a welcome new phase in minimum wage policy. The independent Low Pay Commission plays a crucial role in advising the government about the minimum wage. This is why I asked them to look at how we could restore the real value of the National Minimum Wage as the economy recovers."

The Business Secretary officially welcomed the LPC's assessment that 2014 will mark the start of a new phase of bigger increases, provided economic conditions continue to improve.

This analysis of the prospects for rises, that could restore the value of the National Minimum Wage to its peak in real terms, follows a specific request by the Business Secretary for the LPC to provide forward guidance on what economic conditions would be necessary to allow faster increases in National Minimum Wage without harming employment rates. It is the first time the government has been provided with a broader evaluation of the issues that affect low pay, and it outlines what kind of economic recovery is needed to ensure greater rises in National Minimum Wage.

## FORS silver accreditation for Matthew James Removals

After being awarded its bronze accreditation in April 2013, Erith-based Matthew James Removals and Storage has now been awarded silver accreditation for the Fleet Operator Recognition Scheme (FORS).

FORS is a voluntary certification scheme aimed at ensuring that fleet operators work lawfully and to best practice, as stated in the FORS Standard. The Standard - which is based upon lawfulness, safety, efficiency and environmental protection - covers management, vehicles, drivers and operations. To become accredited, a company must prove that it meets the relevant Standard criteria (bronze, silver or gold) and this is checked during a formal company audit carried out by an independent FORS auditor.

Chris Bishop, Transport Manager, said: "We are the highest accredited removals company in the FORS Scheme - the only one at silver! As a forward thinking operator, we have chosen to be part of this scheme to save money, improve safety, reduce our environmental impact and reap the excellent benefits and discounts that are offered."

Chris said the company has recently started a programme of installing driver safety camera systems to ensure staff and the public are protected to the best of the company's ability. It monitors trends with regards to accidents, PCNs and FCNs, ensuring these are reducing in all aspects of the company's operations. Fuel monitoring systems have also been updated with improved operational analysis systems to ensure Matthew James is operating in efficient and more environmentally friendly ways. The company has recently purchased two new Euro 6 vehicles that will be ready for work in the near future.



● The FORS silver accreditation certificate.

## The Mover in the movies!

The Mover recently received a request for back issues of the magazine to be used as props in a new movie by Columbia Pictures based on the best-selling children's books, Goosebumps, by R.L. Stine, due to be released in March 2016. Looks like The Mover is going to be a movie star!





● The TNT Travel Show 2014.

## 30 years with TNT

Anglo Pacific marked its 30th year of successfully working with *TNT Magazine* at the TNT Travel Show in London.

**A**nglo Pacific has been supporting the show from its beginning 20 years ago. It's also been advertising in *TNT Magazine* since its launch back in 1983.

The TNT Travel Show took place at Islington's Business Design Centre and it is London's largest free travel exhibition. *TNT Magazine* is targeted at young travellers and backpackers visiting London. Its readership is predominantly from Australia and New Zealand and it is renowned for its involvement with the Anitpodean community in the UK. Anglo Pacific advertises in TNT because they share the same customers, namely, young mobile world travellers that need to send a carton or two of belongings back to their homes.

60% of Anglo Pacific's business

is accounted for by Australia and New Zealand with TNT showing a very similar nationality split amongst its readership. "Not only have we been attending the show for 20 years, Anglo Pacific has been supporting *TNT Magazine* with advertising since it first launched in 1983," said Anglo Pacific's Baggage Manager, Bianca Fisher. "We've neither missed a show or an issue in all that time. This lengthy relationship stays strong as we both target the same audience – young, mobile 18 to 39s who have a zest for life and money to spend on broadening their horizons and long may it all continue."

At this year's show Anglo Pacific gave away five free tea chests to be shipped via sea anywhere in the world to some lucky winners. Unsurprisingly, perhaps, each of the victors came from down under!

## New chairman appointed for BAR Met Area

David Boreham, UK Resource and Quality Manager at Team Relocations has been appointed Chairman of the BAR Met Area, having been a member of the committee for over ten years.

**D**avid has worked in the removals business for 28 years joining Trans Euro in 1986 as Warehouse Manager.

Speaking to *The Mover* David said the Met Area was a very enthusiastic and committed group of people with a very 'get up and go attitude' and he was delighted to serve as its chairman. David is keen to get some of the smaller BAR



● David Boreham.

members involved in the group's activities and is looking forward to welcoming both old and new faces aboard the *PS Elizabethan* for their barbecue and cruise along the Thames on 20 June. All members, family and friends are welcome.

For information and tickets contact Julie Thompson at Luxfords of Weybridge, on 01932 410100.



● Above: Bert and Victor Trenchard and a Model T Ford, c1930; right: Trenchards Ford Transit, 1977.



## Fording the years

**D**avid Trenchard from Britannia Leatherbarrows sent in these two contrasting photos. The earlier one is of a Model T Ford supplied to his family's old business in about 1930. The picture shows David's uncle Bert Trenchard (left) who was about 16 in this photo with his father, David's grandfather, Victor William Trenchard. The bodywork was done by a local Bournemouth Coachbuilder and was the first Luton van built locally.

"I have always been amused by the general use and reference to a Luton van and these nowadays are generally applied to the 3.5t hire vans," said David. "The 'Luton' refers to the space over the cab which was utilised to gain van space, until 'Lutons' were incorporated all vans were box

vans (or tunnel vans).

David's grandfather started his business in 1919 after demobilisation from active duty in WW1. David said that he was discharged with his leg in an iron and leather brace as, following a bullet wound to his knee, he was unable to bend his leg properly. Uncle Bert left the business in 1956, pursued an alternative career in leisure, and owned a 35-acre caravan, chalet and leisure park in Hayle, Cornwall. He died in 2009 at the age of 93.

The more modern picture (1977) is of another Ford with a Howson body giving very similar volume to the Model T. This picture was taken at the new Trenchards Removals and Storage Centre which was opened in 1976. David Trenchard was then the company's MD.

## What is a 'Luton' van?

Luton vans were so named after their popularity with Luton-based hat makers. Hats are more air than substance so the additional space above the cab could be used safely.

**SURVEY:** TIME POVERTY

● Time poverty will continue to be a major challenge for SMEs over the coming 12 months.

## How 'time poor' are you?

Time poverty isn't new. It's a very real concern for the owners of 'small to medium enterprises (SME)' worldwide. The all too common mantra 'if only I had more time' echoes up and down the land from SMEs of all shapes and purposes with good reason.

**S**pare time is a rare commodity and it's getting rarer. A recent member survey by the Forum of Private Business (FPB) revealed that despite a positive outlook for the year ahead, 36% of SMEs believed that spare time will continue to be a major challenge as they look to manage their business and realise their growth plans over the next 12 months. These concerns came out ahead of income and expertise in the survey. These findings were also reflected in similar business polls that continued to suggest that whilst the UK's SMEs are focussed on keeping customers and winning new business, all too often many business owners are still being drawn into operational aspects of the business such as HR, IT, finance or training.

Based on survey results and published hints and tips from its website, the FPB advised SME owners to identify areas in

which they can personally bring the most assistance to their businesses. Simultaneously they would need to earmark other aspects for future or current employees or suppliers to take ownership. Some companies reported

**Unsurprisingly, winning new business continued to be the biggest priority for UK SMEs, particularly as owners look to take advantage of the opportunities brought about by the improved economy.**

that it's more cost-effective to outsource than to employ somebody in the early stages. According to the survey, 30% of SME owners would rather outsource IT services, for example, than HR, training or financial management. Unsurprisingly,

winning new business continued to be the biggest priority for UK SMEs, particularly as owners look to take advantage of the opportunities brought about by the improved economy.

The survey also revealed that many SME owners can find it hard to entrust parts of their business to a contractor or new employee they haven't worked with before. The FPB advised that it's often helpful to get recommendations from friends and business contacts, after all growing a one-person company without employing extra help could hinder it in the long-term if the owner is struggling to manage the time and work priorities.

Reducing distractions is another good way to win back some spare time. By learning to be unavailable sometimes a good portion of work could be done. This can be effectively achieved by turning off telephones and limiting access to the Internet for a portion of the working day.





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Double sleepers. Air con.  
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As low as 15,000 kilometres.  
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**2010 Iveco 75E17**  
Day & sleeper cabs.  
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## NEWS: UK

## Harrow Green wins contract with Wakefield Council

Harrow Green has been appointed by Wakefield Council for a two-year term following a competitive tender process through the Pro5 framework agreement.

**T**he Pro5 Group represents the five largest buying organisations in the UK: Yorkshire Purchasing Organisation (YPO), Central Buying Consortium (CBC), the Eastern Shires Purchasing Organisation (ESPO), the North East Procurement Organisation (NEPO) and West Mercia Supplies (WMS).

The two-year contract for the provision of office accommodation relocations will include furniture removals and disposal and will be implemented as the Council's primary solution for its office relocation, removal and disposal requirement. The contract will cover a wide range of buildings and facilities, varying in size and location across all areas of the Wakefield district.

Andy Crawford, Harrow Green's Manager for the contract, said: "We are very pleased to have the opportunity to work with the Council again (having previously managed the city centre library move to its new home at Wakefield One in 2012). We will ensure the Council and its staff receive excellent service from our Leeds office."



● Wakefield Council office.



● Office staff volunteer at a Kelly's Fun-Raisers Fun-Run event; left to right; Charlotte Harris, Amy Mephem, Sarah Hart.

## Kelly's Storage in top 100

Kelly's Storage has been announced as the only storage company to appear in *The Sunday Times* Top 100 Best Small Companies to Work For 2014, and has been awarded the highest possible three-star rating from the 'Best Companies' award.

**T**his prestigious award focuses on employee feedback in areas such as wellbeing, personal growth and leadership. The generous company also scored in the top 25 for 'Giving Something Back', largely due to its charitable initiative Kelly's Fun-Raisers, which has so far raised over £100,000 through local, fully funded and organised sporting events.

Director of Kelly's Storage, Paul Martin, said: "As a family business, we believe that creating a great place to work will continue to inspire our employees in our mission to provide exceptional customer experience. So, we would like to thank all of our customers for the role you have played in helping us to achieve this."

Paul Martin expanded his father's company in 2009 and has big plans to expand and triple profits in both divisions over the next three years. Already covering 60% of the UK, Kelly's Storage also plans to bring mobile self storage to over 90% of

UK households – a hugely popular concept in the US which delivers storage pods direct to the door. He believes that making the company a great place to work is the first step on this exciting journey.

