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Issue 050 May 2015 www.themover.co.uk

TheMover



FIDI IN CAPE TOWN

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Channel Islands Trade Rates

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0 - 500cuft	£1.70 per cuft
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H.M Customs Documentation - Channel Islands

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TheMover

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LEADER

Keeping it in the family

Steve Jordan, Editor



It's that time of year again: conference season. My feet have hardly touched solid land since the end of March and I write this from my last assignment in Porto at the EuRA conference (see next month). It is a great privilege of being involved in this remarkable industry that we get the opportunity to travel so widely and experience other cultures. I am grateful for all the organisations who are kind enough to invite *The Mover* to be part of their annual celebrations.

Every conference I go to around the world is different. Each has a different character despite often involving many of the same people. Each reflects the brand of the organisation. But there is always a recurring theme: family. Every organisation talks about its members being part of a 'family'. I think they are right.

Wherever I go there is a family feel to the event. There are matriarchs, patriarchs and young upstarts. Just as in a family people work and play together. They share each other's triumphs and disasters and are sometimes the instigators of them. Sometimes they fall out, but usually time heals most wounds. New people join the family and are welcomed. Some leave and are genuinely missed. Some die and are mourned.

There are many families: FIDI, OMNI, EUROMOVERS, etc. Each interacts with other families. They too have their differences but generally they rub along avoiding the outbreak of real hostility. For the last 20 years or so I have worked in many industries. Nothing is like the moving business in this respect. It is unique. We should all appreciate the extraordinary business we are in.

However most people in the mobility industry choose not to attend conferences. I really don't get it. Why would you not want to meet people who do the same job as you; people from whom you might learn and people with whom you can do business? Working in a bubble, as many do, seems in this industry to be contra-intuitive. It was never designed that way. I urge all those who have never attended an industry conference to open their minds and take the plunge. Don't be a hermit. Join the family.

Talking about families, I would like to publicly congratulate Ian Studd on his appointment as the new Director General of BAR. Ian is a very good man, perfect for the job in my opinion. I am sure he will be great for the Association and its members.

Steve Jordan



David Collins (left) and Rob Thacker from Pound Gates with five up and coming athletes from Suffolk.

Pound Gates helps raise funds for future sports stars

Insurance broker Pound Gates has joined forces with six other local businesses to establish the Ipswich Sporting Lunch Club.

The aim is to raise vital funding for the charity SportsAid and help young sports people from Suffolk become Britain's next generation of Olympians and Paralympians.

Over four decades, SportsAid has raised and donated more than £50 million to the future of British sport, helping many of the country's best known sporting heroes to achieve their ambitions. So successful have they been in supporting the right athletes at the right time that at the London 2012 Olympic and Paralympic Games, almost two thirds of the British team were former recipients of SportsAid's support. These athletes won 20 Olympic and 27 Paralympic gold medals between them.

Rob Thacker from Pound Gates said, "Young athletes with huge potential are at risk of dropping out

of their sports because of the lack of recognition they receive and the huge financial pressures they are under. We want to support these young role models and help them fulfil their potential."

To mark the launch of the Lunch Club, representatives from each of the seven founding businesses were joined at Wherstead Park on 31 March by five young up and coming athletes from Suffolk. Each athlete was presented with a SportsAid grant in recognition of their achievements to date and potential to progress and compete at the very highest levels in the future.

The inaugural lunch will be held at Wherstead Park on Thursday 24 September with special guest speaker Geoff Miller, OBE. Geoff is a former England Test cricketer and is arguably the best cricket raconteur in the country.


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NEWS: UK

BISHOP'S MOVE LAUNCHES TWO NEW FRANCHISES

Bishop's Move has expanded its franchise network with the appointment of two new franchises in Cheshire and Cornwall: Cheshire Moving & Storage and Cornwall's Turners Removals.

Cheshire Moving & Storage and Turners Removals will now cover postal codes and various areas of business, which require specialist knowledge, and may not have been previously covered by the Bishop's Move Group depots.

George Brown, Cheshire Moving & Storage Managing Director, commented: "We were impressed with the level of professionalism that Bishop's Move offered and the agreement means we have access to much more competitive rates of shipping for international work than what we previously had access to so it opens up new markets for us."

Rachel Turner of Turners Removals said: "The benefits to the Turners brand is that we will now be associated with a reputable family run company throughout the UK thus enhancing our service offering when competing for European and overseas work. This in turn gives us the opportunity to grow and expand."

Alistair Bingle, Bishop's Move's Managing Director commented: "We have already proved that our business model is successful and this success is now being shared by an increasing number of franchisees. When selecting a franchisee we always look for service levels, membership of BAR and family businesses which have a similar philosophy to those of Bishop's Move. We are delighted to welcome Cheshire Moving & Storage and Turners Removals to our already established network of franchises and branches."

Got an event coming up?

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



● Estate agents and conveyancers discussed how to improve the home-buying process.

Improving home moving in the UK

In March the Conveyancing Association (CA) brought members of the moving industry together to discuss how the home moving experience could be improved for customers.

The meeting included representatives from the legal profession, estate agency, removals and more.

This latest initiative from the CA intends to tackle ongoing delays to the home buying process. The ultimate aim of the session was to determine potential steps forward in those areas requiring the most immediate attention. Based on the results of a recent survey conducted by the CA – which asked conveyancers and estate agents to highlight how they believed the home-moving process could be improved – the roundtable session focussed on the following themes:

1. Chain expectations: a regular issue for 60% of respondents and an "absolute nightmare" for 18%;
2. Unrealistic client expectations: a regular issue for 54% of respondents;
3. Leasehold sales information: a regular issue for 51% of respondents and an "absolute nightmare" for 10%.

Potential solutions discussed included:

- The need to ensure the necessary training and standards are in place to guarantee that the transaction chain is set up properly from the outset, minimising the possibility of problems arising further down the line;
- The need to educate and inform consumers, making sure that they fully understand the transactions

process, including the likely time scales on these;

- The need for all parties involved in a transaction to work cooperatively;
- The need to tackle ongoing issues around the leasehold sale process, including the length of time it takes for the necessary information to be provided in order for a leasehold transaction to be progressed.

In an initial step towards addressing some of the issues discussed, the CA has published its Leasehold Transaction Guide which aims to provide conveyancers with an overview of the existing laws around leasehold transactions. The CA has also urged conveyancers to answer its Lender Engagement Survey as the Association looks to continue to work with industry to iron out the ongoing issues it currently faces.

"The round table event brought key figures in the property industry together to discuss what changes we can make to existing process in order to render the home moving experience a better one for all involved – not least our customers," said Eddie Goldsmith, Chairman of the Conveyancing Association. "Bringing representatives from across the industry – including conveyancers, estate agents and lenders – together in one room to talk through the issues each faces, helped highlight the areas we absolutely need to be addressing."



● John Mason staff wearing their red noses.

JOHN MASON RAISES CASH FOR COMIC RELIEF

John Mason raised £300 for the 2015 Comic Relief campaign from a lunch, cake sale and car wash as well as selling the red noses in the office. Red Nose Day, founded by comedian Lenny Henry and comedy script writer Richard Curtis in 1988, raised a record £78 million on 13 March for Comic Relief that raises money for struggling people in the UK and elsewhere. Over the last 30 years the charity has raised over £1 billion.



● Jessica Hinks and Darren French.

INTERNATIONAL AWARD FOR MOVECORP'S JESSICA HINKS

Movecorp's Corporate Move Manager Jessica Hinks has won an award from K2 Corporate Mobility for outstanding performance in handling corporate moves on their behalf. Jessica was chosen from all K2's worldwide network partners.

Movecorp provides a range of removal services for K2 across the UK and Europe.



www.driverfirstassist.org.

Commercial drivers under pressure to ease accident delays

Road traffic collisions delay just under half of commercial vehicle drivers at least once every month, with many drivers feeling under pressure to make up the time, according to a survey.

Carried out by Driver First Assist (DFA), the study suggests that 47% of commercial drivers experience one hold-up a month, with a further 28% delayed three to five times. Furthermore, 40% of those who said they had been slowed down by an accident admitted to feeling "under pressure" to make up the time. The majority (30%) put this demand on themselves, but some (17%) said they felt it from their employers.

Driver First Assist has published the survey to highlight the need to educate professional drivers on how to deal with the scene of a collision. Founder David Higginbottom said, "Being delayed due to a road

accident is stressful for everyone involved, not least for those drivers who have delivery targets to meet. The good news is that better collision management in the first minutes after a crash can reduce deaths and serious injuries, as well as get everybody back on their way quicker."

Driver First Assist, a non-profit road safety initiative, offers free training to commercial drivers – those most often first on the scene when a road traffic collision occurs – to administer basic and potentially life-saving first aid. More than 76% of drivers surveyed said they would consider taking DFA's course if it meant roads would be cleared sooner.

UK National Minimum Wage to increase in October

From Thursday, 1 October 2015 the adult rate of the UK National Minimum Wage (NMW) will rise by 20p from £6.50 to £6.70 per hour, as recommended by the Low Pay Commission (LPC) in March 2015.

The government rejected the LPC's recommendation for the apprentice rate.

The new apprenticeship rate will be set at £3.30 and represents a rise of 57p, the largest ever increase in the National Minimum Wage for apprentices. By implementing a rate higher than the LPC's recommendation, the government intends that apprenticeships will deliver a wage that is comparable to other choices for work.

Business Secretary Vince Cable is also planning to launch the National Minimum Wage Accelerator - an online tool which will make it easier to compare rates of pay across regions, sectors and occupations. It will take data from the annual survey of hours and earnings

and display information about pay so that people are able to compare wages with others in their sector and region

From 1 October, 2015:

- The adult rate will increase by 20p to £6.70 per hour;
- The rate for 18 to 20 year olds will increase by 17p to £5.30 per hour;
- The rate for 16 to 17 year olds will increase by 8p to £3.87 per hour;
- The apprentice rate will increase by 57p to £3.30 per hour;
- The accommodation offset increases from the current £5.08 to £5.35.

This is the largest real-terms increase in the UK National Minimum Wage since 2007 and more than 1.4 million of Britain's lowest paid workers are set to benefit.

● Vince cable.



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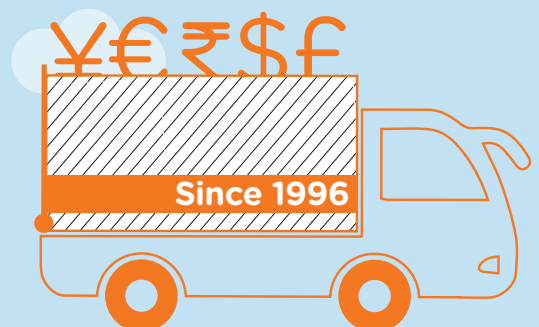
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PROFILE: CROWN RELOCATIONS

Blurred lines

After 50 years in the moving business, Crown Relocations in the UK is blurring the lines between corporate and migrant service. Steve Jordan talked to John Morris to find out how.

John Morris is the National Sales Manager for UK and Ireland for Crown Relocations. Since the company bought Scotpac around 25 years ago it has been a significant force in the migrant trade. But with more companies providing their assignees with allowances, effectively converting them into private clients, and the continuing flow of migrants between the UK and the traditional destinations of Australia, New Zealand, South Africa, Canada and the USA, the services are becoming virtually indistinguishable.

Although the migration trade has slowed in recent years, John said that Crown has managed to maintain or even increase its market share. He believes that the reason is simple: "It's the strength of our service and the Crown brand," he said.

Crown is in an essentially unique position as the world's largest international moving group with more than 260 offices in 55 countries. All are owned by the Crown network and are managed to provide a similarly high level of service. "People really buy into the idea of us being able to provide full accountability of service," said John. "The fact that Crown is there at origin and destination, keeping everything within the same framework, is very powerful."

One part of the service that private customers like is Crown's ability to settle insurance claims locally. "Every Crown office handles claims on behalf of the

shipper," said John. "We are targeted to settle them within 30 days. This saves the customer from having to deal with the originating company, often across different time zones, and from having to make expensive phone calls."

Of course every other company in the international moving industry sells against Crown and other multi-nationals by using the argument that they have the choice to use the best agent in each country, not just the one with the same brand. It's an argument with which John and his team are very familiar. "Crown operates its own internal quality programme that makes the service both robust and competitive," he said. "We have an internal scoring system to measure all aspects of customer service that go to make up the move itself. Those results are measured independently through a central point in the Crown network, and reports are produced monthly for internal use. They are published globally so each office can see where it scores within that system. There is a healthy level of competition to ensure that we are providing the high level of service that we believe is necessary."