**"...we believe that creating a great place to work will continue to inspire our employees in our mission to provide exceptional customer experience."**

Paul Martin

Kelly's Storage was established in 1937 and claims to be the first company in the UK to offer mobile self storage. The company has seven depots around the county.

## New name for Gliderol

**G**liderol Self Storage Solutions, formerly a joint venture with global roll up door manufacturer Janus International, is now operating as Janus International UK Ltd. The company's registered address, company

registration number and VAT number all remain the same. Its bank account name has changed to Janus International UK Ltd, however the bank sort code and account numbers remain the same as well.

## Women and children first

This story came through to *The Mover's* office the other day; it has nothing to do with removals, but we found it interesting and thought our readers might be interested too.

**A** memorial has been unveiled in Birkenhead dedicated to the victims of one of the worst maritime disasters of the 19th century.

*HMS Birkenhead*, a steam frigate built by John Laird's shipbuilders in Birkenhead, sank off the coast of Gansbaai, South Africa on 26 February, 1852. Out of 638 people onboard, only 193 survived. Many victims were taken by sharks. The tragedy was the first occasion when troops were ordered to 'stand fast' and the protocol of 'women and children first' was used. As a result, all women and children aboard the vessel survived. The action became famous as the 'Birkenhead Drill' throughout the British Empire, capturing a spirit of Britishness, and was used when *RMS Titanic* sank in 1912. The phrase was also used by Rudyard Kipling in his poem *A Soldier An' a Sailor Too*, which was read at the memorial service.

The memorial was designed through a competition organised and judged by Cammell Laird shipyard, Andy Liston of New Brighton Lifeboat Station and Wirral Council. The winning design was submitted by Jemma Twigg of Birkenhead Sixth Form College and built by Cammell Laird's apprentices with materials donated by the company.

Cammell Laird Chief Executive John Syvret CBE said the company is immensely proud to have built the memorial.



● The memorial to HMS Birkenhead.



## Simply Shredding looks to expand national network

Security shredding specialist Simply Shredding is looking to recruit removals and self storage companies in a move to increase its network of branches across the UK.



● Simply Shredding has enjoyed significant growth in the last 18 months.

During the last eighteen months Simply Shredding has grown to almost 60 branches and believes the removals and storage industry is ideally placed to benefit from the increase in demand for the secure destruction of documents, especially in the commercial sector.

"When people, and especially companies relocate, there is invariably a lot of material that has accumulated over the years that can't simply be thrown away," said Andy Dickerson, Director of Simply Shredding. "By offering a secure shredding service those in the removals and storage industry can

**"By offering a secure shredding service those in the removals and storage industry can add an extra revenue stream to their business..."**

Andy Dickerson

add an extra revenue stream to their business and at the same time provide a valuable additional service to their customers."

Branch operators are not required to invest in their own machinery as all material is shredded and recycled through one of Simply Shredding's hubs located around the country. The hub charges branches a small fee of a few pence per bag, but with retail charges of between £3.00 and £7.00, depending on location, there are healthy profits to be made. The company has a robust system in

place to ensure security is maintained and a certificate of destruction is sent by e-mail when the work is completed.

Equipment for collecting and storing waste material before delivery to the hub, such as shredding bags and lockable bins, is available from Simpson Packaging.

Customers enquiring through the Simply Shredding website are given the nearest branch in their area. Branch operators also benefit from Simply Shredding branding and marketing material.

Andy continued, "I think removals companies have a great opportunity to take a share of this rapidly expanding market. They already have the people, the vehicles and the premises and shredding is an obvious way of making extra profit without needing to invest in capital equipment."

Branches pay a small annual licence fee plus a £30 donation to the Woodland Trust. So far over 100 native Oak trees have been planted as a result of Simply Shredding's contributions.

## Houses are cheaper in rudely-named streets

According to a recent article on [www.thedailyemail.co.uk](http://www.thedailyemail.co.uk), houses are cheaper on rudely-named streets because people are too embarrassed to live there.

NeedaProperty.com surveyed 2,000 people to look for evidence of what impact living in a street with a rude name could have on the value of a property. The participants were asked to vote for the street name they would be most embarrassed to have as their address. The results were that

on average, properties on streets with innuendo-laden names were around one fifth, or £84,000, cheaper than other homes nearby.

The top ten streets that people voted as having the most embarrassing names are shown in the table below, (\*the percentage of people who voted each name as embarrassing, followed by the

price of a property on the street; followed by an example of the price of a similar property nearby).

	STREET NAME	VOTE*	PROPERTY VALUE	PROPERTY VALUE IN NEARBY STREET
1	<b>Minge Lane</b> , Upton-upon-Severn, Worcestershire	31%	Detached house: £253,389	Detached house in Longfield: £325,000
2	<b>Slag Lane</b> , Lowton, Lancashire	26%	Semi-detached house: £112,620	Semi-detached house in Fieldfare Close: £141,297
3	<b>Fanny Hands Lane</b> , Ludford, Lincolnshire	24.9%	Detached house: £157,200	Detached house in Magna Mile: £236,987
4	<b>Bell End</b> , Rowley Regis, West Midlands	22.5%	Semi-detached house: £126,409	Semi-detached house in Uplands Avenue: £187,027
5	<b>Crotch Crescent</b> , Marston, Oxfordshire	19.6%	Terraced house: £238,250	Terraced house in Ouseley Close: £280,500
6	<b>The Knob</b> , Kings Sutton, Northamptonshire	17%	Semi-detached house: £245,000	Semi-detached house in Glebe Rise: £249,000
7	<b>Turkey Cock Lane</b> , Stanway, Essex	10.8%	Terraced house: £177,527	Terraced house in London Road: £166,840
8	<b>Cockshoot Close</b> , Stonesfield, Oxfordshire	10.1%	Semi-detached house: £286,536	Semi-detached house in Longore: £304,794
9	<b>Cumming Street</b> , Islington, London	8.9%	Flat: £292,768	Flat in Britannia Street: £358,419
10	<b>Cock A-Dobby</b> , Sandhurst, Berkshire	6.5%	Detached house: £456,481	Detached house in Longdown Road: £615,000

**That's embarrassing!**



**PROFILE:** HENDLEY REMOVALS & STORAGE



# The customer factor

Hendley Removals & Storage is a new company, started by brothers Darren and Matthew Hendley, in Paddock Wood, Kent. Steve Jordan stopped by to talk about the business and to find out the answer to two fundamental questions: What makes them different and why would two guys, with no experience in the industry, start a moving business in the middle of a recession?



## PROFILE: HENDLEY REMOVALS & STORAGE

It does seem a puzzle. In 2009, Darren Hendley was working happily and earning a good living in financial services in the City of London. His brother, Matt, was a successful sales executive for a distribution company. Then came a 'change of life' moment. Their dad died.

Dad had been a self-employed carpet fitter. He was just 57 when he died. He was a cautious man and had only recently branched into self-employment, but had made it a success.

"It was a bit of an eye opener for us both," said Matt. "We realised that if we carried on in our jobs we would always be working for someone else. We wanted to build a family business: something we could be proud of and might even give opportunities to our children."

So far so good. We now know why they started a business. But removals? It was a bit of a change from what they had done before. At the time Darren was living in Brighton but wanted to move closer to the family home in Paddock Wood to be able to give his mum some support. The idea was sound, but moving day turned out to be a disaster. "At first the company seemed to be OK but they were terrible. I had 1,600ft<sup>3</sup> but they only had Luton vans. Things were damaged. Walls in both properties were gauged. One guy stank of last night's booze; another was on the phone all day. It just wasn't an enjoyable process. I said to Matt, half joking, that if we had the right vehicles we could have done a better job ourselves." And so it turned out. "I don't know what dad would have said. He'd probably have thought we were crazy."

Matt and Darren spent most of 2010 doing research. They attended the Movers & Storers Show at Telford to learn about the business and meet suppliers; did some training with Business Link to pick up some tips on starting and running a business; and Darren did his CPC. "We also spent some time working with a company in Rainham," said Matt. "We worked with them for nothing so we could learn how to do things."

"We were determined to do it right from day one," said Darren. "We didn't want to be a man and a van operator." There was no working from home and doing the accounts on the kitchen table. Right from the start Hendley Removals & Storage registered for VAT, took a small trading unit and paid its staff PAYE. "Mum helped with the finance," said Darren. "She was always more of a risk taker than dad and it gave her a focus too."

Starting a new business in a new market was always going to be a challenge, even with careful planning. The guys admit that there were some difficult days when they wondered if they had made a mistake. "We knew what we needed to earn each



"Mum helped with the finance, she was always more of a risk taker than dad and it gave her a focus too."

**Darren Hendley**

day to cover our overheads, but we found that we were sometimes up to 30% more expensive than the competition. We were sometimes very cheap too, but that was probably because we'd misunderstood something. We know the business and the competition much better now. We also operate out of an area where people are willing to pay for what they want."

And there's the trick. How does a new company, with little track record, build customer confidence? Well, although neither Darren or Matt had any experience in the moving business, they had both been customer facing in their previous jobs. They knew how to talk to people, how to engage them and how to look after them. That was the key.

● Above: Matt and Darren now employ three full-time, on-road staff.

"It helped that we would survey the jobs and do the move too, people knew that we would do what we promised because it was us doing the work."

**Matt Hendley**

"It helped that we would survey the jobs and do the move too," said Matt. "People knew that we would do what we promised because it was us doing the work. They warmed to that straight away."

Over three years after the official kick off on 4 December, 2010, the company is doing fine. Sara, Matt's wife, does the surveys and the company has three full-time, on-road staff backed up by a supply of regular part-timers. "None of the staff had any experience of moving either," said Darren. "We have taught them in our methods right from the start."

And their methods have had more to do with customer service than the practical side. Darren and Matt work on the principle that you can teach someone to pack and handle furniture, but it's building a relationship with the customer that is a real talent and that's much harder to learn. You've either got it or you haven't. Finding the right people, those with the right attitude, has always been tricky.

The company has now arrived at the point where it is considering its future. In February 2013 it moved to a bigger warehouse so it could expand the storage business. It already has a fleet of five vehicles including a very smart 18-tonner that it has just bought from Mac's Trucks. It's now considering joining a trade association so that the guys can expand their network of contacts nationwide and beyond.

Darren added that he doesn't feel that he is losing business by not being in BAR. "But we don't know what we are not getting. I have always warned to BAR but we have never had any dealings with them. We would like to think that we would be welcomed in. I do see value in being in BAR but it's still an area we are not sure of."

The company has done well in its first years, but still wants to expand further to build it into a real family business. To that end, everything is possible: commercial, self storage, European, international. But for now the Hendleys are happy to build on the domestic moving side and



let that build the storage. "It's a fine balance between keeping what we have now, the family approach, while still developing the business and getting everyone else to buy into what we are doing," said Darren.