Where the need for improvement is identified, Crown uses its full-time trainers to work with local teams to ensure that best practice is maintained. "We vet and regularly train crews in packing, handling and customer service, we also monitor their performance by analysing breakage and claims ratios, and by performing

regular site visits," said John. "Around 10% of our office staff are expats themselves, helping them to have empathy with customers too."

As the line between corporate and migrant service becomes more blurred, Crown is beginning to offer traditional mobility services to its private customers. These include property services, school search, cultural training, etc. "We are not just a mover of boxes," said John. "We are more a provider of expertise, information and guidance. Our tag line is 'Go Knowing'."



"We are not just a mover of boxes. We are more a provider of expertise, information and guidance. Our tag line is 'Go Knowing'..."

John Morris

when people make the decision to go they have the information they need to understand the process.

John has recently joined Crown from a smaller, UK-based international mover. It's a different kind of environment. The whole international moving industry works on relationships and reciprocation. Crown, however, operates within its own network. It's a different dynamic. "The key," said John, "is having real conviction about what you are doing."



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NEWS: UK

Bishop's Move helps children's charity raise £50,000

Bishop's Move's Crawley branch and its Brighton-based self storage facility, Ease the Squeeze, has announced that during the past 12 months, it has provided £50,000 worth of items to Surrey-based The Children's Trust Tadworth through its De-clutter Service. Bishop's Move picks up and stores any unwanted items from people moving home ready for collection by The Children's Trust representatives.

The Children's Trust offers expert rehabilitation, education, therapy and care for children with severe brain injuries at its specialist centre in Tadworth, supporting children and families from across the UK.

Bishop's Move launched its De-clutter Service in 2012 to enable home owners to create more space ahead of their anticipated moves. Steve Littler, Bishop's Move Area Manager said, "Working with The Children's Trust has been a humbling experience and one that has opened the eyes of many of us at Bishop's Move. We are just very appreciative to have been given the opportunity to do our bit and support so many inspiring children and their families through the De-clutter Service."



● CMA CGM Kerguelen.

UK's biggest ship docks in Southampton

The CMA CGM Kerguelen, the world's largest container ship sailing under a UK flag, will call in to Southampton on 13 May, 2015, for the first time. The vessel has a length of 1,305ft (398m), a width of 177ft (54m), and a capacity of 17,722 TEU. If all the containers were lined up they would stretch the distance between London and Southampton.

This is the first of a series of six vessels of the same size that will be delivered in 2015. The vessel is named after the famous 18th century French navigator Yves Joseph de Kerguelen de Trémarec.



● <http://burkebros.co.uk>.

New website for Burke Bros

Burke Bros in the West Midlands has launched its new website. The company says that the site has undergone a redesign to make sure that it provides visitors with a site that provides accurate information while being easy to use and navigate.

The site includes some new features such as an online chat option and an E-shop that has all of the essential packing materials customers will need available to order quickly and easily online.

Pooley Removals & Storage joins AIM

Pooley Removals & Storage of Woodbridge Suffolk has joined the Alliance of Independent Movers (AIM).

Pooleys is very much an independent family business run by Peter Monk and his daughter Jenny who acquired the company from the Pooley family in 2008.

The company, which has been trading for over 35 years, undertakes both domestic and international moves and is presently expanding its trade and public storage services following a recent move to larger premises.

Jenny Monk said, "We decided to join AIM because we wanted to be a member of an organisation that was passionate about the moving industry and the level of service and care its members provide to their customers. This, together with the support and benefits AIM offers and the fact they represent independent movers meant they were the right choice for us."

AIM founder Scott Rust said, "Pooley Removals & Storage is a



● Pooley Removals & Storage.

well-established family business with an excellent reputation in the Woodbridge area. I am delighted to welcome them to the Alliance and look forward to working with Peter and Jenny in the future."

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

RTITB updates fleet at instructor academy

The RTITB Academy has invested in two MAN tractor units for its training academy in Telford, Shropshire.

The organisation sees the new equipment as an active investment into the local economy through enhanced driver and instructor training and business opportunities.

As well as delivering its own range of instructor and LGV driver training courses, the RTITB Academy works with employers to develop courses that meet their particular requirements or address a specific need. This helps to ensure the realisation of the benefits that can be brought about by modest investment in training.

"As a local business, we aim to invest in the local economy and have high targets for the amount of training and the quality of training we provide," said Laura Nelson, the organisation's recently appointed MD. "We strive to provide quality services as well as succeeding as a business through contributions to the local and wider communities. The two new tractor units will help us continue to provide top quality training."

RTITB (formerly the Road Transport Industry Training Board) has been providing high quality training in the transport, warehousing and logistics industries for over 40 years. The company provides businesses and individuals with the knowledge and experience to provide their own training. RTITB provides courses and training to over 130,000 operators and instructors in the industry every year.



● The RTITB Academy's two new MAN tractor units.



Acas Code and Guidance revised

Parliament has approved amendments to the new Acas Code of Practice on Disciplinary and Grievance Procedures that came into force on 11 March, 2015.

The Employment Relations Act 1999 (ERelA) states that workers attending formal disciplinary or grievance meetings may make a reasonable request to be accompanied at the hearing by a fellow worker, trade union representative or official.

The new Code clarifies that the

reference to a 'reasonable' request applies to the making of the request not to the worker's choice of companion. As such, a request made five minutes before a meeting for accompaniment by a companion located 250 miles away probably would not be reasonable. However, as long as the request is made

reasonably, there is nothing stopping an employee from choosing any companion from the statutory categories: a colleague or a suitable union official. Therefore, it appears there is little an employer can do to prevent a particularly difficult or disruptive companion attending a meeting where a request is made reasonably. However, the ERelA does limit the scope of a companion's involvement in a meeting. The new Code also confirms that a worker may change their chosen companion if they wish.

Acas has also amended its non-statutory guidance booklet to reflect what has been best practice for some time. The guidance now confirms that employers may allow workers to be accompanied by companions who do not fall within one of the three statutory categories. The guidance goes on to say that the duty to make reasonable adjustments for disabled workers may even require this. For example, it may be reasonable for a vulnerable adult to be accompanied by a parent or a support worker.

Information courtesy of Paul Mander, Penningtons Manches LLP.

Paul Mander

Paul Mander is a Partner and Head of Penningtons Manches' Employment Law team. He advises on a broad range of contentious and non-contentious employment and partnership matters and is recognised in particular for his expertise in restrictive covenant and injunction issues. Paul is experienced in all forms of employment litigation, both in the High Court and tribunals, as well as boardroom disputes, discrimination (in employment and partnership), TUPE matters and outsourcings. He is recognised as a leader in his field by both Chambers Guide to the UK Legal Profession and The Legal 500.

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INSURANCE: GETTING THE RIGHT COVER



Block and marine insurance: are you really covered?

All removal companies need to have adequate insurance to protect themselves and their customers if the unthinkable happens. But how can you be sure insurance for your customers' goods in storage and transit will pay out if disaster strikes? Dan Reynolds of Reason Global explains how they make sure you have the right cover in place.

It's all a matter of asking the right questions and making sure the customer answers them fully and honestly," said Dan. "That's not to say anyone would deliberately mislead their insurers, but it's our job as a specialist broker to treat every business individually and ensure all the company's activities are declared accurately in the contract. There's no such thing as a 'one size fits all' insurance policy."

All insurance brokers are regulated by the Financial Conduct Authority (FCA) and there are strict rules in place to make sure customers are treated fairly. One of the requirements of a broker is to adhere to a Statement of Demands and Needs, an extract from the FCA guidelines is shown below:

Prior to the conclusion of a contract, a firm must specify, in particular on the basis of information provided by the customer, the demands and the needs of that customer as well as the underlying reasons for any advice given to the customer on that policy.

This means that the broker needs to know his customers and the

insurance contract must be suitable for their needs. Asking probing questions based on experience is also the job of the specialist insurance broker.

"Simple things like making sure the company's full legal name is correct is very important," said Dan.

"With a Block and Marine policy it's important to ask, for example, whether or not work other than household removals is undertaken."

Dan Reynolds

"A company may be trading as say, ABC Removals, but is actually owned by XYZ Removals Ltd. If that wasn't the name on the policy there could be a problem if a claim was made. Also we need to know if any of the

directors have criminal convictions or have run companies that have gone into liquidation. If any 'material information' is not disclosed it could cause difficulties later."

"With a Block and Marine policy it's important to ask, for example, whether or not work other than household removals is undertaken. If a company undertakes haulage/distribution as well as household removals that needs to be declared on the proposal," said Dan.

As a specialist broker with many years' experience Reason Global has gained a wealth of knowledge of the removals business and works very closely with its customers to help make sure material information that could influence a claim is fully disclosed and kept up to date.

"We've been in this business for a long time and we know how things can go wrong if customers are not guided properly regarding insurance contracts," said Dan. "Insurance companies will always pay out if a claim is valid, but if relevant material information is inaccurate or incomplete they have every right to

reject it."

Reason Global is the only Lloyd's of London UK specialist insurance broker to the moving and self storage industry and, as such, is uniquely qualified to provide insurance solutions for the industry.

Dan Reynolds

Dan has fourteen years' experience in removals and self storage insurances. A qualified Lloyd's broker, he maintains a strong presence in the London marketplace, developing and maintaining productive relationships with specialist removals and self storage insurers for clients across the globe.



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MATTHEW JAMES
GLOBAL RELOCATIONS

NEWS: INTERNATIONAL

INTERDEAN BECOMES SANTA FE

On 10 March, 2015 Santa Fe rebranded Interdean to Santa Fe Relocation Services.

The company is now known as Santa Fe globally. Sharp-eyed readers of *The Mover* will have noticed that the company's advertising changed last month to reflect the rebranding. Unfortunately the editorial announcement was not received in time for the April issue.

Martin Thaysen, Group CEO said, "This change underlines Santa Fe's position as a global leader for mobility and relocation services. Our worldwide coverage means that our customers can now experience the Santa Fe brand in all 56 countries we operate in around the world. Santa Fe's processes, systems and culture are all consistent around the world, and now our brand name is too. Having a single global brand simplifies communication and makes it easier for our customers."

The European brand transition is part of Santa Fe's global strategy and follows the transition of the company's global mobility business in Australia to Santa Fe Relocation Services in May 2014.



● Participants at the EUROVAN meeting.

EUROVAN members meet in Garmisch

EUROVAN's most recent meeting was held from 8 to 10 February in Garmisch-Partenkirchen at the historic Sonnenbichl Grand Hotel – a perfect location for networking.

More than 90% of EUROVAN's companies registered giving the 40 participants the perfect opportunity to meet experts from all over Europe and network in a very pleasant environment. Two industry speakers gave presentations covering customer focussed communication and global moving; participants were also brought up to date about EUROVAN's plans for the future.

Pelichet looks worldwide

Samuel Barrois has become the new international director for Pelichet NLC in Switzerland.

Samuel has 15 years' experience in the moving industry and was chosen for this new position to galvanize the international business division of Pelichet. Pelichet is celebrating its 125th anniversary in 2015 and has a strong reputation in Switzerland. Samuel says that he is determined to consolidate this standing on an international scale, tapping into the expertise of its removal men, who are the key to the company's reputation.

Pelichet says that this represents the start of a new era for the company with a core objective of establishing the company as one of the best



● Samuel Barrois.

removal companies worldwide for both corporate and individual clients.

REASON GLOBAL PROVIDES STATISTICS TO FIDI FOR EIM

Reason Global Insurance has provided the FIDI Academy with a range of up to date statistics to help students studying the insurance module of the Essentials in International Moving (EIM) qualification.

The EIM requires students to have a basic knowledge of insurance requirements and to understand the risks involved with the international movement of household goods. Reason Global supplied FIDI with relevant statistics, including headline grabbing highest claim figures, the average claims and details of the relationship between sums insured and the percentage of claims received.

"We are very pleased to help the FIDI Academy by providing this information," said Malcolm Pearson from Reason Global. "The more movers know about risk the easier it is for them to advise their customers wisely and for us to provide them with the cover they need."

The Reason Global statistics are already included in the EIM course. The company intends to continue providing information to FIDI thereby helping to promote the best possible understanding of insurance worldwide. Reason Global is the only Lloyds of London broker specialising in the moving and self storage industries.