Having seen a few businesses grow in the past, I feel confident in making a prediction: they'll get that balance right and, if they can find the right people with the same attitude to looking after customers that they have, the success they desire will be with them much sooner than they suspect.

## NEWS: INTERNATIONAL

## Dijkshoorn Euromovers goes Euro 6

Having recently achieved ISO 14001 status, Dijkshoorn Euromovers of Rotterdam, Holland has purchased a new removal lorry with the new high standard Euro 6 Engine.

"When purchasing inventory, materials and necessary equipment, our focus is on durability," said Company Director Denis Zonneveld.

"Therefore, Dijkshoorn Euromovers bought this beautiful new truck that has low fuel consumption and very low pollutant emissions."

Dijkshoorn has been carbon neutral for the last 12 months and can now offer customers the ability to choose a neutral CO<sub>2</sub> removal company. Dijkshoorn recognises that facets of its services can take a toll on the environment and have taken these steps to reduce the impact it has by reducing its carbon footprint.



● Dijkshoorn takes delivery of its Euro 6 lorry.

## New UK road user levy in operation

The UK road user levy came into force on 1 April, 2014.

The levy covers all goods vehicles (HGV), 12 tonnes or more and is intended to make sure that these vehicles, wherever they are from in Europe, make a contribution to the wear and tear of the UK road network. The charge varies according to a vehicle's VED band and the time it spends in the UK.

UK registered vehicles will pay levy costs at the same time and in the same transaction as vehicle excise duty (VED) with payments collected by the DVLA. VED will be reduced and, consequently, over 90% of UK operators will not see costs rise.

Non-UK registered vehicles must make levy payments before entering the UK. The levy can be paid by day, week, month or year and discounts are available. Payments can be made online, by telephone or at point of sale terminals on ferries and at truck stops. Companies working from the



● Non-UK registered vehicles must make levy payments before entering the UK.

Channel Islands and Isle of Man will also be affected.

The introduction of a charging scheme for foreign hauliers is something the industry has been demanding for a long time. Failure to pay the levy is a criminal offence, attracting a £300 fixed penalty notice – or in the case of foreign HGVs, a deposit taken at the roadside.

This new legislation will be applied to the 130,000 foreign HGVs that visit the UK every year making approximately 1.5 million trips.

Non-UK vehicles only	Non-UK vehicles only	Non-UK vehicles only	Non-UK and UK vehicles	Non-UK and UK vehicles	
VED band*	Daily	Daily	Monthly	Half Yearly	Yearly
A	£1.70	£4.25	£8.50	£51	£85
B	£2.10	£5.25	£10.50	£63	£105
C	£4.80	£12	£24	£144	£240
D	£7	£17.50	£35	£210	£350
E	£10	£32	£64	£384	£640
F	£10	£40.50	£81	£486	£810
G	£10	£50	£100	£600	£1,000

## 3P ALLIANCE GETS US APPROVAL

Maersk Line, the world's largest shipping line, has had a tie-up with the Swiss MSC Mediterranean Shipping Company and France's CMA CGM, two of its closest rivals, approved by US regulators.

The approval, however, only covers trades to and from US ports. The new alliance, called 3P, is expected to start operating from the middle of 2014 after it has also received approval from the Chinese and European regulators.

The shipping industry has been suffering from over capacity throughout the financial crisis and subsequent recession and now the new vessels ordered before the downturn have flooded the market. This has resulted in the main routes between Asia and Northern Europe making losses.

The alliance has agreed to cut costs by pooling some 250 vessels to operate on the trade routes of Asia-Europe, trans-Pacific and trans-Atlantic. The Asia Shippers Council, which represents cargo owners in Asia, estimates the alliance will have 42% of the Asia-Europe trade and 24% of the trans-Pacific trade.



● The Edith Maersk.

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● Barneveld Noord Bus Station in The Netherlands.  
Photo by Marcel van der Burg, image courtesy of NL architects.

## Containerised living

40ft shipping containers have become so cheap to manufacture that it has become more economically viable, in some cases at least, to leave them behind when they arrive at their destination than to return them to their place of origin.

**S**o, the last few years have seen architects and designers re-use the steel enclosures to become buildings as they can be constructed almost anywhere, and because they are cheap, lightweight, and readily available.

The example pictured shows the Barneveld Noord Bus Station in

The Netherlands designed by NL architects. *The Mover* is grateful to Marcel van der Burg for the photo. Other examples include: the EContainer Bridge at the Ariel Sharon Park in Israel by Yoav Messer Architects Ltd; a kiosk in Africa; an Antarctic research station; a library in Surabaya, Indonesia, and many very outlandish private homes.

## TruckPol brought back to life

TruckPol, the dedicated road freight crime police division in the UK that closed in 2012 after its funding was cut by the government, has been revived by the National Business Crime Solution (NBCS).

**T**he NBCS is a not-for-profit public/private partnership that will now work with freight and logistics companies, as well as local constabularies, developing data on truck crime.

The TruckPol re-launch began on 6 March, with it contacting every chief constable in the country to request the supply of freight crime data.

The Road Haulage Association (RHA), which fought against TruckPol's closure in 2012, welcomed the re-launch. RHA Security Manager Chrys Rampley

said, "Since the closure of TruckPol in 2012, the industry has received little or no intelligence on freight and haulage crime trends or hotspots. We are excited to get TruckPol back up and running to strengthen the fight against freight and business crime."

Haulage and logistics crime data will be submitted to the NBCS before being analysed and disseminated to other participating business members locally, regionally, nationally or by sector. It provides a similar service for the retail industry.

## The European Connection

Tony Richman



We'll all be safe now, or will we?

**T**his month I thought I might tackle a subject relevant to all of us that are European citizens. In March, the European Parliament (EP) Plenary Session adopted stricter rules upon the protection of personal data after voting on its first reading of the draft regulation and directive - updating and modernising the 1995 Data Protection Directive.

The EP message seems clear: reform is a necessity. Europe's MEPs have listened to European citizens and businesses and, with this vote, decided that we need uniform and strong legislation to strengthen protection.

Well that's the 'political message': so, sit back and relax - our personal data is protected. That's right isn't it? After all, the amendments strengthen:

- Fines on firms in case of violation of data protection rules (up to €100 million or 5% of global turnover instead of the €1 million initially proposed by the European Commission (EC));
  - Protection of EU consumers regarding data transfers to non-EU countries. (Meaning - whenever a company, social media business or any service provider wants to collect personal data for commercial purposes, it should first get in contact with each one of the EU citizens.);
  - Data protection on the Internet, giving the right to EU citizens to erase personal data or limit profile aspects linked with the prediction of a person's performance at work, economic situation, location, etc.
- But let's look closer:
- The EC wanted to lower the fines on firms breaching the law under the wider framework of

amendments that need to be made in the field of industrial espionage, online criminal recording, and preliminary investigations. The EC suggestions may therefore have been driven by the intention to bring in debate regarding linked regulations that should be brought in dealing with online spying;

- There is no indicator as to how someone could erase personal data online. Therefore, certainly for the time being, EU citizens' data is accessible to firms, and protection remains an empty letter.

- It's probable that all data gathered in previous years will remain at the disposal of commercial firms or are we to believe that, during the term following the 2014 EU elections (May), all personal data will somehow melt away until further notice?

To my mind there are no clear or practical answers to these issues and that's worrying, given the preliminary character of the amended rules which are to be ratified after the composition of the next EP.

Without more specific debate, better described and set out more precisely, we are left contemplating whether or not EU citizens will be any better protected against improper use of personal data.

Work done so far must now be consolidated and handed over to the new Parliament for negotiation and final adoption of the reform with the EC. The EP's main aim is to reach an agreement on this major legislative reform before the end of 2014.

**Tony Richman**

## INTERVIEW: PAUL EVANS



● Wendy Smith and Paul Evans.

# The sunshine returns

Paul Evans has bought Momentous in Aylesbury, UK, returning him to the moving industry he left almost three years ago. It's a small company with a big potential. Now that Paul's involved, that future has taken on a whole new hue of rose. Steve Jordan spoke to him at the FIDI conference in Singapore to find out more.

**P**aul Evans has been in the international moving business most of his working life. In his youth, post working for Stockbrokers (Greenwell's) in the city and Lloyds bank, he did a stint as a minicab driver/night controller and when customers started asking if he had a van, he thought he'd better buy one. His first moving company, P&M Removals, was run from a bedsitter and café in Fulham with his friend, Micky. Since then he's done rather well. He founded Trans Euro (with Richard Levine) in 1973, selling it to Deutsche Bank Capital Partners 27 years later; then bought Interdean in 2005, revitalised it and sold it to EAC, the owners of Santa Fe in 2011. Paul seems to have a talent for creating success.

So his latest acquisition, coming after Paul completed a two-year restrictive covenant period, will be welcome news to the Momentous employees, Paul's overseas agent friends, and those on his loyal customer contacts list. It will be less of a joy for some of London's established corporate moving set who now have another, very strong, competitor to defend against. My

first question to Paul was simply, why? Why, after you have achieved so much in the moving industry and, more recently, in other industries, would you want to start again?

**"The moving and relocation industry is a great career, and I would recommend it and I am really pleased I 'fell into it'..."**

Paul Evans

Paul misunderstood the question. Probably on purpose. He told me that there is no university course for relocation, but he'd felt he'd done a degree in practice by starting at the bottom. "I have been through every aspect of moving," he said, "loading, driving (Class 3 licence), packing, surveying, selling, routing." He didn't mention running two of the most successful companies the industry has known.

But I wasn't questioning his qualifications, just curious about his motivation. "It's the people in the industry," he said. Now we arrive at the real story. Paul, like many people in the moving world, recognises the values of relationships, enjoys

them, has made many friends, and wants to remain part of it. What better reason to do anything: to be with the people you like best.

That established: why Momentous?

That one was easier. "It was for sale, has a freehold, purpose built, five-high warehouse, some good staff, and FIDI and BAR Overseas membership," Paul explained. Momentous had also seen a dramatic drop in its business after losing the MOD contract a few years ago. This meant that it was rattling around in its Aylesbury facility and so there was plenty of room for expansion. With the sale also came the company's operation in Waltham Abbey, which will close shortly.

The business is mainly corporate international and storage. It has an annual turnover of £2.5 million (at its peak, it achieved £14 million). Wendy Smith has been with the

company for over four years and will take over as International Manager. "Our service is spot on," she explained. "But we have never had any real sales to build new accounts. All our business comes from recommendations and word of mouth." It's easy to see that, with some Evans magic, the company's growth is virtually assured. "On such a small turnover there's only one way to go," said Paul.

The sale only went through on Wednesday 19 March, but already plans are taking shape. Paul has bought an office in Baker Street to house the sales and administration staff and provide accommodation for his property and investment business TRL Properties. He is looking for operational headquarters in Park Royal, the world famous north-west London industrial area that is already home to much of the capital's moving industry. And will retain the Aylesbury facility for medium and long-term storage. Some key appointments have already been earmarked, but not announced. He is definitely on the lookout for further talent to help build a quality, 'boutique', moving and relocation company.

There are no plans for diversification. Corporate moving and relocation is the niche. But Paul is being realistic. He says he doesn't intend to take the bigger companies on preferring to go for small accounts that he can service well. "I think there are ample accounts out there. Either new companies who want to learn how to go abroad or the smaller companies that will never expand beyond trading between two or three countries. These will be ideal for us because we can provide the service level they need."

As a parting shot I asked Paul if there was one message he wanted to give the industry. He didn't need to think long. I was expecting something like 'tell the others to watch their backs' or 'call me if you want a job' – but no: "The moving and relocation industry is a great career, and I would recommend it and I am really pleased I 'fell into it'," he said. And Paul Evans is a perfect example of just how great it can be.

The industry will just have to watch and wait to see how Momentous develops under Paul's helmship. One thing you can be sure of, judging by the twinkle in Paul's eye: for him, and those around him, it will be fun.

Good luck Sunshine!





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# European Roundup

## Urban mobility an issue for Europeans



Four out of ten Europeans experience problems with urban mobility according to a new European Commission survey, with air pollution, congestion and travel costs among the biggest concerns.

Among the countries most commonly reported for issues with air quality, congestion, traffic accidents and traffic costs, were Malta, Greece, Cyprus and Slovakia. Countries such as Finland, Denmark, Sweden, Latvia and Estonia consistently reported the lowest incidence of problems when travelling in cities.

## The European Parliament backs changes to truck designs

Draft truck design rule changes, to allow designers to make it easier for drivers to see pedestrians and cyclists and improve bodywork streamlining to cut emissions, were backed by Transport Committee MEPs on 18 March, 2014. The rules would allow designs to exceed current maximum length and weight limits to improve performance in these areas.

## Longest road tunnel in Europe to be built in Bulgaria

The longest road tunnel in Europe will be built along a new stretch of the 15km Struma highway in Bulgaria. Two tunnels totalling almost 37km, will be built beneath the Kresna gorge between Blagoevgrad and Sandanski and will be toll free.

There will be three helipads for emergency evacuation and a control centre for managing the tunnels with winter maintenance equipment, ambulances, fire apparatus and surveillance cameras.

## New rules for the control of axle loads and gross vehicle weight in Denmark



The Danish National Police has tightened the rules for verifying the gross weight and axle loads. For HGVs over 3,500kg the new rules mean the police will prosecute whenever the permissible gross vehicle weight is exceeded by more than 3% or 1,500kg. This is a tightening of the earlier tolerance level of 7%. For individual axles the police will prosecute if the excess axle load is more than 7% or 500kg.

## TEN-T investments

Trans-European Transport Networks (TEN-T) are a planned set of road, rail, air and water transport networks in Europe.

The Latvian capital Riga is integrated in the TEN-T network with the Riga Northern Transport Corridor a high speed motorway crossing the city from east to west, creating a robust alternative for transit traffic. The overall planned length of the motorway is 30km and is expected to improve the local environmental conditions.

Under the 2012 TEN-T Annual Call, the EU will co-finance with €6

million a project to expand and upgrade the A3 motorway in Germany, raising the overall capacity of a key German and European east-west road link.

The European Union will co-finance to the tune of €1.5 million a series of studies which are necessary to prepare for the tendering of the works for the northern border section of the Ionian Highway in Greece.

## IRU lists countries without weekend HGV restrictions

The International Road Transport Union (IRU) has compiled a list of countries where there is no limitation for HGVs either at weekends or on public holidays: Albania, Armenia, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Cyprus, Denmark, Estonia, Finland, Georgia, Ireland, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Latvia, Lithuania, Macedonia, Moldova, Montenegro,

Netherlands, Norway, Russia, Serbia, Sweden, Tajikistan, Turkey, Turkmenistan, Ukraine, United Kingdom, Uzbekistan.

## Eurotunnel unveils new 'club-car' for freight shuttle

Eurotunnel has unveiled its second generation 'club-car' which accommodates lorry drivers crossing the Channel on the freight shuttle. As part of a €1.2 million makeover following 20 years' service, 11 of the club-car carriages have been completely renovated while the remaining eight, which had previously benefited from some improvement work, have been re-decorated. The new-look club car includes ergonomic and more comfortable seating, with additional capacity, a spacious dedicated area for vending machines, redesigned toilets and passageways and overhead video screens which broadcast traffic and weather updates.

## IRU Spring Cocktail

The annual International Road Transport Union (IRU) Spring Cocktail held in Brussels on 5 March saw the attendance of over 300 key transport stakeholders from across the European Union. The increasingly popular event brought together transport and travel representatives from the EU's political, business and industry spheres, including MEPs, EU Commission officials, trade associations, manufacturers, transport operators, NGOs, as well as IRU Member Associations.







● Complaints against moving companies include damage to belongings.

## More than 10,000 complaints about moving companies

The Better Business Bureau (BBB) in Connecticut, USA has reported 10,762 complaints against moving and storage companies throughout the country in 2013.

Complaints related to missing possessions, damaged furniture and other belongings, damage to the dwellings caused during a move, rude customer service, charges that greatly exceeded an estimate and difficulty in obtaining compensation for damaged and lost goods. In the worst cases, consumers have had their belongings 'held hostage' until they paid additional fees.

The report says that while the majority of moving companies are reputable, anyone with a truck and a website can claim to be a professional mover. It says that industry is plagued by con artists who do not adhere to established standards for honesty and ethical conduct.

Connecticut BBB says that the three most common reasons for problems with moving companies

are consumers' failure to thoroughly research the mover's credentials, not preparing far enough in advance and not buying sufficient insurance to cover their belongings.

It adds that customers can avoid problems by: checking a mover's registration at [fmcsa.dot.gov](http://fmcsa.dot.gov) and research movers at [bbb.org/connecticut](http://bbb.org/connecticut) to check other consumers' experiences and see whether there is a pattern of complaints against a particular mover; obtain three in-home estimates, not telephone estimates as they are notoriously unreliable; understand the limits of standard insurance (60cents/lb) or choose full value insurance; obtain a copy of the document *Your Rights and Responsibilities When You Move* available from *ProtectYourMove.gov*; and plan early.

## Zeeland Seaports introduces online intermodal planner

Just as important for a port as its location on the sea are the connections it has with inland destinations.



● Zeeland Seaports' online intermodal planner.

The more good connections there are the more transport there can be to and from the port. So, to provide carriers with a better idea of the current possibilities for container transport to and from Zeeland, Zeeland Seaports has introduced a new online planner: [www.intermodalplanner.eu](http://www.intermodalplanner.eu).

The new site - built in cooperation with Ecorys (an international provider of research, consulting and management services) - is a simple and quick way of showing users the different possibilities for transporting containers from door to door, such as information on means of transport and the

time a shipment spends en route.

Zeeland Seaports is hoping the site will introduce users to the many possibilities the Zeeland ports of Vlissingen and Terneuzen already offer for storing and handling containers. There are also container depots at various locations in the Zeeland ports, avoiding the need to transport empty containers unnecessarily.

Zeeland Seaports is the company responsible for developing, managing, maintaining and operating the ports of Vlissingen and Terneuzen in The Netherlands.

## New agreement to boost use of alternative fuels

By Tony Richman

To boost the take-up of alternative fuels in transport, EU countries will have to ensure that enough refuelling and recharging stations are available to enable vehicles that use alternative fuels, such as natural gas and electricity, to move freely on EU roads, under an informal agreement reached by European Council and European Parliament negotiators on Thursday 20 March, 2014.

The new EU rules will seek to reduce the EU transport sector's dependence on oil and curb its climate impact. They will require Member States to develop the infrastructure needed for alternative fuels. EU countries will have to draw up plans including targets for the number of recharging and refuelling stations provided so that electric cars and cars using compressed natural gas (CNG) can circulate freely within

EU cities.

National plans and targets should ensure that electric cars and vehicles running on CNG can move freely in cities and urban areas by the end of 2020; and that trucks and other vehicles using liquefied natural gas (LNG) and CNG can move freely along roads in the EU's TEN-T core network by the end of 2025.

Member countries that opt to include hydrogen-refuelling

stations in their national plans will have to ensure that enough of these stations are available to ensure smooth circulation by 2025.

The plans should not add any extra costs to Member States' budgets. However, they could include incentives and policy measures such as, for example, building permits, parking-lot permits and fuel-station concessions. These plans and common standards for recharging and refuelling installations should create stable conditions and investment security needed by the private sector to develop the infrastructure.

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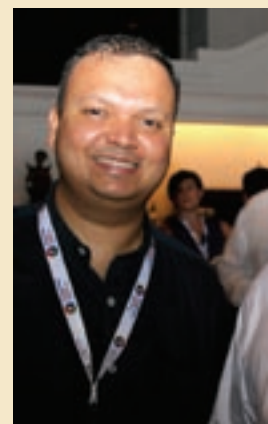
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## REPORT: IMC CONFERENCE BANGKOK



# Getting down to

## 2014 IMC Conference Bangkok

The IMC Conference is now in its third year and has gained a reputation for being something out of the ordinary, not least for its exotic location in the Oriental city of Bangkok. *The Mover's* Deputy Editor David Jordan took the 6,000 mile flight from London to check it out.



The traffic was heavy, even by Bangkok standards as we drove from the airport into the city. The well publicised political demonstrations by the opposing factions of Red Shirts and Yellow Shirts that had brought Bangkok to a standstill during the previous two weeks were still causing delays at major road junctions and we were in the middle of one. My driver, Supot, stroked his white goatee beard and muttered words of frustration in Thai as small motorcycle taxis, some carrying girls riding side-saddle, weaved their way through the honking brightly coloured mayhem. Supot pressed a button on the Camry's dash raising a blind on the rear window to shield me from the intense heat and with the earworm of Murray

Head's iconic song beating in my ears we made our way slowly to the Plaza Athenee Hotel, our venue for the IMC Conference, 26–29 March.

As I entered the Plaza Athenee's magnificent lobby with its thickly carpeted marble floors and sweeping staircases, I was welcomed by the door attendant with a wai - the traditional Thai greeting combining a bow with hands held as in a prayer - and shown to the IMC registration desk.