EUROMOVERS International

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The EUROMOVERS Network, now in existence for over 10 years, is proud to count partners in more than 30 countries in Europe and Overseas.

Throughout the years, the network has developed a strong, international recognized partnership. Originally created by likeminded European Movers who wished to co-operate with others under the same standards, vision and banner, it has developed to an exclusive Circle of Experts with strong coherence, co-operating with a family spirit.

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● Fernando Parrado.

Ward Van Lines sponsors Fernando Parrado at the LACMA convention

During the last few days of February the LACMA (Latin American & Caribbean International Movers Association) Convention was held in the beautiful resort of Punta del Este, Uruguay. As part of the convention Ward Van Lines sponsored the keynote speaker Mr Fernando Parrado, survivor of the *Miracle in the Andes*.

Fernando's presentation is considered a once-in-a-lifetime experience due to the high demand he has as a conference speaker, and for the final results of his survival

story, in which, after being trapped for 72 days in the mountains along with 16 other survivors, he and Roberto Canessa hiked through the peaks of the Andes mountain range for almost ten days before being helped by a Chilean mule driver, Mr Sergio Catalán.

Fernando spoke about his experience and the misery, pain, and fear that he went through, and the knowledge that the past cannot be changed, but the future can, based on our attitudes and actions.

Graebel Relocation Sponsors Re:locate Award: Inspirational HR Team of the Year

Graebel Relocation has announced that it is the exclusive sponsor of the Re:locate Inspirational HR Team of the Year award.

This award will recognise a human resource team that has inspired others, demonstrated outstanding leadership and excellence in relocation. Since 2007, the Re:locate awards have recognised excellence across the relocation and global mobility spectrum, and celebrated the contribution of relocation services to corporations.

A total of 12 categories comprise this year's Re:locate Awards, hosted by Re:locate Global, a multimedia publisher for the global mobility and relocation industry. Winners will be announced during a black-tie gala dinner that will be held on 14, May 2015 at the Institute of Directors,

Pall Mall in London.

Simon Mason GMS-T, Business Development Vice President in the EMEA region for Graebel Relocation, was recently interviewed by Re:locate. "This year represents the first time that Graebel Relocation has sponsored the awards," he said. "We feel privileged to be associated with Re:locate Global that provides such wonderful resources and insights to the supporters in global mobility. This category [Inspirational HR Team of the Year Award] highlights the critical contribution that HR actually makes to achieving the overall business objectives of any organisation."

The European Connection

Tony Richman



Are we winning? The battle for safety on roads

According to the European Commission, following the 8% decrease in the number of people killed on Europe's roads in 2012 and 2013, the first reports on road deaths in 2014 are disappointing – indicating a decrease of only 1% compared to 2013.

25,700 road deaths in 2014 across all 28 EU Member States! Whilst being 5,700 fewer than in 2010, it's well short of the intended target decrease.

So, where's it going wrong? Trucks, buses and cars now all have much better braking and safety systems; cameras and speed limits make us all more aware of dangers; driving tests and knowledge requirements are now considerably higher, especially for HGVs and PSVs; and, access and use of advance satellite navigation systems provide us with a huge amount of information. Crash barriers; electronic warning displays; technical developments; lighting improvements; better education; stricter enforcement and checking on overweight vehicles; 'tamper-proof' digital tachographs; reverse parking aids and alarms; all round mirrors; etc., etc.

These advancements make it even more sad and hard to accept that almost 70 Europeans die on the roads every day, with many more seriously injured. Then the grieving spouses, parents, children, siblings, colleagues and friends reminding us that road safety requires constant attention and further efforts.

The 2014 country specific statistics show that the numbers of road deaths vary considerably across the EU. The average EU fatality rate is expected to be 51 road deaths per million inhabitants. Malta, the

Netherlands, Sweden and the UK continue to report the lowest road fatality rates - below 30 per million inhabitants but this ratio is more than trebled in Bulgaria, Latvia, Lithuania and Romania. Undoubtedly, major improvements are still needed in many Eastern European countries.

Overall, pressure on space and lack of infrastructure has to be a key element but, despite political plans aimed at changing habits on mobility choices, the car and road transport are not going away. The days of enjoying a drive are fast disappearing. Overcrowding on the roads easily results in distractions, stress and fatigue whilst we are cocooned in our soundproofed units.

We need much more than good technical systems to help to continue reducing the number of road deaths and essential users should be given much more say and respect in forthcoming discussions.

On the political front, we face yet more legislation:

- Finalisation of an interim report on EU road safety policy setting the agenda for the next five years. Report expected in May 2015.

- Continued work on the new analysis of serious road traffic injuries: the Commission will define a strategy to meet a new target for the reduction of serious road injuries.

- Review training rules and qualifications of professional drivers. Commission proposal to be adopted by the end of 2016.

- Review of the framework on infrastructure safety management drivers. Commission proposal to be adopted by the end of 2016.

But please, Mr Politician! Let's recognise that piling on more and more legislation is not the only answer to safety.

REPORT: OMNI CONFERENCE



OMNI in Zambia



OMNI (Overseas Moving Network International) held its annual conference at the end of March, this time at the stunningly beautiful Victoria Falls in Zambia. Despite OMNI's reputation for holding extraordinary conferences for its members, many of the delegates agreed that 2015 could well have been the best in the organisation's 30-year history.

The venue was The Royal Livingstone Hotel, on the banks of the Zambezi river and just upstream from the awesome Victoria Falls. With the 'Smoke that Thunders' offering a dramatic backdrop, the delegates were treated to five-star luxury with zebra, giraffe, baboon and impala as their fellow guests. It was not your average setting, but the OMNI conference is not an average conference.

Business at OMNI

The OMNI business sessions are always well attended with a full house for every speaker. The subjects are intended to

provide the right mix between entertainment, education and business advice.

Luke Terblanche gave the keynote address. He is not a professional speaker but merely a history teacher from a local school in Livingstone. He is, however, a consummate story teller and his tale about the life of David Livingstone was riveting with every member of the audience spellbound until his last word then raising as one to their feet in appreciation for a brilliant story, beautifully told.

Working in Africa requires special knowledge and skills with every one of its 54 nations providing unique challenges.

Olusegun Lawal, from IAL in Nigeria, gave a detailed account of the differences and frustrations of working in Africa providing essential information for the many companies in the OMNI network who are seeing increasing traffic to the continent as Africa emerges from virtual economic obscurity to take its rightful place on the world stage.

Jeff Mason from Moveware, a conference sponsor, presented his company's Move Transfer product that was new to many of the delegates. Move Transfer allows users to transfer files and shipment information seamlessly between themselves eliminating the need for double entry, improving efficiency and preventing human error.

OMNI then looked at the hottest topic in the corporate moving world: risk and compliance. Kay Kutt from Asian Tigers Mobility and Sylvia Papadopoulos, a lawyer and senior lecturer with the department of mercantile law at the University of Pretoria provided information from a legal perspective, from the point of view a relocation management company

● Top left: Thorntree River Lodge Elephant sanctuary; top right: Luke Terblanche; centre: Olusegun Lawal; centre right: Jeff Mason; above right: Sylvia Papadopoulos; above: Kay Kutt.



(RMC) and from the supplier level. It was probably the most in-depth study of the subject there has yet been in open discussion in the mobility industry.

The Social Programme

The OMNI conference is well known for providing the most adventurous social programme of any industry conference in the calendar. It's fair to say that with an exclusive delegation of just over 100 it is possible to be more creative than would be possible with 500-600 at FIDI or four times that number at IAM. That said, the programme in Zambia was still extraordinary and all provided as part of the standard delegate fee.

The welcome reception was in the hotel grounds with the sun setting over the river and a full meal served on the lawn to sustain the delegates after they had travelled many miles from their home countries.

The sunset cruise on the Zambezi aboard the vessel *African Queen* followed by dinner on the Royal Jetty was a relaxing contrast to the first day's business. Delegates were instantly refreshed as the ship gently cruised the waters accompanied by elephant, hippo, and the occasional crocodile to add a little spice.

The middle day was taken over exclusively by a land and river safari in the Chobe National Park across the border in Botswana. From both the serenity of the

Chobe river and the excitement of the 4x4 vehicles delegates got very close, sometimes a little too close maybe, to the wildlife then enjoyed a traditional Braai dinner on the way back. It was a long, dusty and fascinating day.

Business concluded on the last day in time for lunch at the Thorntree River Lodge elephant sanctuary where delegates had lunch and spent some time feeding and interacting with the magnificent creatures all of which stay within the confines of the sanctuary by choice. There were no fences. Transport to dinner was by 1922 steam train which took the delegates over the famous Victoria Falls bridge, built by Cecil Rhodes, and on to the Gwembe Village where the food was served to the accompaniment of traditional African music, dancing and the company of the local Witch Doctor.

OMNI golf tournament

The OMNI delegates fought long and hard in the African sun for the coveted Paul Mason trophy, named after Paul Mason from John Mason International

who was the competition's organiser for many years prior to his untimely death in 2009. Wildlife again featured on the Elephant Hills course in Zimbabwe as the players shared the fairways with warthog, wildebeest, crocodile and even the rumour of a leopard in the heavy rough. Willy Toedtli, OMNI President, came out the winner of the event with 35 Stableford points. Mary Graebel took the ladies trophy.

Corporate Social Responsibility

As part of OMNI's continuing Corporate Social Responsibility programme, the organisation chose this year to sponsor the Ebenezer Trust School and orphanage. Board members visited the school and met the dedicated teachers and staff and the pupils whose enthusiasm for learning was inspiring. OMNI made a significant donation to the school and also collected cash donations from the delegates. The money was delivered directly, by hand, to the school principal thereby helping to ensure that every dollar could be used to enhance the children's lives and education.

● Top left: The Royal Livingstone Hotel; left: delegates at the welcome event; centre: the steam locomotive which took delegates over the Victoria Falls bridge; centre bottom: wildlife at the Chobe National Park; top right: delegates competed for the Paul Mason trophy; right centre: on the Chobe river; above: Ebenezer Trust School and Orphanage; below: Gwembe Village.



NEWS: INTERNATIONAL



● The Santa Fe app.

Santa Fe launches new mobile app for assignees

Santa Fe Relocation has launched a new mobile app developed specifically to help employees when relocating. The 'Santa Fe Relo' app is free to download from Apple's App Store and Google Play.

Plan, track, explore

The Santa Fe Relo app helps to plan relocation tasks, track relocation status and provides access to many useful tools to help with the settling-in process in a new destination. The company says it's fully secure and compliant with iOS and Android standards. The app uses multiple layers of authentication to verify user access.

Helping assignees stay connected

The app enables assignees to stay connected with their case manager throughout their assignment with current information and the contact details of their designated point of contact to keep them in touch with their locally based relocation experts.

One in four organisations currently provide their international employees with mobile devices to maintain communication and support them while they are on assignment. In 2014 the number of active mobile devices in the world officially outnumbered people. The demand for high quality, purpose built mobile apps that support future HR and Global Mobility strategies is expected to increase dramatically over the next few years.

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● Isabelle Harsch.

Harsch acquires Schneider

Harsch, The Art of Moving has announced that it has acquired Schneider, Moving Excellence based in Aargau, Switzerland.

Under the leadership of Isabelle Harsch, who took over from her father as CEO in April, the company chose Schneider because it is a family business and shares similar values. The company is ideally located between Basel and Zurich and will allow Harsch to reinforce

its presence in the German part of the country. "Investing in the local market is the only way to maintain our high quality standards and know-how," said Isabelle. This was the first major decision taken by Isabelle since joining the company management last year.

Crown World Mobility launches EMEA Immigration Practice

Crown World Mobility has launched a comprehensive in-house immigration practice for the Europe, Middle East and Africa (EMEA) region to complement its suite of relocation services.

The new division, which will have its headquarters in London and be led by Benjamin Sookia, will offer the full spectrum of immigration services, including visa, residency, government liaison, full tracking and management.

The move sees Crown World Mobility offer one of the most extensive ranges of in-house immigration and relocation services amongst the mobility providers, combining its global reach with local immigration specialists. The company currently boasts local immigration experts in more than 25 countries and is part of Crown Worldwide, which has offices in some 60 countries.