Having been issued with my conference dog tags by IMC's charming Mindy Lou I made my way onto the terrace for the welcome party. This year around 100 delegates from around the globe attended the conference, a fraction down on last year, but with several major conferences





● Top row and facing page: festivities began with a welcome party on the hotel terrace at which delegates had their pictures taken wearing funny hats and comedic glasses; below: delegates took part in a series of one-to-one meetings



## IMC's new President Adrian Young



**F**ormer General Manager of Allied Pickfords China, Adrian Young has been appointed President of IMC. Adrian has over 18 years' experience in the international moving business having started his career in his native Australia with Kent International, Melbourne where he was sales manager, later moving to Asian Tigers Mobility, Shanghai where he became general manager. Adrian joined Allied

Pickfords China in 2006 as general manager with a staff of 25 people and three offices. When he left in 2013 the company had eight offices and over 1,000 employees.

In 2006 Adrian was top student at MiM FIDI and between 2009 and 2011 served as a Board member of the Australian Chamber of Commerce.

He is now retired and lives in Phuket with his wife Nina and five year old son Cody.

# business

taking place at the same time, not to mention the Yellow and Reds, it was a respectable turnout. To get things started we all had our pictures taken wearing funny hats and comedic glasses, a great way of breaking the ice and helping everyone relax. Then followed a chance to get to know each other, renew old acquaintances, enjoy some exquisite Thai food and of course, a glass or two of wine.

Bright and early the following morning it was down to business. IMC's new President Adrian Young took to the stage to welcome everyone and explain how the unusual format of the conference worked. The IMC conference is certainly different. No keynote speakers or industry worthies making long speeches at the lectern, no prize winners and no sales pitches dressed up as presentations. I suppose the format is something like

speed dating, although I've never had the pleasure. Before the conference everyone received a list of delegates and was able to book up to 30 half-hour one-to-one meetings online. The meeting room was laid out with about 50 numbered tables and when Mindy Lou rang a bell – or, this being Thailand played a tune on a mini xylophone - everyone moved to their next meeting. It works really well and everyone gets a fair hearing regardless of whether they're an industry mogul, of which there were several, or newcomers just getting started.

All the delegates I spoke to praised the organisation of the three-day event and found the format a refreshing change from trying to search out someone they wanted to meet during the coffee breaks and then not really getting down to business. »

The IMC conference is certainly different. No keynote speakers or industry worthies making long speeches at the lectern, no prize winners and no sales pitches dressed up as presentations.





## REPORT: IMC CONFERENCE BANGKOK

### A new direction for IMC

By Dermot Whelan

After three successful conferences it is now apparent that there is demand for an Asia-based conference and also for an alternative voice and trade body within the industry.

Discussions are ongoing with regards to moving IMC from a socially networked group of individual movers to a formal body of corporate members; however with an IMC twist! Affordable industry-relevant training; cost-effective and practical receivable credit risk insurance; product and materials sourcing in (relatively) lower cost Asia are all ideas being considered as part of a paid membership scheme.

Watch this space!



● Far left: the Hotel Athenee, conference venue and some heavy Bangkok traffic: left and below: entertainers and guests from the Chao Phraya river boat trip.



Before boarding, beautiful Thai girls wearing brightly coloured traditional costumes pinned flowers to our shirts as we watched the boat approach the quay to the strains of Elton John's *Crocodile Rock* while the crew saluted from the guard rail. Sounds naff, but it was great.

After all those meetings it was time for some light relief in the form of an evening trip along the Chao Phraya river through the centre of Bangkok. Before boarding, beautiful Thai girls wearing brightly coloured traditional costumes pinned flowers to our shirts as we watched the boat approach the quay to the strains of Elton John's *Crocodile Rock* while the crew saluted from the guard rail. Sounds naff, but it was great. Good music, superb food, traditional entertainment and above all great company made for a memorable

evening as we swept past floodlit golden temples contrasting with brightly lit modern skyscrapers and bridges. It all ended in a spectacular firework display, a fitting end to a great night out.

The following morning it was back to work for another round of meetings before it was time to leave for the airport and take stock of a very enjoyable and productive three days.

Next year the conference moves to Vietnam's capital, Ho Chi Minh City on 28 – 31 January, I hope to see you there.





## Bolliger – the giant awakes

Robin Celino has recently taken over the role of Branch Director for Bolliger in London. While stumbling around the M25, Steve Jordan dropped into its office near Heathrow to find out what's new at this icon of the European moving industry.

**R**obin has spent his whole working life in the moving industry both in management and at the sharp end as a driver and packer. His CV includes names such as Trans Euro, Four Winds, Crown, Interdean, Luxfords and, most recently, BTR in Luton.

Bolliger itself closed in London for a time. This new role at the resurrected company is designed to bring together the whole of the Bolliger network – Rome, Milan, Lugano, Florence, Barcellona, Madrid and now London – to become a more coherent, effective group.

Corporate business has always been important to Bolliger, and still is of course, but Robin particularly wants to promote its trade groupage service throughout Europe.

"People know us as an Italian company," he said, "but we provide

a service from and to every part of Europe. We have eight vehicles permanently running the service and others that we can call upon as the business increases." In the UK, Bolliger has receiving depots in Stevenage and Staines on Thames.

**"It's my job to get the Bolliger name back where it should be."**

Robin Celino

Bolliger has been a household name in the international moving industry for 100 years. Perhaps it's not well known for trade groupage now but, if Robin has his way, it soon will be. "What makes us different? It's caring, it's quality and it's doing the job well," said Robin. "It's my



● Robin Celino.

job to get the Bolliger name back where it should be."

Certainly Bolliger has been something of a sleeping giant for a while. Now though, it seems as though the giant is stirring.

## CARTUS HONoured FOR CHARITY FUND RAISING

**C**artus Corporation has received a Corporate Volunteer Award from United Way of Western Connecticut in recognition of its many employees who annually dedicate thousands of hours to volunteer projects – locally and around the world.

"Our employees are always in the forefront when it comes to giving back to the communities where they live and work," said Kevin J. Kelleher, Cartus President and CEO. "I'm very proud to say that their generosity knows no bounds where charitable endeavours are concerned."

The company's employees have raised more than \$1.5 million in recent years.

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## NEWS: ON THE ROAD



● Mark Carpenter.

## Drivers say no to lower motorway limits

Over two thirds of motorists want the government to apply the brakes on plans to lower speeds limits on the motorway according to a new poll by Motorpoint.

A web-based survey by the UK's leading car supermarket found 78.1% of drivers opposed proposals announced earlier this year to restrict speeds on a section of the M1 to 60mph. Over 4,100 people participated in the poll.

The Highways Agency recently revealed that a 34-mile section of the M1 spanning Derbyshire and South Yorkshire would have a maximum speed limit of 60mph between 7am and 7pm seven days a week from 2015 onwards - as part of a drive to meet European Union clean air targets.

Mark Carpenter, Managing Director of Motorpoint, said, "The

results of our poll are definitive – drivers don't want to go any slower on motorways – rather they want to get to their destination quicker."

"The government needs to be focussing its efforts on using the motorway 'smarter' rather than harder, adding lanes wherever possible to free up traffic and avoid costly queues. Motorists are already doing their bit for the environment by buying greener cars in record numbers and the government needs to respond in kind rather than introducing measures that will only contribute to making our motorways even slower."

## Volvo Trucks wins international product design award

The new Volvo FH from Volvo Trucks beat thousands of international products and impressed a panel of design experts to win one of the prestigious If product design awards.



● Clay model of the new Volvo FH.

The If product design awards recognise outstanding design achievement and have been doing so for more than 60 years. Only the very best designs in 17 categories were selected by the international jury. The new Volvo FH was awarded the prize in category 1: transportation design and special vehicles. The evaluation criteria included design quality, degree of innovation, environmental impact, functionality and safety. Professor Fritz Frenkler, the Chairman of the jury, said that he was impressed by the consistently high quality of the entries, the passion for innovation and the courage manufacturers showed in pursuing their own design approaches.

"This award represents several years of hard work and it is a tribute to the creativity and innovative spirit we have at Volvo Trucks," said Rikard Orell, Design Director at Volvo Trucks.

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**"...a great deal of emphasis was placed on the design and emotional aspect of the truck..."**

Rikard Orell

handling and passive and active safety features, the new Volvo FH has been built to set new standards and embody the Volvo heritage. "When creating the new Volvo FH, a great deal of emphasis was placed on the design and emotional aspect of the truck - something that isn't usually given a high priority in commercial vehicle design," said Rikard. "This has resulted in a truck that is both an emotionally and practically satisfying vehicle to work and rest in."

● Designing the new Volvo FH on YouTube: [www.youtube.com/watch?v=Y194ZJioiwl](http://www.youtube.com/watch?v=Y194ZJioiwl).

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● Look Out For Each Other is this year's Road Safety Week theme.

## GET READY FOR ROAD SAFETY WEEK 2014

Road Safety Week is in its 18th year. The charity event organiser Brake is encouraging organisations that employ staff who drive for a living to get involved.



Road Safety Week occurs in the week of 17 to 23 November. The event is a great opportunity to promote a safer driving culture and increase community awareness about road safety. Its headline sponsors include RSA and Specsavers.

Each year Road Safety Week has a theme and this year it's no different. For 2014 the theme is 'Look out for one another'. In essence the theme revolves around an important need for everybody to protect one another on the roads, with special attention directed at the most vulnerable like children or people on bicycles. Brake is calling on employers to promote this year's theme to staff and local drivers and other relevant safety issues.

Employers can access free resources and guidance on how to get involved in Road Safety Week by registering for their e-action packs by visiting: [www.roadsafetyweek.org.uk](http://www.roadsafetyweek.org.uk). They will be posted in September 2014. Twitter fans can also stay in touch by following @BrakeCharity.

Road Safety Week is the UK's flagship event devised to increase public awareness of the devastation of road crashes and casualties, and the part everybody can play to make the streets safer. The charity does this by encouraging grassroots engagement with educational messages. The campaign is rolled out within thousands of schools, communities, organisations and companies all across the UK.



## Bullish market for European property

Results from the 2014 KPMG's Real Estate Invest Survey (RE-Invest Survey) show that the global real estate market will see a resurgence of deal activity over the next 12 months. A bullish attitude is back as investors target opportunistic assets to maximise their returns.

The RE-Invest Survey shows that 81% of investors questioned said Western Europe offered the best investment opportunities at the time the report was written with Southern European countries like Spain, Italy, Portugal and Ireland predicted as the new hot spots come 2015. Also, 42% said they would adopt an opportunistic strategy and target distressed or undervalued assets.