Benjamin Sookia has been appointed as immigration manager EMEA to oversee the delivery of

corporate immigration services throughout the region, primarily focussing on compliance and quality of service. Benjamin will report to Said Boskovic, Director of Global Immigration Services, and will also be responsible for developing a centralised and streamlined approach to Crown's immigration services with the support of locally-based, in-house immigration specialists. He will oversee a team of more than 20.

Prior to joining Crown World Mobility, Benjamin worked as a compliance consultant, coordinating transactional immigration cases across complex jurisdictions. Most recently, he acted as a primary relationship contact for senior executives across a range of industries while working for a global immigration law firm.

Arpin Group Receives 2015 Clean Energy Future Award

Arpin Group has received the 2015 Clean Energy Future Award for its leadership in sustainable energy practices, presented by US Senator Jack Reed, Congressman James Langevin, General Treasurer Seth Magaziner and other state leaders.

The ceremony, hosted by the Rhode Island Office of Energy Resources, was held as part of the Rhode Island Home Show Energy Expo and acknowledged six extraordinary Rhode Island clean energy leaders from municipalities, schools, not-for-profit companies and private businesses.

US Senator Jack Reed said, "Today we honour innovative Rhode Island businesses and individuals who have helped us take important strides in the march towards a clean energy future. As we continue to address pressing issues like climate change and high energy costs, we are reminded that some of the greatest ideas to advance energy conservation and sustainability are being developed right here at home. I salute this year's honourees for their contributions and commitment to finding smarter energy solutions."

Peter Arpin, Partner of Arpin Group, was present to receive the award on behalf of the company. Peter has been the guiding force in Arpin Group's commitment to sustainability. He is also host of the leading business sustainability network ReNewable Now, which broadcasts across many mediums.



● Peter Arpin.

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The European Union at work: is it transparent?

With the UK General Election in May, deliberations over EU membership continue to be an important discussion issue. Tony Richman shares his thoughts on the European Union based on his many years of lobbying activities.

One of the usual attacks on the EU is that it is so opaque. Rules designed and discussed behind the scenes, nobody knows what's going on except for some eurocrats, and then the Member States (MS) have to swallow the Brussels diktat. That's more or less how the argument goes. But, is it true?

Commission: an open house

The Commission. With around 26,000 staff, numerous large buildings in Brussels, 33 directorate-generals, plus a number of service bureaus and agencies - it's hard to quickly find the person/information you are looking for.

Once in though, most people are very willing to talk to you. My questions to the Commission were usually quite sensitive and often unique to our trade but I still found the staff to be helpful. After requests for a 'state of play', meetings with high-level experts were quickly set up. In general, I was genuinely surprised by the

Commission's transparency and helpfulness and the ease of maintaining ongoing contact.

European Parliament (EP): chaotic but not a fortress

The EP is often regarded as just another EU institute full of money-grabbing jerks, deciding on rules over our heads while claiming to be there for the citizens.

With 751 members and thousands of staff and two meeting locations - Brussels and Strasbourg - this democratic circus is not really a glass house. Yes, you need a pass and know how to suss out the maze - but, on transparency, the trouble is not the lack of information, rather the abundance of the stuff! The website is pretty poor and the way the political groups work doesn't help much either: the main ones are 200+ strong, so good luck finding the right MEP that actually has a real mandate.

So to find out what's going on, you need to follow 'Committees' who have

'Rapporteurs' writing 'Reports' on Commission proposals. These reports are then heavily amended, sometimes with thousands of amendments and after the Committee votes on them, they can be changed again in the so-called plenary vote.

Once in though, most people are very willing to talk to you. My questions to the Commission were usually quite sensitive and often unique to our trade but I still found the staff to be helpful.

You can also have several Committees talking about the same proposal - but which one is more important?

Then the analyses and spin, by the EP groups themselves, lobbyists and other journalists. Further on, information is often highly technical - things that often



sound super boring but are in the end, super relevant.

But usually, by delving into a subject, you get the hang of it and pull out the main threads and sticking points to communicate to a larger audience. What doesn't help is the constant travelling of MEPs between Brussels, Strasbourg and their home countries.

The Council: Black hole 1

Commission: quite open. EP quite chaotic. Council – the conglomeration of diplomats and government experts from the 28 MS: quite a black hole!

The Commission and Parliament tend to be pro-European, constantly proposing European solutions for the many problems we face. For those who do not like this continuous churning of European laws, they have a protecting mechanism: the Council.

The Council is the institute you usually see on the TV news. Heads of governments meeting several times a year when deals are struck on budgets, sanctions, etc., - the real powerhouse of Europe but also a black hole! National diplomats spending much of their posting attending endless 'Working Groups' to discuss all the proposals of the Commission, but also preparing the ministerial meetings of the Council. Some ministers have to attend these ministerial Councils on an almost monthly basis.

I call the Council a black hole because it's not transparent at all. For good reason, say people at the Council: negotiations between EU MS need to be done in a

certain outsider-free environment, so that the arguments can float and power-play can be applied without meddling of the media.

True, there are a lot of documents on the (dreadful) website of the Council. But seldom do you encounter a document telling you what's going on inside a Working Group. So - call the press officers, who are very helpful indeed, but because they work for an institute that attaches values to secrecy, can only talk 'on background bases' and can only be quoted as 'EU source' – not even 'Council source'. Otherwise the risk of distorting ongoing negotiations can be too big.

Many times, in goes the ingredients for a special recipe into the Council machinery, and then, after many months of deliberations, the end result: a very different dish! Nobody really knows how that happened, but it usually has to do with protection of national interests, lobbying by big companies, or other mechanisms.

The trilogue: Black hole 2

Still here? Good! We're nearly at the end. The EU law-making process is all about compromises. So first the Commission makes a proposal, and then the EP wants to sharpen that proposal. So it adopts a lot of amendments. At the same time the MS discuss the original proposal as well, usually with the intention of watering it down.

As the EP has now got a real say in most EU topics since the 2009 Treaty of Lisbon, a second black hole has popped up in the Eurobubble. And that is the trilogue. An informal get-together of Commission, EP and Council to negotiate a compromise text that all institutions can live with. The trilogue is now hugely popular, though it formally does not exist and really takes place in the backroom. Around nine in ten law proposals are dealt with in this way, leading to a faster adoption of laws by the EP.

But is that good for democracy? I doubt it. Striking deals is important, but there is zero transparency in this intra-institutional haggling. Not even within the EP. Only a few MEPs, usually the Rapporteur and some colleagues, do the negotiations and then present the end result with an attitude of take-it-or-leave-it to their democratically chosen fellow MEPs.

Maybe things will change but right now, the trilogue is the only way forward to deal with the range of new EU legislation the Juncker Commission will produce in the next few years.

To conclude, is the EU opaque? No, not really. But as long as you are equipped with context and contacts, you can still engage with the bureaucrats and cover the results being achieved at a European Union level.

SIRVA launches new analytics tool

SIRVA has recently launched a new enhancement to its SIRVA Connect platform: the SIRVAlytics customer insights tool.

SIRVA says that SIRVAlytics was created to build on the company's commitment to driving continuous innovation in ways that address under-served areas of the relocation and mobility market. It provides customers with access to their relocation programme data to deliver value-added benefits such as improved programme management, realisation of cost efficiencies and an overall higher quality relocation experience for employees.

"This offering is a direct response to customers' desire for greater access to real-time reporting and analytics information that will allow them to deliver improved programme efficiencies and an overall higher quality relocation experience for employees," said Linda Smith, Chief Commercial Officer at SIRVA. "The dynamic tool is optimised to show relocation data as actionable insights to meet the unique needs of each client's programme. SIRVAlytics enables customers to effectively tell the story of their relocation program."

"We take great pride in listening to our customers and responding to their needs to fill the gaps that may exist in the market with innovative solutions," said George Parr, Chief Marketing Officer at SIRVA. "With SIRVAlytics, we utilise predictive analytics to provide comprehensive analysis and deliver breakthrough insights from our customers' existing data. This tool extracts additional value for customers and empowers them to make smarter decisions and deliver better outcomes throughout the relocation experience."

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NEWS: ON THE ROAD

GOVERNMENT BACKS GREEN FLEETS TO CUT EMISSIONS

British businesses will be able to continue saving money and cutting their carbon footprint as the government announced on 25 March, 2015 that the ultra-low emission plug-in van grant will be extended.

Transport Minister Baroness Kramer confirmed that the grant, which launched in 2012 and provides purchasers with a 20% discount off the upfront cost worth up to £8,000, would be extended to meet continued demand.

In addition to lower running costs, the scheme also allows businesses that purchase the vans to take advantage of a range of tax incentives, including zero vehicle excise duty and no congestion charges in London.

Transport Minister Baroness Kramer said: "Ultra-low emission vans are cheaper to run and with a variety of models now eligible for the grant, there has never been a better time for business to take advantage and start saving money. The government is supporting UK companies that are leading the way on cleaner and greener transport."

Since 2012 the initiative has supported over 1,250 vans, with vehicle running costs potentially as low as 2p per mile.

● For more information about the range of plug-in vans and other electric vehicles currently on the market visit www.GoUltraLow.com.



● Transport Minister Baroness Kramer.



● Chris Hanson-Abbott demonstrates life-saving equipment.

Employers urged to protect workers from commercial vehicles

SteerSafe, which is represented by key members of the transport industry including veteran safety campaigner Chris Hanson-Abbott OBE, spoke out after the Health and Safety Executive called on operators to prioritise worker-safety in 2015.

Official figures reveal that one of the top three hazards at work is failing to manage workplace transport safety correctly. Others include falling from heights and failure properly to maintain and protect against dangerous equipment.

Hanson-Abbott, who has been involved in road safety for nearly 40 years, and who launched the 1980s National Reverse in Safety Campaign said, "Four decades after I first started campaigning accidents still happen. I am shocked at the hazards posed by a moving commercial vehicle. Slow speed manoeuvring is the prime cause. A comprehensive range of safety systems is available off the shelf yet only a rear-view mirror is required by law. Try seeing the blind area behind a truck with one of those. And what about all

those other blind-spots?"

"There will always be cowboy operators who refuse to pay for safety unless a system is required specifically by law," said Hanson-Abbott. "But the law is long out of date. Hence operators serious about safety feel obliged to fit extra safety equipment to cover those hazard areas not addressed by the regulations while the cowboys get a cost advantage at the expense of the conscientious. A vehicle should be fully equipped for a lone driver to perform any manoeuvre safely. This is easy today. Anything less is unacceptable."

SteerSafe is much wider in scope than Hanson-Abbott's earlier campaign and covers all dangerous blind-spot manoeuvres, not just reversing. These include the mortally dangerous long-vehicle left turn with an unseen cyclist on the nearside.

HIGHWAYS ENGLAND RUNNING MOTORWAYS AND MAJOR A-ROADS

In March the government announced the 'go-live' of Highways England, a new arms-length company that took over the running of motorways and major trunk roads from the Highways Agency on 1 April, 2015.

The new company will have new longer-term funding, which will mean it can plan ahead and invest in skills and equipment to speed up essential work and drive down costs to the taxpayer. The move is part of a radical package of road reform that is expected to save the taxpayer at least £2.6 billion over the next ten years.

Transport Minister John Hayes said: "This marks a significant way forward in how our strategic road network is delivered and managed. These reforms will mean the biggest, boldest and most far-reaching roads upgrade for decades. Ensuring we have well maintained roads and motorways is essential to a modern transport system that will boost our economy, create jobs and give more choice about where we live and work whilst delivering billions in savings."



● Highways England is now responsible for motorways and major trunk roads.

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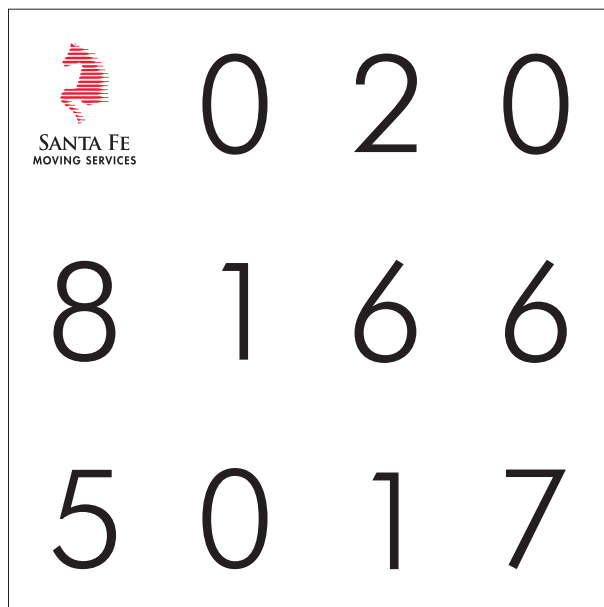
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REPORT: FIDI CONFERENCE



● Left: Errol Gardiner (left), FIDI President opened the Cape Town conference by thanking: the FIDI Board and 35 Club Board, conference sponsors, official guests, past presidents and industry experts who FIDI calls upon for advice from time to time. He acknowledged ten new affiliates and four new affiliate branches that had joined FIDI since the last conference. Errol also thanked those who had contributed to the Bertrams School appeal singling out Santa Fe for special recognition. The audience stood for a moment's silence to acknowledge those who had passed away during the past year. Rob Chipman from Asian Tigers Mobility — Hong Kong, took over from Errol Gardiner (right) as FIDI President (see *The Mover* next month for an exclusive interview).