"Stronger economic stability, better debt availability and an improving capital market have created the ideal conditions for investors to regain their confidence in the real estate market and make bold decisions to secure better returns," said Stefan Pfister, European Head of Real Estate at KPMG. "Many are already adopting more opportunistic investment strategies, hunting out undervalued or distressed assets in order to capitalise on them as the market undergoes a revival."

"As the economy picks up global investors will become bolder and look further afield for the best opportunities," said Richard White, KPMG's UK Head of Real Estate. "Some investors feel increasingly priced out of the core markets, like the UK, and they recognise there may be a better chance of getting access to the right opportunities in the strengthening markets of Southern Europe."

On a less positive note, it's noted in the survey

that a funding gap could emerge if traditional debt providers remain reluctant to fund perceived riskier transactions. Whilst overall debt conditions are stabilising, lack of availability to support a sudden surge in transaction levels could constrain future market activity. Uncertainty, with regards to future availability of debt, is apparent with respondents split as to whether debt availability for European real estate investments will contract further during 2014 and 2015.

**"Many are already adopting more opportunistic investment strategies, hunting out undervalued or distressed assets ..."**  
Stefan Pfister

"Investors are concerned that a sudden uptake in activity could leave a shortfall in the debt available to fund these transactions," said Richard. "Traditional lenders in the UK remain reluctant to finance deals in locations which are perceived to be higher risk, so there could be a mismatch of demand and supply of debt as investor appetite for Southern Europe grows."

## SURVEY: OVERSEAS APPOINTMENTS

# Suitcases replace briefcases

Long-term placements, where executives are encouraged to build a new life abroad for the good of their company, are being rejected in favour of short-term foreign assignments, with staff expected to uproot themselves regularly.

**A**ccording to a KPMG survey, designed to explore attitudes towards global mobility, just one in four senior executives believe that the typical three-year posting is still a business necessity. They also argue that a mere 15% of new, younger, entrants to the workplace view long-term international redeployments as a good career move.

"Increasingly the perks of long-term overseas placements are being replaced by shorter 'parachute style' projects, with employers expecting their key staff and future leaders to switch geographies without a second thought, said Marc Burrows, Partner and Head of International Executive Services at KPMG. "Where once the briefcase was a symbol of business, the suitcase is gradually becoming the accepted sign of career success."

The survey goes on to reveal that 58% of executives believe that the length of foreign assignments could be reduced. Although a large majority (75%) expect to increase the proportion of staff they send abroad in the next five years, one in five of those questioned say that the combination of ease of travel and advances in video conferencing mean that long-term placements are no longer necessary.

It is also clear from the survey that

organisations are fearful about losing their most talented staff as a result of overseas roles. Asked whether their employees felt engaged whilst abroad, just 33% said 'yes'. A significant proportion admitted that extended time away from the 'home base' is something that comes up in exit interviews (15%). Perhaps of greater concern is the discovery that more than half admitted that they simply don't know.

**"Employees want to show that they are serious about the company they work for and will tolerate less enticing deals than those on offer a few years ago in return for future benefits and long-term career prospects..."**

**Marc Burrows**

The survey results suggest that this clearly has a significant impact on an organisations' ability to plan for the future. For example, 44% of survey respondents admitted they lose up to 40% of their staff within two years of an assignment ending. It seems employers can no longer be certain who will remain loyal to the company and, therefore, who

to include in succession plans.

Additionally, the full cost of sending people abroad is, in many cases, not fully appreciated, with 33% accepting they need to improve understanding of the investments that are required, so that appropriate decisions can be made about who to send abroad, where, when and for how long.

"Employees want to show that they are serious about the company they work for and will tolerate less enticing deals than those on offer a few years ago in return for future benefits and long-term career prospects," said Marc. "However whilst international movement can open the door to a successful career, with senior jobs back at HQ the reward for individuals who have undertaken four or five overseas postings, there is a word of caution. Put simply, it is that companies switching to short-term, consecutive, assignment strategies risk creating nomadic workforces. Unintentionally, these individuals may become all but invisible to HR and line management. Unless properly managed, the result could be disaffected staff who feel the need to move elsewhere to be appreciated and to develop their careers. Clearly for the employer this means wasted costs, increased risk and hindered succession plans."





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## NEWS: PRODUCT



● Isotrak and Intelligent Telematics' in-cab camera solution.

## Isotrak and Intelligent Telematics launch in-cab camera

Isotrak and Intelligent Telematics presented their in-cab camera at this year's Commercial Vehicle Show at the NEC.

The camera is designed to help fleet operators to improve safety, reduce costs and protect against fraudulent insurance claims.

The camera combines video, telematics and 3/4G technologies to capture and transmit video footage of accidents and near misses via a secure private network to a web-based interface, with real-time e-mail and SMS alerts so a triggered event can be viewed within minutes of it occurring. It also provides 24/7 monitoring to help fleet operators modify driver behaviour and play an important role in a company's duty of care strategy.

Manufactured in Germany and certified ISO 9001:2008, the camera produces video clarity of the highest quality, capturing GPS data at ten times per second, compared to an industry standard of just once per second. The unit transmits its speed, GPS position and shock axis sensor data frequently

to a designated server, and in the event of a collision, the unit automatically transmits all its data for that event. This data is accurate and admissible evidence, should it be required to defend or mitigate an insurance claim.

"We have partnered with Intelligent Telematics to provide a fully integrated solution that can help transport executives to significantly improve their fleet operations and services," said Jason Price, Sales & Marketing Director, Isotrak.

Nick Plowman, Chief Technology Officer at Intelligent Telematics, commented: "Our camera will reduce the frequency and severity of vehicle fleet insurance claims, while helping to modify driving styles and minimise the potential risk of accidents. It will fully complement Isotrak's leading tracking technology to provide a valuable tool with measurable business and operational benefits."

## New fork lifts from Toyota

Toyota Material Handling has expanded its range of Toyota Tonero engine-powered fork lifts with the launch of its high tonnage trucks from 3.5 to 8.0 tonne.



● Tonero HST.

In a separate announcement Toyota has also introduced a hydrostatic transmission (HST) system as an option on its 2.0 to 2.5 tonne trucks making them ideal for moving companies.

### The hydrostatic option

In an interview with *The Mover*, Toyota explained that hydrostatic transmission is ideal for applications where trucks are used on short, intermittent operations such as handling pallets or loading vehicles or containers. Hydrostatic transmission is also very useful when loading on ramps as it provides added control. The trucks are also

available with torque converted transmission which are more appropriate for long run operations where fuel consumption is a critical feature.

### Heavy lifting

The heavy lifting trucks are ideal for the handling of ISO containers. Toyota said that the trucks benefit from industrial-strength Toyota engines, unmatched stability and all-round visibility to minimise the risk of accidents and help maintain safety standards.

## New range of labels for removals companies

Audio Print Ltd has recently launched a new range of home movers box and furniture labels.

The company has been producing self-adhesive labels for many areas of industry since 1984. Steve Lawrence, Director, said: "A little while ago we produced a range of simple colour code stickers for logistics companies and this prompted clients to ask for small packs of coloured labels. When I asked what they were using them for I was told they were using them to colour code their packing boxes for moving home."

Steve said they didn't take this seriously until they started receiving e-mails and

telephone calls from people saying "I couldn't have moved home without your labels, they were so useful in organising everything".

"This prompted the thought that we ought to take this a stage further and produce coloured labels which have room names on and also the description of the contents in the box. We launched our 'home movers box and furniture label packs' and have had continued interest and sales from individuals and have now noticed that removal companies are buying them to provide these

packs to their clients."

"As a manufacturer of labels we're able to produce and supply an excellent quality and very useful product at a competitive price," Steve continued. "For the larger companies we are able to offer bespoke, branded packs. They do of course offer the advantage of organisation for the client as well as increased efficiency for removal companies, something very simple but really useful."

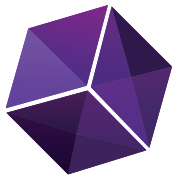
● For more information visit: [www.homemoversboxlabels.co.uk](http://www.homemoversboxlabels.co.uk).





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## INSIGHT: STAFF DISCIPLINE



# KEEPING DISCIPLINE

For a small business owner, being an employer and managing a team of staff can be thoroughly rewarding, but the job is not without its troubles, particularly when it comes to the difficult task of disciplining or dismissing a member of staff. Here is some advice from Jo Eccles, Business Advisor at the Forum of Private Business (FPB).

**N**o-one likes having to discipline a member of staff, but disciplinary and dismissal issues are some of the most frequent enquiries we receive. A common example is where an employer has taken on a new member of staff and they are underperforming and they are unsure of how to proceed, thinking all they need to do is have an informal chat to discuss that it simply isn't working out. As an employer it's your job to ensure that you set and uphold standards of work and behaviour that are good for your business and the other members of your team, but it is also essential that you follow the correct procedures for what can be a very difficult issue to tackle.

Dealing with potential disciplinary issues in a timely and effective manner can often nip bad behaviour in the bud and reassure other members of staff before things become a major issue. However, if dealt with in the wrong way this can not only have a demotivating effect but also result in legal action. The costs can be significant: with the average tribunal award for unfair dismissal in 2012/13 being £10,127, it pays to get it right.

### DO

✓ Make your policy clear from the start. Tell each employee as soon as possible, and definitely within two months of them starting work, about your disciplinary procedures and who they can appeal to. These procedures should also be included in your staff handbook.

✓ Follow different processes depending on the severity of the employee's actions and whether the discipline is a performance issue, or due to behaviour or misconduct.

✓ Allow an employee going through the disciplinary process to be accompanied by any disciplinary meetings by either a work colleague or a trade union representative.

### DON'T

✗ Bury your head in the sand and hope that the problem will go away. Deal with performance or conduct issues as soon as they arise and don't wait until they become critical.

✗ Fail to follow the correct procedures set out in the ACAS code of practice on disciplinary and grievance procedures as a minimum requirement. In the case of disciplinary procedures, should it develop to a tribunal situation, evidence that these have been followed will be required and if you fail to follow these, a tribunal could increase any resulting compensation to an employee by up to 25%.

### DISMISSAL

In some instances, where the employee's performance or conduct do not improve, or where their actions constitute gross misconduct, then you may be faced with the decision to dismiss them. This is not a decision to take lightly and without careful consideration.

### DO

✓ Ensure if you do have to resort to dismissing a member of staff that this is done 'fairly', this means that you have a fair reason for doing so. Common reasons can include, but are not limited to, capability, conduct, illegality or redundancy.