FIDI Cape Town

A report on the FIDI conference. By Steve Jordan.

The FIDI conference is the biggest single gathering of the moving industry in the world, except IAM. It's a maelstrom of over 500 people, a logistical nightmare, a commercial cauldron. What is amazing, is that the show ever gets on the road at all. But it does, and its success is a testimony to the dedication of the team at FIDI who work very hard all year to make it that way.

This year's theme was Ubuntu, an African concept meaning 'The Power of Unity'. Was ubuntu achieved in Cape Town? I think it probably was, yes.

All in all, I think FIDI does pretty well, bringing everyone together and providing an environment in which business gets done. I know that the organisers have been concerned in recent years that it is becoming too much like IAM with a constant relay of one-to-one meetings and little group spirit. But, although there is some of that of course, I didn't really see it that way. People generally were happy to join in, the business sessions were well attended (for a change), and the atmosphere was much more relaxed than at IAM. The speakers were interesting (especially the magnificently inspirational

● Top right: Julie Romanis, from Biddulphs International, the Vice President of FIDI South Africa, welcomed the FIDI delegates to Cape Town on behalf of the local Association; right centre: "Invest in your people and you invest in your business," said Ernst Jorg as he presented the FIDI Academy in Cape Town. He individually thanked the top students, gold graduates, top 15 supporters of the Academy and the Academy trainers pool; above right: local street dancers started off the FIDI conference: a brilliant, unique, high-energy performance.

Tom Ansley), the hotel was comfortable and worked well as a venue, social gatherings were well attended and enjoyable, and the whole event was generally well organised. I enjoyed it.

That said, it wasn't all great. I was invited to attend to provide an objective report and I acknowledge that my objectivity could have me branded as a whinger. But, there's no point in me going if I am not prepared to give my opinion honestly. I would have expected Ms Tutu, given her parentage, to be able to deliver a stirring speech without having to read from a contrary iPad. She should have

had us all walking out of the room prepared to change the world. Instead most left feeling they had spent an interesting half hour.

Guy Lundy too, was a very good speaker, one of the best I have heard. But he did not target his presentation to the audience. He spoke about 'Africa Rising', how Africa is now beginning to take its rightful place on the world stage, but he never said: "And so what this means for you is ...". That was a shame. Everyone was educated and entertained, but did it give them guidance to help their businesses? I think not.

Tom Ansley has always been one of my favourite speakers of all time. I have always said that the best way to start any day is to have breakfast with Tom. He'll have you floating on air for the rest of the day with his infectious enthusiasm. I sat on the front row to listen to my hero fearing that the years might have dulled his passion. Not a bit. His presentation was a walk down memory lane; he wasn't really trying to inspire, just to entertain. As always he did both beautifully. I remain a fan.

The trip to the winery was enjoyable, apparently, unfortunately I didn't arrive in time to join in. The party by the beach was fun too with beautiful views and a great band. The gala evening was enjoyable but something went rather awry with the organisation as the main course didn't arrive until 10:15pm by which time those on my table were planning to send out for McDonalds. It was excellent when it arrived though. Sadly that was the only 'sit down' dinner of the conference and, although the lunches at the hotel were very good, I think most delegates expected a little more than finger food in the evenings. It's a lot of people to cater for in one go though. Whether, the €1,550 delegate fee was good value, I wonder.

But nobody really attends a FIDI conference for the food. Nobody is hungry. The attraction is the networking opportunity it provides and nobody could doubt its value in that respect. It was a good event and some of the delegates seem now to have got the message that the business sessions are worthwhile attending. Having successfully negotiated that important hurdle FIDI now needs its speakers to deliver. Sadly, I am not convinced that this year, despite their pedigree, they all did.

Congratulations to Errol Gardiner for successfully completing his two year term as FIDI president and best wishes to Rob Chipman as he takes on the job until 2017. Congratulations too to FIDI for raising vast funds for Bertrams School over the last few years. A worthy cause.

Down memory lane

Tom Ansley is one of the most familiar and popular figures in the international moving industry. Although he is now largely retired he drew a large and attentive audience to hear him speak about 'FIDI, FAIM and Fantasy'.

As always with Tom it wasn't so much what he said, but the way he said it that made his presentation hypnotic. From his first syllable, the audience was hooked and he gently reeled them in with his 40-minute trip down the FIDI memory lane.

He spoke of the early days of FIDI when it was run by technocrats who, as a new delegate, he daren't even call by their name. He said that the meetings were very uninteresting, spending hours discussing seemingly trivial things, and everything was translated into English, French and German. It was in 1982 that English became the official language. The idea was proposed by a German member and the French were totally unimpressed. However that change instantly made the meetings much more interesting and many more people attended.

Tom remembered his first FIDI conference, in Venice in 1969. His boss at Stuttards had not wanted him to go because he thought it a waste of money. Tom said that he often reflects on the massive role FIDI membership played in the fortunes of the company over the years. Indeed in 1979, when Tom had the opportunity to acquire what was left of Elliott in South Africa for himself, it was the existing FIDI membership that he prized highly.

Tom took the audience through a journey from the Florida meeting in 1970, the first time FIDI had been outside Europe, through to Athens in 1972 when commercialisation of the organisation was first mooted, and on with

tales that amused everyone and sparked fond memories for many. "Throughout, I was overwhelmed by the hospitality," he said. "It left an indelible impression with me. Everyone was so kind."

Quality is important to Tom. He said that personal achievement was often just a question of attitude. He always tries to catch people doing things well and praise them for it. And he is often influenced by people who performed well: for example, to this day he favours Hyatt hotels because he was once given exceptional service by a member of staff at the Grand Hyatt in Hong Kong.

In 1993 Tom became a member of the FIDI Board and set about, what became, something of a revolution for the organisation. At that time it was often difficult for some companies to gain FIDI membership because of industry politics. To formalise FIDI quality standards and membership requirements he and Bryan Bennett, from what is now TheMIGroup, set about developing FAIM as FIDI's undisputed quality standard.

He came up against tremendous opposition with companies saying that they didn't need a quality standard because they were all quality movers (completely misunderstanding the purpose of the programme) and that FIDI should be recognised as the quality standard. However, after much debate FAIM was unanimously embraced by the FIDI Board. FAIMISO followed soon after.

In closing Tom said that he greatly admires the FIDI of today, its democratic principles and the introduction of more women onto the Board. He said that wherever he goes in the world now the moving industry has given him a friend. "What other industry includes exotic travel as a main ingredient?" he asked. He thanked everyone for giving him and his wife, Loy, so much fun hospitality and genuine friendship.

The audience stood to applaud him. They all walked a little higher above the carpet as they left the room, floating on Tom's unique brand of enthusiasm and inspiration.



● Tom Ansley.

REPORT: FIDI CONFERENCE

Africa rising

Guy Lundy is a futurist and headhunter with Odgers Berndtson in Cape Town. It is partly his job to attract people to live and work in Africa.

His presentation to FIDI, entitled 'Africa Rising', explained the dynamics that have been active in Africa for many years and painted the continent as an attractive proposition for companies prepared to do their research and invest for the long term. Guy firstly explained the old image of Africa. He called it the WWF view: wildlife, war and famine. He said he could now add 'disease' to the description. This was, however, a product of the cold war with superpowers conducting proxy wars for idealistic motives such as those in Angola, Mozambique and Ethiopia. With the end of the cold war, motives changed and the wars largely stopped. With the instability removed democracy began to take over, financial institutions provided debt relief, and foreign investment began to flow in. The 54 diverse countries of Africa have seen output increase steadily and, according to Guy, will continue to do so. Recent figures show that six of the fastest growing economies of the world are African, albeit from a low base. Guy said that the world slump over the last seven years won't last forever. He believed that the rise in the US economy will drive recovery elsewhere and that this will have a positive effect on Africa.

The investment is not all coming from the Chinese, contrary to popular belief. The infrastructure of Africa is being rebuilt by countries such as Brazil and India as they recognise that the rapid growth in the continent's population, predicted in some African countries to more than double in the next 35 years, will provide tremendous opportunities. Already 50% of the population is under 20. The infrastructure investment includes solar farms, airports, rail, roads, ports and bandwidth, all essential to help manage the population growth and satisfy the demands of a rapidly developing middle class. Guy said that Africans are now much more aware of the rest of the world, corruption is generally no worse than elsewhere, democracy is rising and with increasing urbanisation, population levels will stabilise.

However Africa is a very fractured continent with historical divisions

taking time to break down. Only 13% of African trade is within the continent. The infrastructure between the countries is poor and borders are inefficient. Though new trading blocks and international rail links are improving the situation allowing intra-Africa trade to increase. Inflation is generally in single figures.

In closing Guy said that he believed Africa was moving towards a much more open economy that is developing the ability to deliver goods and services to the rest of the world. Companies going to Africa, however, need to know that it's not like other places and success depends on understanding, having the right people with the right education, the ability to diversify and the determination to invest long term.

In a subsequent e-mail exchange with *The Mover*, Guy said that big players with the money in the moving industry are likely to buy local businesses and spread rapidly across the continent in the same way that DHL had done. For example, in Namibia DHL has partnered with Engen, the fuel retailer, that has petrol stations in many small towns, and customers can drop off and pick up parcels from Engen service stations. Movers will have to work out similarly innovative solutions, recognising that the living conditions, road infrastructure, technology, Customs, ports, railways, and so on, are quite different. This will make movers more innovative and risk-taking in a way that can be applied elsewhere in the world.



● Guy Lundy.

● Rev Mpho Tutu.



Reason Global sponsors FIDI fun run

On the bright, clear Cape Town morning of 31 March, 2015 around 30 FIDI delegates shook off the cobwebs from the previous night's revelry to take part in the FIDI Charity run in aid of Bertrams Junior School in Johannesburg. The event was sponsored by Reason Global Insurance.

Small things can change the world

The Rev Mpho Tutu is the daughter of Desmond Tutu, the Executive Director of the Desmond and Leah Legacy Foundation and was the keynote speaker for the FIDI conference.

A packed hall greeted her, all eager to hear this inspirational, eloquent writer and teacher in action. She was poised, striking in her red headdress, and delivered a speech intended to promote the theme of the FIDI conference, Ubuntu: the African philosophy that requires us to work together for a better world.

She said that the concept of ubuntu is close to her heart. It represents the shared responsibility we all have to build a more compassionate, equitable and sustainable world for our children to live in. Rev Tutu contrasted the village lives that are rapidly becoming rare, with the global village we have created through the use of social media and communication technology. "When people all lived in villages they believed that the particular set of spiritual and cultural practices to which they subscribed were universal," she said. "They were unable to see beyond their horizons."

However now the village has expanded and the moving industry is part of that expansion. "Today not all the people in our village look the same or worship in the same way," she explained. "Moving is directly affected by globalisation and the unfettered movement of people, information, goods and services in the seemingly shrunken world we now call the global village. We all have our roles to play if we are to create the fairer more caring secure world we all crave. Regardless of what we do, where we do it or how much money we earn."

Rev Tutu explained that we all live through other people; we have co-stewardship of our world; we are part of something bigger; we are all brothers and sisters within the human family. She claimed that despite this the rich are still getting richer and the poor poorer. "Inequality is the challenge of our time," she said. "Africa is generating fabulous wealth but few Africans will benefit." In

fact she believed that Africa's new prosperity could be detrimental to many with increased pollution, famine and war.

She also believed that it was fair to leave these challenges at everyone's door and had some practical advice for those in business. In a commercial world it was necessary to ask three questions: What do you need? How can I help you so we can engage together? What would you like to bring to the table? "Those questions can really shift our ways of working."