✓ Remember that you don't have to take employees with less than 24 months service through a full disciplinary process to dismiss them, but you should seek specialist advice to ensure that you are not in breach of employment law.

✓ Provide the correct period of notice according to their contract of employment.

✓ Pay an employee what they're entitled to if you make them redundant, including pay up to the date of termination of employment, pay for any unused accrued holidays, pay in lieu of notice and any other contractual benefits after going through the correct redundancy process. It is also worth noting that any redundancy process cannot include the 'first in last out' option.

### DON'T

✗ Feel pressured to give a reference to an employee who has had their employment terminated. There is no legal obligation to do so. If you do, you should ensure that it is true, accurate and fair and based on documentary evidence to avoid any potential legal action.

✗ Refuse a request for written reasons for dismissal from an employee with two years' continuous service as they have a right to written reasons within 14 days if requested.

Disciplinary issues are one of the most common areas that businesses will face and ensuring you have the correct procedures in place from the start can avoid any problems later. These issues are complex and it's essential that you act carefully and seek specialist advice before dismissing somebody.

### The Forum of Private Business

The Forum is a national business support group focussed on the growth and profitability of small and medium-sized private businesses in the UK. The FPB provides its members with a legal advice line giving advice on all employment and HR issues. For further information visit [www.fpb.org](http://www.fpb.org).



Jo Eccles,  
Business Advisor.



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**CANADA: ROGUE MOVERS**

# CAM declares 2014 the Year of the Reputable Mover

The Canadian Association of Movers (CAM) is working to remove rogue movers that are cheating and abusing Canadian consumers and to help consumers find reputable movers.

In a recent press release CAM said that about 4.5 million Canadians move every year. Reputable movers in the Canadian moving industry have been working hard to ensure that these consumers receive quality, professional services, by setting operating standards, using trained staff and equipment, and being attentive to consumer needs and existing legislation.

Nonetheless, CAM said it is seeing an increase in the number of incidents in which consumers are being victimised by rogues who claim to be movers. It hears every day that consumers' goods are damaged and their claims are not honoured, they are charged for fees well beyond the estimate, they are victimised through fraudulent paperwork, hidden fees and overcharges are extorted from them, and their household goods are held for ransom.

In an effort to remove the rogues that are harming Canadian consumers and to assist consumers in finding reputable movers that won't cheat and abuse them, CAM has declared 2014 to be The Year of the Reputable Mover.

According to CAM, typically in a long distance move, a consumer will choose a company on the Internet based on the lowest price quoted. The company then sells the move to a mover who will pick up the goods and in turn transfer the goods and the contract to another mover who will transport the goods across the country. That mover is then responsible for collecting the fees. The complete

transaction can involve companies in several provinces that commit a variety of infractions.

The Canadian moving industry operates under the regulations in provincial highway traffic and consumer protection legislation, and the Criminal Code of Canada. These laws are administered by various ministries in each province. As in the typical scenario just described, consumers are often caught in an inter-jurisdictional black hole where no single ministry or province has specific jurisdiction over the companies committing the infractions.

CAM is working to engage ministries across Canada to find a cooperative and coordinated solution to this problem. The Association has written to the ministries of justice, transportation, revenue and consumer affairs in every province, and has received some positive responses. CAM has also contacted the Better Business Bureaus (BBBs) across the country to invite their cooperation in identifying the rogue companies.

CAM is also taking steps to better educate consumers on how to protect themselves from the rogues profiting from this situation. To reduce the number of these harmful incidents, CAM said that consumers must become aware of the risks involved in making wrong choices. The selection of a mover based on price alone is an invitation to a bad move.

To educate consumers about the pitfalls of choosing badly, representatives of the Association have been appearing on

● Above: CAM is encouraging consumers to ask plenty of questions about movers' credentials, as a way of protecting themselves against rogue operators.

television, in newspaper articles and on the radio. CAM is also enhancing its online presence to extend its services to more consumers and is encouraging its members to identify themselves as CAM members so customers can more easily recognise them.

In 2014, CAM will be focussing on getting these messages out to consumers and government agencies but, it said, "The challenge is getting folks to listen."

● For further information about CAM visit [www.mover.net](http://www.mover.net)

## Consumer advice from CAM

CAM is urging consumers to follow these rules to protect themselves:

- Get at least three quotes. Remember that the cheapest price might turn into the costliest move.
- Check out the mover's reputation with credible agencies, such as the province's consumer protection agency, the local BBB and CAM.
- If searching for a mover over the Internet, check out their reputation, but remember to use the information found with considerable caution.
- Verify the mover's claims, credentials and memberships. Rogues won't be able to substantiate a good reputation.
- Ask the mover to put their quote and promises in writing beforehand. Rogues won't want a paper trail.
- Look for reputable logos on movers' websites and sales materials.
- Verify them by calling the organisations. Fraudulent use of logos reflects a mover's unreliability.
- If you've been robbed, extorted or threatened – contact your local police service.
- If you've not received the services as contracted and paid for, contact the provincial consumer protection agencies involved, the BBB and CAM.
- Before and after the move, help to bring the rogues into the light where their shady business practices can be addressed.



## Crown appoints new country manager for Malaysia

Crown Worldwide Group has a new Managing Director for Malaysia, Jimmy Thompson. Jimmy was previously Deputy General Manager for China.

Jimmy has served in numerous roles and locations, from sales to general management, spanning four cities and three regions over a 15-year period at Crown. Jimmy has also successfully completed Crown's in-house executive leadership development programme.

Jimmy is now based in Kuala Lumpur, and he will be responsible

for the performance and future growth of Crown Malaysia's four locations, reporting to Ken Madrid, the group CEO APAC and CFO.

"I am looking forward to working with Jimmy as Crown continues along its successful path in Malaysia," said Ken Madrid.

"After working in China for 18 years, I look forward to building upon and expanding an already established Crown operation to

ensure its long-term development in Malaysia," said Jimmy regarding his new post.

A fluent speaker of Mandarin Chinese, Jimmy joined Crown in 1999 after completing Crown University's management training programme in Holland. Prior to joining Crown, he worked in the logistics industry in China.

● Jimmy Thompson.



## Leadership changes at Ocean Group

The Ocean Group in Tel Aviv has announced that Mark Kedem, the company's DSP Manager, has stepped down to pursue an alternative career as a tour guide.

Eran Drenger, Ocean Group President and CEO said, "We would like to take this opportunity of thanking Mark for his contribution to Ocean Relocation over the years and for his contribution in creating and managing a DSP service of the highest international standards. We wish Mark the best of luck in the future."

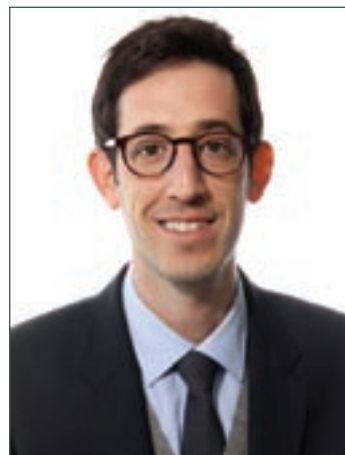
Until such time that a permanent replacement is found to fulfil the position of DSP Manager, Narda Korakin will perform all the tasks normally carried out by Mark. "Narda has also worked at Ocean Relocation for the past 14 years and is well versed in all the aspects of our relocation work and we have no doubt that she will ably perform these tasks," said Eran.

A further change sees Daniel Drenger joining the company as its VP Marketing and Client Development. Daniel moves into his new role after completing his

Masters of Law at The London School of Economics and Political Science and after having worked for two years in a leading international law firm in London. Daniel will head the marketing team and be responsible for planning and leading the client relationship program and client development initiative to enable the company to achieve its strategic aims. "Daniel brings a wealth of experience which will no doubt have an effect on the company and on our clients," said Eran.



● Above: Narda Korakin; left: Daniel Drenger.



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## NEWS: PEOPLE

## SUDDATH EXPANDS ITS SALES FORCE

Suddath in Jacksonville, has announced the promotion of Anzhelika Siloyan and the hiring of Jim Stadler, as part of its expanded sales team.

Anzhelika has been promoted to product line manager for the residential division of Suddath International. Her responsibilities include assisting the branch locations develop their residential product line, as well as provide ongoing training and support to their

residential sales staff. She joined Suddath in 2010 as a corporate client integration manager.

"With Anzhelika's history of proven results, we are confident she will continue to be a strong contributor to the success and growth of the company," said Steve Crooks, President of Suddath International.

Jim Stadler has also joined the team. He's based in the Los Angeles area and joins four other global sales executives in strategic areas across the nation. Jim has been in the business for 30 years and he will focus his efforts on sales and exceptional customer service.

"The addition of Jim is a key step in expanding our reach across the globe. With his experience, motivation and enthusiasm, we are certain that he will be a major asset to our sales team," said Steve.



● Roger Vallis.

## 50-year industry veteran retires

These days the term 'job for life' is a thing of the past. But when Roger Vallis began his career in the removals industry in 1964 little did he know that he would spend the rest of his working life in the business. Now, after 50 years of hard work for the same firm, Robinsons, he's nearly ready to retire.

Beginning his career as a weekend van washer with Ollis Removals, who were later bought by Robinsons in 1991, Roger has progressed in a number of front line roles. He has spent 30 of his 50 years at Robinsons at the wheel of one the company's fleet of lorries, he's also enjoyed long stints in the warehouse, which is where he'll be found hard at work until his retirement this June, as Warehouse Foreman.

Asked why he'd spent 50 years in the same place, Roger's answer is quite simple, "It's in my blood now. And I'm not the only one. I've seen many people leave the trade only to return time and time again."

Roger confessed that June would be a nice time to retire. However, he'll be far from idle. One of his main hobbies is DIY and he's bought a small van so that he can become a local odd-job man. He's also looking forward to spending more time with his four grand children and manning a stall at his local car boot sale. There doesn't look like there'll be many quiet moments but that would be out of character for somebody who doesn't seem to have stopped for 50 years.

"Roger has been one of the mainstays in the Robinsons Bristol

team over the years and his dedication and half a century of acquired skills and experience will be impossible to replace," said Anthony Robinson, the company's Managing Director. "It's often said of retiring removal men that 'they don't make them like that any more'. Roger is one such example and I can't think of anyone more deserving of a long and happy retirement. Roger will undoubtedly be missed by colleagues and friends alike at Robinsons, we salute him and wish him well in his retirement."

**"It's often said of retiring removal men that 'they don't make them like that any more'. Roger is one such example..."**

Anthony Robinson

Collecting scale model removal vans is another hobby of Roger's. So far he has collected about 100 vans all dressed in the liveries of some of the world's largest moving companies.

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## The White & Co Mystery Mover



It was Keith Merrett who correctly spotted Graham Kent and Paul Mason last month. You will remember Keith as being the conference organiser for BAR and OMNI for many years. Well done Keith for being the fastest on the draw. Another familiar face this time: but who could the pensive young man be? Be the first with the right answer and be the winner of a beautiful White & Company Red & Black Watch. Answers please to editor@themover.co.uk.





● Jack and his wife Eve.

## Obituary - Jack Winterburn

Jack Winterburn died on 28 February.

Jack started working in the moving business with Walshes in Sheffield in the late 50s. In 1963 he moved to Aylesbury to become Removal Manager at Robinsons. He subsequently worked as Removal Manager at Harrods before moving on to Pitt & Scott, Pickfords for a short while and then Michael Gerson.

In the mid 80s he finally set up his own small family business, called JWay, in Aylesbury where he worked until his retirement to Scotland in 2001. His son, John, followed him into the international moving business.

Jack was suffering from terminal cancer and died peacefully.

### Editor's note

I knew Jack very well, not as a removal man particularly but as a neighbour in Aylesbury in the 1980s and as a fellow thespian. Jack was a thoroughly good chap, great fun to be around and a good friend. He wasn't a half bad actor either. Rest in peace Jack.

## New SIRVA president in Europe

SIRVA Worldwide, Inc., has hired Maggie Ryan as President of Europe. In this capacity, Maggie will oversee SIRVA's relocation and moving businesses in the European region.

Maggie has over 30 years of experience in the global mobility industry and has held a variety of executive leadership roles. Most recently, Maggie was executive vice president of global client services for Brookfield Relocation. There she was the leader for Brookfield's global operations for relocation. Maggie oversaw 13 global service centres spanning Europe, Middle East, Americas and Asia Pacific, and managed all aspects of customer service operations, client relationship management, and expansion of services.

"Maggie Ryan is a results-driven professional with extensive experience and success in developing and executing global strategies," said Wes Lucas, President and Chief Executive Officer of SIRVA Worldwide. "Maggie has a proven track record and a tremendous reputation in the mobility industry. She will further strengthen our

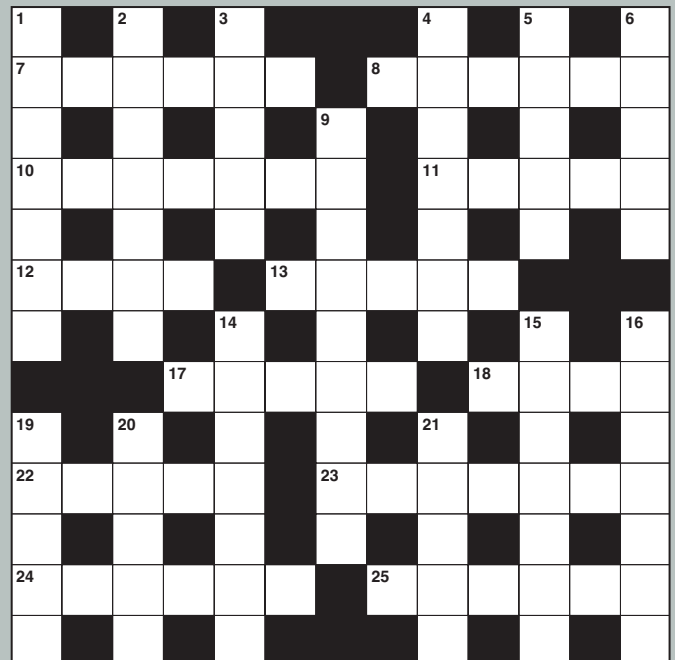
ability to deliver an exceptional mobility experience to our customers in the European region."

"SIRVA has been highly successful in serving global customers, and expanding its services with new technologies and products. I am excited to be leading the effort in the European region and look forward to continuing to build our capabilities in Europe," said Maggie Ryan.

Prior to joining Brookfield, Maggie has worked in mobility, and specifically relocation and human resources, for her entire career. For example, Maggie has worked in a variety of senior roles with Cendant Mobility, which is now Cartus Relocation, a division of Realogy. Originally from Scotland, Maggie began her career with British Airports in London focussing on recruitment, retention, employee relations, compensation and organisational development.

## Puzzles

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### ACROSS

7 The science of light (6)

8 Fingers (6)

10 Insects found where you sleep (7)

11 Make available for sale (5)

12 Volcano in Sicily (4)

13 Assemblage of animals (5)

17 Undertaking something (5)

18 State to be the case (4)

22 Principle of morality (5)

23 Wishes; longings (7)

24 Fitted with glass (6)

25 Partial refund (6)

### DOWN

1 Person who mends shoes (7)

2 Learner (7)

3 Take place (5)

4 Dissolution of a marriage (7)

5 Very short period of time (5)

6 Russian monarchs (5)

9 Seaside promenade (9)

14 Building entrances (7)

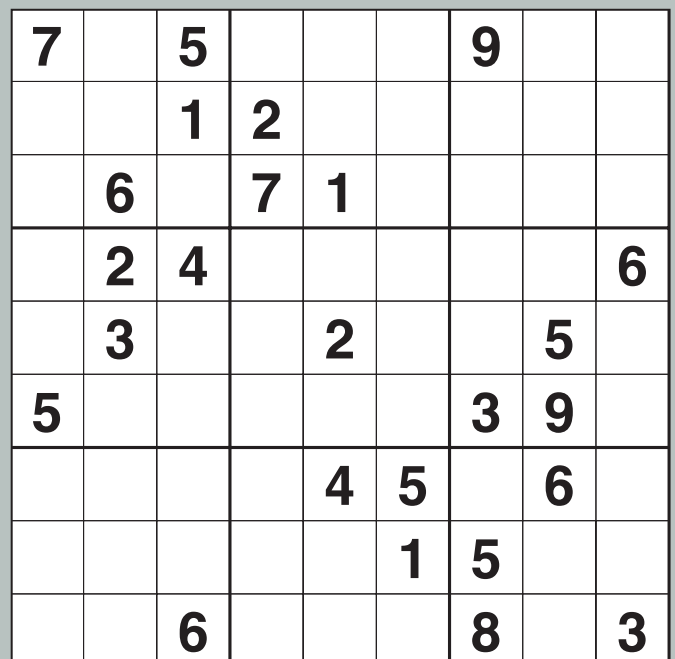
15 Lie on top of (7)

16 Tufted (7)

19 Shrub fence (5)

20 Bottle (5)

21 Court official (5)



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Marsden Vanplan 4 container. Good solid condition, £4,000 ono.  
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### BUSY REMOVAL COMPANY,

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Please call Henrietta on 01225 314433.

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Any quantity and location considered. Will collect.  
Please phone 01747 822077, e-mail [sandysremovals@aol.com](mailto:sandysremovals@aol.com).

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for sale, £11,500 + VAT ono,  
Call Brad 07990 576936.

### WANTED - TOP SPEC REMOVAL VAN,

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e-mail [david@easy2move.com](mailto:david@easy2move.com)

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5,6,7ft. Any amount, collect from anywhere.  
E-mail: [Paul.gray@mrshifterremovals.org](mailto:Paul.gray@mrshifterremovals.org) or telephone: 01745 591339.

# DiaryDates

E-mail your Diary Dates to [nikki@themover.co.uk](mailto:nikki@themover.co.uk)

### BAR Annual Conference

15 – 17 May, 2014,  
Glasgow, UK

### AMOE Annual Conference,

12 – 13 June, 2014,  
Dresden, Germany

### DMF General Assembly

13 September, 2014,  
Silkeborg, Denmark

### IAM 52nd Annual Meeting

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

### FEDEMAC General Assembly

21 – 22 October, 2014,  
Reims, France

### CSD Annual Congress,

21 – 22 October, 2014,  
Reims, France

### The Movers & Storers Show

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

### Annual Meeting, Professional Group Moving Companies (ASTAG)

24 – 25 October, 2014,  
Werdenberg, Switzerland

### EXPERIENCED HGV DRIVERS NEEDED

for BAR registered removals company in Hemel Hempstead area.  
Call: 01442 256229;  
Email: [info@in-excessremovals.co.uk](mailto:info@in-excessremovals.co.uk)

### PORTERS WANTED

for respectable BAR removals company in HP3 area. Experience not essential but ideal.  
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Email: [info@in-excessremovals.co.uk](mailto:info@in-excessremovals.co.uk)

### NON HGV DRIVERS/PORTER

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07774 937947, [pkiddy@aol.com](mailto:pkiddy@aol.com) or [www.balloonfantasia.com](http://www.balloonfantasia.com)

### 7.5 TONNE TRUCK FOR SALE

L Reg, Mercedes 1814, 3 door, LEZ compliant. Full service history. MOT to August 2014. £4,750 ono. Collection Woking.  
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### NUMBER PLATE C4SES

on retention for sale £6,000 no VAT.  
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### PORTER (EXPERIENCE ESSENTIAL) AND HGV DRIVER REQUIRED

Birmingham area.  
Call 0121 400 2000 or e-mail [interremovals@yahoo.co.uk](mailto:interremovals@yahoo.co.uk).

## LinkedIn profile:

Steve Jordan, Editor and Publisher at The Mover Magazine



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# Did you know?

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

The slowest fish is the seahorse which moves along at about 0.01 mph.

Nerve impulses to and from the brain travel as fast as 170 miles per hour.

Greenland isn't green enough to be part of FIFA! The lack of proper grass and the country's weather conditions make it unsuitable to play and practice football in so it can't be granted entry into FIFA.

In Singapore, 1 out of every 6 households has \$1 million or more in disposable income, the highest ratio in the world.

On average, there are 50,000 spiders per acre in green areas.

Windsor Castle – being one of several facilities that Queen Elizabeth II calls home - is around 900 years old, making it the oldest, still occupied castle in Europe.



## Puzzle solutions

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8	1	7	3	4	5	2	6	9
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4	5	6	9	7	2	8	1	3

## Are you a supplier to the moving industry?

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Marketplace ads are booked per unit or multiples thereof, and run for a minimum of 12 months. 1 unit measures 30mm (height) x 60mm (1 column).



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### Enquiries

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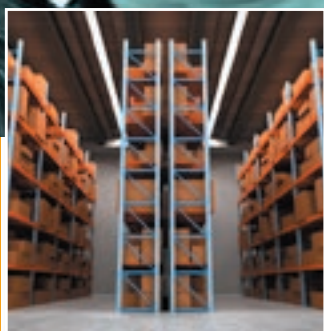


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