In closing Rev Tutu praised FIDI for its support of Bertrams School saying that education is a gift that, once given, can never be taken away. And she implored us all to use our imaginations to think something good to do for others every day. "You don't have to do a huge thing to make our world a better place you just have to be committed. The quality of life is made up of the quality of life for each individual. If you make life better for just one person, you change the world."

It was a short bus ride to the start at Mouille Point, by the bay, with the ocean as the backdrop and the mighty Table Mountain looking on. After a short, but wise, warm up, the race was on over a 4km, point-to-point course along the promenade.

Seventeen or so minutes later it was Michel Haener from DGM Veron Grauer SA, Geneva who took the tape first, soon followed by Lisa Drewry from Taylor International in Toronto in second and Patrick Makurat from Brauns International in Bremerhaven, third. With the sun on their backs the rest of the field followed, all sporting their t-shirts, supplied by Reason Global Insurance. Many put in fast times while some were just out for a jog or even a gentle walk. All were smiling, all enjoyed the experience and all



received a congratulatory medal from Malcolm Pearson from Reason Global.

Just to make sure there was plenty of fun in the fun run, there were also prizes for the best selfie taken on the course and the best hug for the

● Michel Haener from DGM Veron Grauer SA, Geneva (first), left; Lisa Drewry from Taylor International in Toronto (second) Patrick Makurat from Brauns International in Bremerhaven (third).

marshals all of whom were dressed in animal onesies.

But the real winners were the children from the Bertrams Junior School. The money raised went to help the school expand, enabling it to educate children from tiny tots up to grade seven. As the quotation from Nelson Mandela on the back of the race t-shirts said: "Education is the most powerful weapon which you can use to change the world."

"We were delighted to sponsor the race and are thrilled that over the conference, with all activities combined, FIDI members raised over €28,000 for the school," said Malcolm Pearson. "Thanks to all those who took part in a memorable and fun morning and the many others who were unable to take part but donated much needed funds for the cause anyway."

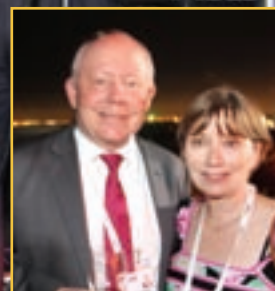
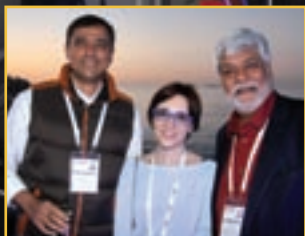
REPORT: FIDI CONFERENCE



FIDI off duty

During the FIDI conference, delegates had plenty of opportunity to let their hair down. There was a visit to the Buitenvorwaching Wine Estate, a visit to the local Baphumelele township; a beach

party hosted by FIDI South Africa; the FIDI 35-Club party in Cape Town's West End; and the gala dinner at the Lookout with a backdrop of the ocean and Robben Island. Here are a few of the photos taken to remember the fun times:



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NEWS: ON THE ROAD



Guidance on drug driving

Chevin, a provider of fleet management systems, is offering guidance to fleets on how to use its software to implement new policies relevant to recently-introduced drug-driving laws.

It is now an offence to drive with certain controlled drugs above a specified level in your blood, just as it is with drink driving. Penalties include a minimum one year driving ban, a fine of up to £5,000, up to six months in prison and a criminal record.

Ashley Sowerby, Managing Director, said: "Fleets need to respond to these changes at a policy level, both looking at how to handle anyone who is given a drug-driving conviction and also how to manage drivers who are currently taking prescription drugs."

Ashley added that there is a long list of prescription medications affected by the new laws. "If you have been prescribed them by a medical professional, there is a defence in law, but it would be much better – arguably even essential – for employers to know whether drivers are taking them in advance from a risk management point of view, especially if they could potentially affect driving ability," he said.

Ashley said that in Chevin's FleetWave software, the driver module could be used to record and monitor almost any duty of care issues and that this would be the most practical and effective method of managing the new situation for existing users. Also, licences could be batch checked with the DVLA for relevant endorsements direct from the system.

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● Left to right: second runner-up Ryan Connolly, Chris Brooker-Carey and runner-up David Hall.

Scania announces its Young UK Truck Driver of 2015

Chris Brooker-Carey of Barrowford, near Burnley, Lancashire, has won the UK Final of Scania's 2015 Young European Truck Driver competition. As such, he now holds the title Young UK Truck Driver of the Year.

This accolade secured him a place at the European Final of the event which took place at the home of Scania in Södertälje, Sweden over the weekend of 25-27 April, 2015.

Organised by Scania and supported by Michelin, Young European Truck Driver is the world's largest road safety and driving skills competition. The event has been designed to promote and encourage the highest standards of road-craft.

In finishing first, Chris Brooker-Carey fought off challenges from seven other contenders, who had

been shortlisted following a challenging online theory test. As the UK winner, Chris received a cheque for £500, a magnum of champagne, a Driver's Goodie Bag courtesy of Michelin, and a place at the European Final with contestants from 20 other European nations.

Immediately after collecting the winner's trophy Chris said: "I'm speechless, excited and very determined – I'll do everything I can to ensure I give it my best shot. I'm looking forward to the European Final immensely, in fact I can't wait to get on the plane to Sweden!"

More 20mph zones in UK

London Mayor Boris Johnson has announced that there are to be more 20mph speed limits with eight new locations in the capital being trialled. In 2013/14 more than 170 miles of London roads have had the 20mph limit introduced and almost 25% of all roads in the capital are now 20mph.

Boris Johnson said: "Lower speeds have the potential to significantly improve road safety while enhancing the environment

for walking and cycling."

Leon Daniels, Transport for London Surface Transport Managing Director said: "Piloting 20mph speed limits form a key part of our continuing work to make central London safer, pleasant and more attractive for all."

Further 20mph zones have recently been introduced in Edinburgh, Manchester, Croydon, Slough, Cambridge and Derby.

HGV levy raises more than £44 million from foreign HGVs in first year

On 25 March, 2015 Transport Minister Robert Goodwill announced that over the course of one year the HGV levy, introduced on 1 April, 2014, has raised more than £44 million from foreign HGVs.

Foreign truck operators from 90 countries have purchased more than 1.8 million levies, a time-based charge that ensures all HGVs over 12 tonnes contribute towards their use of UK roads.

Transport Minister Robert Goodwill said: "The HGV levy is proving a huge success and it is absolutely right that all trucks using UK roads should make a contribution to the wear and tear they cause. This levy is supported by the British haulage industry and has levelled the playing field for operators. UK-registered vehicles regularly pay their way through tolls and user charges in Europe and it is only fair that foreign HGVs are not exempt from charges in this country."

Jack Semple, Policy Director at the Road Haulage Association (RHA) said: "The levy is a success story. The RHA had very productive discussions with the Department for Transport as the scheme was being developed and it was brought in smoothly and on time – even though the schedule was quite demanding. A year on from the launch, the levy appears to be delivering for the haulage industry exactly what we were hoping for."

Where the levy has not been paid, the driver faces a £300 on the spot fine at the roadside. Enforcement agencies have issued some 2,500 fixed penalty notices and collected fines of over £750,000 for non-levy payment.



● "The HGV levy is proving a huge success ..."

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PROFILE: MOVEWARE



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It wasn't many years ago that computerised management systems for removals companies was considered to be unachievable. There are just too many variables: customers, destinations, types of job, materials, staff. Today, however, there are lots of systems out there all, to a greater or lesser degree, have mastered the problem. The choice of system is largely down to price, usability and what the system will do.

One company, Moveware, though not new on the global scene, is currently making a big push in the UK and Europe. It's USP? According to Jeff Mason, who has spent most of his working life in the moving industry and has recently defected to head up the company's European marketing team, it's flexibility. Making the system work as you work, not the other way around. Making it suit you.

The company was started in 2001 by Dean and Tony Kent from Kent International in Melbourne. They were unhappy with the system their company was using and wanted something better. The company quickly spread from its Australian roots and now has four operational centres: Melbourne, Bangkok, Toronto and London. Although it's had a presence in London since

2007, now that Jeff has joined the marketing effort, business has begun hotting up.

"It's a fully integrated system," said Jeff. "It handles domestic or international moves from survey to file closed. For commercial customers or fine art shippers it supports bar code inventory to manage clients' assets. It does everything a mover wants it to do, in the way they want it done."

A perception with movers has always been that they have their own ways of doing things and don't want to change to fit in with a new computer system. However, Jeff explained that there really is no need for them to worry. Today's systems are designed to work for the users and their customers and don't require anyone to 'fit in' with what the system requires.

"Flexibility is the key," said Jeff. "Look at the systems of our existing users around the world and they appear quite different. That's because the basic system has been customised to mirror the way the company operated anyway. Because we have done it many times before it's possible that, during the implementation process, a customer will choose to adopt the way we do things because they can see it's better than what they already

have. But there really is no need to do that. We can make the system fit anyone."

Moveware is, undoubtedly a complex product. Not only does it handle the move documentation it controls finances, vehicle servicing schedules, staffing, client management, customer satisfaction surveys and much more. It is equally suitable for single or multiple site operations. Moveclient is a web application that handles online enquiries and provides a separate sales analysis to help direct marketing spend. Movetransfer is a powerful system for transferring shipping documentation to users worldwide without the need for double entry. And new products and add-ons are being developed all the time to meet client demands.

"But you don't have to have everything," said Jeff. "Every function is on a separate tab on the system so you can just turn off the ones you don't want. When needs change, you turn them back on again."

As operational costs continue to rise and margins are constantly squeezed, it has become essential for companies to automate as much as possible. Just by automating monthly storage invoicing a company could save the cost of the computer system and get the rest of the benefits free. I know some people who are still sending out paper performance reports," said Jeff. "That should all be automated, especially for multi-branch operations where the quality control is handled centrally."

Despite the benefits, many people are concerned about the set-up costs and the disruption to the business during the transition. The costs, of course, vary depending on the level of complexity and customisation involved but Jeff said that it would be impossible not to make enough savings to pay for the system. "All in it probably works out at about a week's wages per operator, per year," he said. "Every customer will save that in time saving alone." Moveware makes every effort to avoid any business interruption during the changeover. Of course, the real benefit is the enhancement of the customer service which, now computerised management systems have become the norm, is essential if you are to keep up with the 21st century industry.

But Jeff has a word of caution for new adopters. "You've got to do the training," he said. "There's no point in having a system if you don't know how to get the best from it." He adds that there is no need to train staff on every aspect of the system right from the start. "Just make sure they know how to do the everyday things and then build up the training as they become more relaxed with the system or as the business needs change."

Moveware has achieved much success worldwide in the last 15 years with large companies and small. In fact Jeff recently presented at the OMNI conference in Zambia and, as a result, received enquiries from more of the industry's market leaders. But would it suit you?

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NEWS: PRODUCT/NEWS: PEOPLE

Easy lift protection

A new product from a company in the Netherlands promises to make protecting the inside of lifts much easier and quicker.



● The system in use in a lift and below, the covers hung using Velcro.

Rather than line the lift with corrugated cardboard, as many companies do, it's now possible to use a padded, sturdy plastic material that can be reused many times and gives a professional look.

The system can be assembled in just a few minutes using aluminium poles in exactly the same way you would erect a modern tent or awning. After the frame is up the covers are attached easily using Velcro. A special cover is hung over the control panel to ensure that



operation of the elevator buttons remains possible.

The elevator protection cover is available in different sizes and the various parts can be re-ordered separately.

● For more information contact Peter van den Brink at info@Liftbeschermingshoes.nl, or visit the company's website for a video demonstration of how it works www.liftbeschermingshoes.nl.

Barry Vaughn to retire as president and CEO at Suddath

The Suddath Companies have announced that President and Chief Executive Officer, Barry Vaughn, will retire in May and assume the new position of vice chairman of The Suddath Companies.



● Barry might be playing a little more golf in the future.

Barry joined Suddath in 1974 and assumed the CEO position in 2003. Michael J. Brannigan, current Executive Vice President and Chief Operating Officer, will assume the role of president and CEO following Barry's transition.

"Barry has been a great leader as our CEO for the last 12 years and a tremendous contributor at every leadership position he has held over the last 40 plus years," said Steve Suddath, Chairman of the Board. "I am extremely grateful to Barry as he has capably and proudly led Suddath through tremendous growth and through many industry, market and regulatory changes. Of note, a good portion of this growth and expansion was experienced during a period of years when other companies were retracting or could not meet the trials of a challenging economy."

As Vice Chairman, Barry will continue his leadership position on the UniGroup Board of Directors, will represent company interests in domestic and international trade associations including AMSA, FIDI and OMNI, and continue to mentor leadership within the organisation. Barry will also provide strategic direction around Suddath's ownership interests in Victoria National Golf Course, recently rated among America's greatest 100 golf courses. "Having Barry's continued involvement will also free up time

for Mike to focus on our strategy, our key customers and leading our tremendous team here at Suddath," said Steve. "This is an important chapter in an orderly transition and I congratulate Barry on an exceptional career."

"It has been my privilege to help build one of the great companies in our industry," said Barry. "While I will continue to have significant responsibilities as vice chairman of The Suddath Companies, I am looking forward to spending more time with my family as well as devoting energies to other interests. It has been a tremendous run here for these past 41 years, I look forward to working with Steve and the entire Board and watching Mike take this company to the next level."

During Barry's tenure as CEO from 2003 to 2015, Suddath experienced its most significant period of global expansion. He also led Suddath to the forefront of many industry advancements including testing and implementing alternative methods of transportation, deploying paperless technologies, growing military and government relationships and building one of the most enviable leadership teams and organisations in the industry.

It is expected that this transition will be complete by the end of May.

New role for Nick Flaxman at Pluscrates

Crate rental specialist Pluscrates has appointed Nick Flaxman as sales director.

Nick and his wife Claire started Manchester based Northern Crates in 2007 and supported Pluscrates in the north following the company's launch in 2008. The businesses merged in 2009 and both Nick and Claire remained with the enlarged crate rental business.

Nick was formally the director responsible for the management and development of the Pluscrates depot network outside London - Bristol, Birmingham, Manchester and Livingston in Scotland. His new role will enable him to focus on continued growth within commercial moving as well as bringing Pluscrates equipment rental pool to new markets.

Nick said, "We're at an exciting stage in our development and I'm



● Nick Flaxman.

really looking forward to putting more of my time and energy to implementing our strategic plan and shaping our business's future. Key in allowing me to make that change has been the appointment of Stuart Stansfield as national operations manager. He has managed our Manchester depot with great skill and I'm personally delighted that we now have the benefit of his skill sets across the whole UK."

Senior promotions at Agility

Agility Defense & Government Services (DGS), has announced the promotions of Anne Bradley and Simon Kirby.



● Anne Bradley and Simon Kirby

Both executives were previously responsible for the worldwide management of UK Ministry of Defense household moves.

Anne Bradley, who led Agility's successful bid for the MoD contract in 2010, is promoted to vice president and Simon Kirby who joined as senior project manager in 2010, to director.

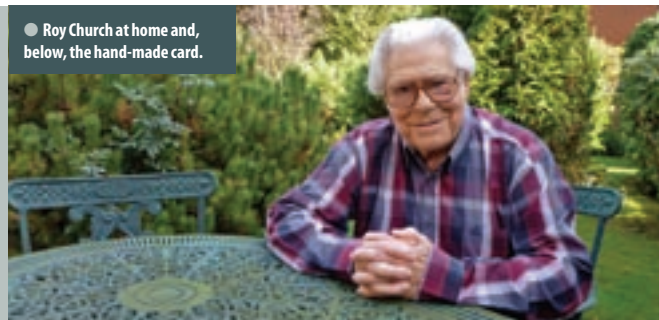
In 2010, Agility won the MoD's Global Removal Management Services (GRMS) contract, believed to be the world's largest single-source household goods contract. The MoD recently extended the

contract to April 2016.

Under GRMS, Agility DGS manages 30,000 to 40,000 moves a year for uniformed and civilian ministry personnel. The MoD has also turned to Agility DGS to plan and manage relocation of 3,000 military families and their household goods from bases and installations in Germany to the UK in summer 2015.

Since winning the GRMS contract, Agility has established strict Key Performance Indicators for its suppliers and has a 98% overall satisfaction rate among MoD personnel.

● Roy Church at home and, below, the hand-made card.



Roy Church

by Steve Jordan

Roy Church died on 18 March, 2015. He had suffered illness for some years and required regular hospital treatment. It was during one of his regular visits to hospital that his condition worsened and he lost his battle.

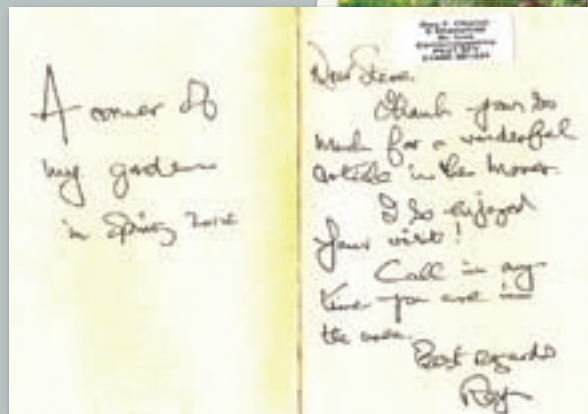
Roy was the subject of a feature story in *The Mover* in December. I am grateful that I had that opportunity and, in meeting him was able to record his life and contribution to the moving industry in some detail. Despite his position as one of the moving industry's innovators, I didn't know him well. However, when I arrived as his smart house in Cambridgeshire, to conduct the interview with him, it was as if we had known each other forever. He was very warm and welcoming, a feature of his personality that I am sure he shared with everyone he met.

After the story was published Roy sent me a hand-made card saying how much he had enjoyed our chat and featuring a photograph of flowers from his garden. What a lovely thing to do. No wonder he had so many loyal friends in the industry. Being a fastidious man, and

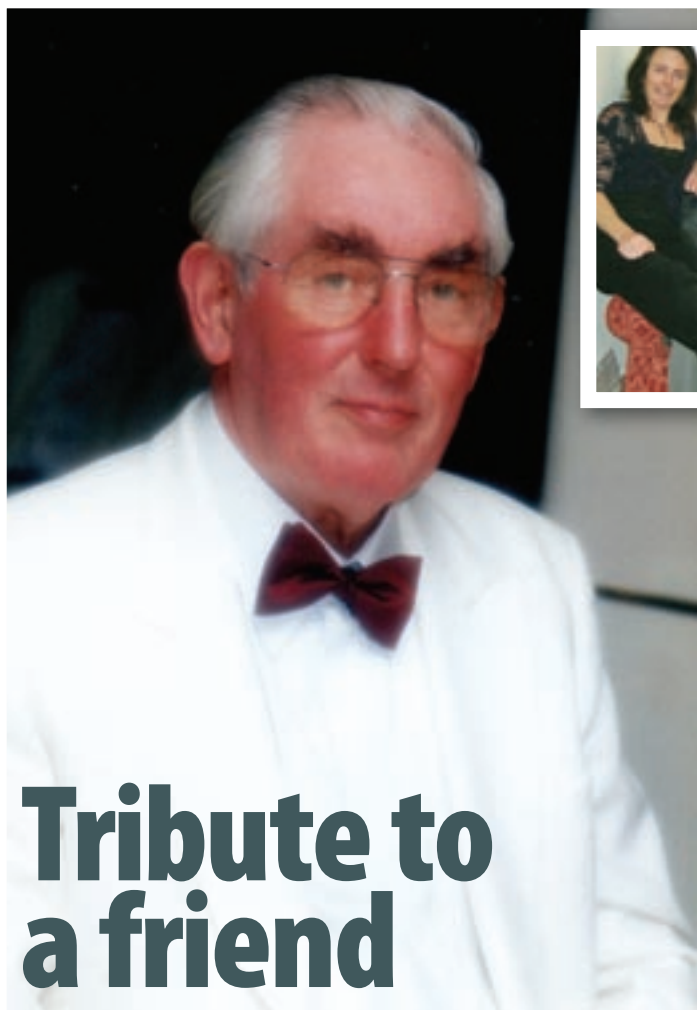
knowing that his health wasn't good, Roy planned every detail of his funeral himself. The ceremony was attended by many of his closest friends from the industry who paid testimony to his loyalty to his wife, June, who died 12 years ago; his resourcefulness at coping without her; his determination to make the most of life despite the hardships; and his bravery in facing his illnesses without complaint, frequently shrugging them off with his sharp wit.

He kept his spirits high by taking solace in his friendships which he treasured greatly. His loss was described by one close friend as "Like going to London and finding Buckingham Palace had disappeared". He was, indeed, an extraordinary man.

May he rest in peace.



OBITUARY: TED PHILP



Tribute to a friend

Edward Kenneth Philp (Ted) died peacefully at home on 17 March, 2015 just a few weeks after his wife, Doreen, had also passed away. Ted was 89 years old. He and Doreen had been married for over 61 years.

For almost 60 years Ted had been an important part of the UK and international moving industry. His legacy has already outlived him and will continue to be felt strongly throughout the industry for many years to come.

Like many of his generation, Ted had a humble upbringing after his father died young, from the effects of his time serving in the trenches in France, leaving his mother destitute with Ted and his elder brother Roy to bring up. Maybe it was this experience that helped Ted maintain a pragmatic outlook on business, despite his later success with Pickfords, that meant the needs of smaller companies were never far from his mind.

It was the principal of Ted's technical college in Tunbridge Wells who introduced him to Mr Webb,

from Pickfords in the High Street. The interview, apparently, was conducted one Friday afternoon in a Morris Eight car as Mr Webb did his calls for the day. Ted started work with Pickfords the following Monday. It was soon after that Ted met Doreen, who was the sister of his lifelong friend, Alan. The couple were married in 1953.

Ted volunteered as a navigator in the RAF during the War attaining the rank of sergeant. He was demobbed in 1948 and returned to Pickfords where he worked at various depots including Hastings, Redhill, Bradford, Windermere, Bolton and Brighton before becoming the manager of the Tottenham branch in 1967.

Michael Gerson, who read a eulogy to Ted at his funeral, said that Ted always had a keen eye for business. When in Brighton, he made maximum use of his vehicles



● Ted in his DJ and, (above) with his family.

by using them for removals during the day and for theatrical moves at night. His branch far outstripped target profits and nobody at Pickfords quite knew how he was achieving it.

In his eulogy Michael explained the difficult political situation between Pickfords and the rest of the industry at that time that meant Ted had to develop his talents somewhat isolated from the other principal players in the business. After his move to Tottenham, Ted was entrusted with the international side of Pickford's business. This gave him the opportunity of contributing more than anyone else to the status and profitability of the company, while the small number of other movers who specialised in overseas moving got to know Ted and benefited from the wisdom that he shared willingly.

Ted's generosity to the rest of the industry played a major role in overcoming the latent hostility towards Pickfords at that time. Michael said that he found himself in agreement with Ted on many issues and worked closely with him negotiating with government bodies such as Customs & Excise, Inland Clearance Depots, The Office of Fair Trading, Price Control Commission, etc. Through this time Ted's impartiality, attention to detail and persistence were recognised by all who worked with him.

It was in the early 1980s that disaster struck the international moving industry when two companies, QRS and Severn Seas, apparently purposely defrauded members of the public by taking money in advance with little intention of completing the shipment. Questions were asked in the House of Commons and the respectable side of the industry set about making sure this would not happen again. Ted, Michael and others were the founding fathers of the BAR Overseas advance payment guarantee, now

administered by IMMI, that came to the rescue and still today provides peace of mind for thousands of private shippers.

Ted also served the industry as BAR president in 1986, was a key member of the Overseas Group Council for many years and served extensively on the freight negotiation committee being instrumental in the formation of the Movers Trading Club (MTC). After leaving Pickfords he worked with a number of companies, most significantly, with Britannia. He also remained a director of IMMI, regularly visiting the company's offices in Guernsey and providing comprehensive reports to the BAR Overseas Group. He finally retired in 2000 at the age of 74.

In every organisation there are a handful of people who keep everything going. Ted was one of those people in the UK international moving industry and everyone who makes their living from it today owes him a debt of gratitude.

His funeral on Thursday 9 April was a quiet affair with a handful of his closest colleagues from the moving industry joining friends

In every organisation there are a handful of people who keep everything going. Ted was one of those people in the UK international moving industry...

and family to pay their respects to this industry statesman. Ted was diligent, fastidious and had an encyclopedic knowledge which he was happy to share for the benefit of all who had the wisdom to listen. He was a quiet man, hardly ever raising his voice or showing anger. He was kind, particularly to those who were inexperienced and needed guidance. But he didn't suffer fools at all. Those who worked with him knew perfectly well when Ted was not pleased: just a glance was enough to register his displeasure and make others think again.

Ted Philp was a gentleman and with his passing the moving industry worldwide has lost a friend. Nobody should be in doubt at his contribution or forget the dedication he showed over so many years, largely for the benefit of others. May he and Doreen rest peacefully.



● Gus Sunwoo.

GUS SUNWOO PROMOTED IN KOREA

Asian Tigers Mobility has announced the promotion of Gus Sunwoo to vice president for its Korean offices. In his new role, Gus will be responsible for the day-to-day operations on the household goods side while simultaneously heading up the relocation division.

Gus previously served as the executive director for client services, supporting the efforts of the sales, marketing and operations teams. He joined Asian Tigers Mobility in 2011 with a strong background in sales and business management.

Born and raised in Paraguay, he spent 20 years working and living in California before making the move to Korea. Gus speaks fluent English, Spanish and Korean. He also holds the Worldwide ERC Global Mobility Specialist (GMS) designation.

"First I have to say thanks to Joseph Song I CEO Asian Tigers Mobility – Korea, who not only gave me all the tools to succeed but has shown me what true leadership means," said Gus. "This is an incredible opportunity and I look forward to contributing to Asian Tigers' growth while continuously learning and expanding my own skills and knowledge in this industry."

ASHLEY ALDACO JOINS AIREs

Ashley Aldaco has joined the AIREs West Coast Regional Office in Huntington Beach, CA as a new account manager. She joins AIREs after a long tenure with one of the company's most trusted corporate housing real estate partners, working heavily in sales.

"We are excited to have Ashley as part of the AIREs' Team," said AIREs Regional Director of Corporate Business Eric Reed, SCRP, SGMS. "Her enthusiastic, results-oriented attitude make her a good fit for our corporate culture. Her experience, critical thinking and customer-centric focus will bring value to our clients and their programmes. We look forward to her contributions in our South West region."

Ashley will be serving clients and prospects in Southern California, Arizona, Nevada, and New Mexico.



● Ashley Aldaco.

Oonagh O'Connell appointed as head of account management for Crown

Crown World Mobility has appointed Oonagh O'Connell, a mobility and HR specialist, to the new position of head of account management, UK and Ireland.

"Oonagh has an impressive track record across numerous key sectors and will further strengthen our ability to forge long-term partnerships with our clients," said Peter Sewell, Regional Director for Northern Europe.

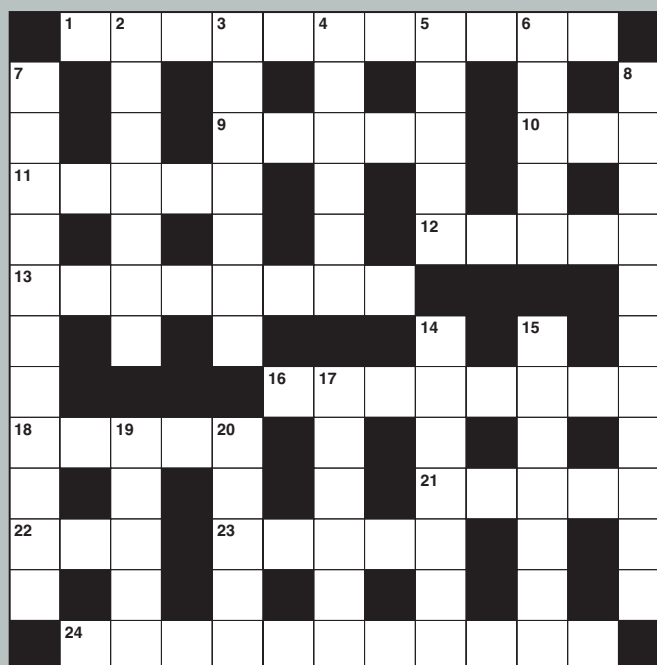
Prior to joining Crown World Mobility, Oonagh held senior positions in a diverse range of sectors including FMCG,



● Oonagh O'Connell.

professional services and retail. Most recently Oonagh was senior global mobility manager at DIY giant Kingfisher plc and, prior to that, spent five years as head of international mobility at Deloitte.

Puzzles



ACROSS

- 1 Nimble; fast (5-6)
9 Coarse twilled cotton fabric (5)
10 Self-esteem (3)
11 Wedge placed against a wheel (5)
12 Judged; ranked (5)
13 Opposite of backwards (8)
16 Increase (8)

- 18 Curbs; muffles (5)

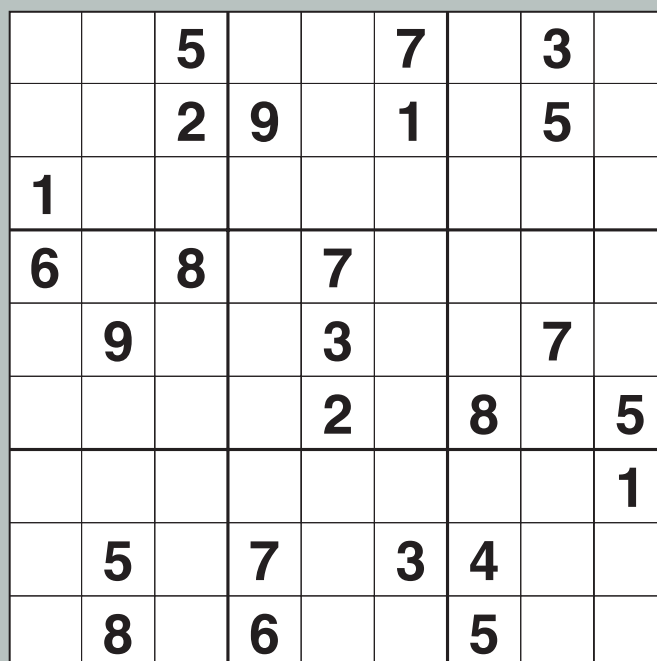
- 21 Hurlled (5)
22 Annoy continuously (3)
23 Gardening tool (5)
24 Compassionate (11)

DOWN

- 2 Not outside (7)
3 Item used to cut metal (7)
4 Pal (6)

- 5 Smell (5)

- 6 Chris ____ : tennis champion (5)
7 Gathering information (4-7)
8 Bird of prey (6,5)
14 Not subject to a levy (3-4)
15 Japanese warrior (7)
17 Looked for (6)
19 Humid (5)
20 Sharply inclined (5)



NEWS: PEOPLE/YOUR COMMENTS

Laura Nelson appointed managing director of RTITB

Laura Nelson has been appointed managing director of the UK and Ireland's largest workplace transport training accrediting body and leading Driver CPC Consortium, RTITB, following more than nine years of service.

"I will continue to help drive safety and strongly believe that accredited training benefits the industry, by significantly reducing workplace transport operation risk," said Laura. "We aim to strengthen our partnerships with accredited organisations and strive to educate those purchasing training, to help them and, ultimately, their customers, to heighten safety."

Laura has been operations director since 2010. She has studied business growth and development at Cranfield School of Management and qualifications include a Certificate of Professional Competence in National Road Haulage and ISO 9001 Lead Auditor.

"Laura has shown great strengths in her different roles at RTITB, and especially in her role as operations director," said Mike Williams, Chairman RTITB. "She has demonstrated a dedication to the

organisation's safety, efficiency and strategic vision. She is enthusiastic and passionate about improving safety, and we are confident in this new role Laura can lead the business through its future path of strategic growth as we embark on expansion ventures, such as the Middle East and India."



● Laura Nelson.

YourComments

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

So how would you have done it?

The Mover, January 2015, page 7

Julian Rout

Director, Lifting and Access Solutions

In response to your article, "So how would you have done it?" Issue 046, January 2015, I too was left troubled by the image of those broken railings in Knightsbridge, where two men lost their lives whilst trying to lift a sofa over a balcony.

My company, Lifting and Access Solutions, offer a full range of installation services, including delivering sofas, and other heavy furniture, to flats and apartments. I have lost count of the amount of times a customer has asked if LAS could pull an item up the outside of a building, using just webbing, in order to keep the price low. I have seen guys from other companies, hanging over balcony rails, pulling furniture up four stories, and I just wince. Why take the risk? The customer may be getting a cheaper price, but you have a duty of care to look after your employees, and not to endanger the lives of the public.

At Lifting and Access Solutions we have a couple of safe options we use. The most cost effective method would be a furniture hoist. This must be used with the support of the bars in place, allowing the hoist to rest on the support bars, rather than the balcony rail. This facility is available on furniture hoists up to the height of a second floor. If it were not possible to use a hoist, then we would utilise our crane

service. Often, removal companies would employ us under a 'contract hire basis', this means we provide the RAMS and lift plan and supply a crane, crane operator, appointed person, crane supervisor and slinger/signaller. Lifting and Access Solutions would be responsible for all aspects of the crane lift, including slinging the goods.

Crane hire and contract hire lifts are two separate services. In short, crane hire means the customer is legally responsible for the entire lift, and the crane. Whereas, contract hire lifts means they're not.

Both these services have a cost involved, but that is minimal compared to the loss of life.



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The White & Co Mystery Mover



Congratulations to Albert Perianayagan from Felix Relocations in Singapore for correctly spotting Bill Cain from Santa Fe last month. He looked young in the photo but Bill was also looking sprightly at FIDI in Cape Town a few weeks ago. This month the photo looks even older, but who is the young gentleman? The first correct answer out of the hat will receive the coveted White and Company Red and Black Watch. Answers please to editor@themover.co.uk

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Roy Brace takes on special projects for TheMIGroup

Roy Brace from TheMIGroup is stepping down from his role as vice president, global moving services support, to involve himself more with special projects for the company. His current role will be performed by Andy Neall.



● Left to right: Rick Bennett, Roy Brace and Andy Neall.

Roy started working with TheMIGroup on 15 May, 1979. Initially he fulfilled a sales and surveying role before becoming the assistant general manager for Rod Hopkins in Toronto. In the early 1990s Roy was the general manager of the company's Vancouver branch before becoming the executive vice president for the Canadian region. In 1999 he moved to New York as the executive vice president for the seven US States of the Eastern Region.

After a subsequent business re-organisation, Roy took on the role of vice president of client services for the Eastern Region before later assuming the role for which he was best known worldwide as the group's front man, looking after its global network of agents.

"When I took over we had far too many agents," said Roy. "So I set about getting the number of partners down to a more manageable level. This way we were able to send a decent volume of traffic to all the agents and build true partnerships with them. It worked very well."

For many years now TheMIGroup has acted as a Relocation Management Company (RMC) rivalling organisations such as Cartus and Brookfield. "Our partners are loyal to us and we are loyal to them," said Roy. "If we ever have a problem, we work with them to sort it out. We think that's the best long-term policy, helping us to build stable relationships and maintain the highest quality service."

During his career Roy has particularly enjoyed two aspects of his work: running a business unit and meeting people around the world. "When I was a general manager I had 40-50 staff I worked with every day," he said. "We worked together as a team to build the business and create our own success. It was

a very exciting time."

But it is being around people that Roy enjoys most, building relationships and making friends around the globe on the telephone or by attending conventions. "This is a people business," he said. "It was most rewarding for me to go to conventions all over the world and pretty much know everybody." Roy's extended team stretched to over 100 providers that he managed and cared for with compassion and integrity.

Roy's position has now been filled by Andy Neall who is also well known worldwide and has been with TheMIGroup for many years. "Roy's are huge shoes to fill," he said. "He has a fantastic record and has created wonderful agent relationships over a very long period. He's a straight talking guy. You always know where you are with him. I know our partners and friends around the world will miss him very much."

In fact TheMIGroup threw a party for Roy at the start of the FIDI convention in Cape Town. The invited guests were those who had been particularly close to Roy during his career. Everyone who was invited turned up demonstrating the respect the industry has for him and testimony to the high regard in which he is held.

But Roy is not ready for retirement yet. Far from it. He is now handling special projects for the company and is currently re-writing the company's quality manual in preparation for upgrading its ISO 9001 accreditation from 2008 to 2015 which comes out later this year. "I like to keep busy," said Roy, knowing that the company has plenty more projects lined up for him in the future. "An idle mind is the Devil's workshop."

Puzzle solutions



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2	5	1	7	8	3	4	6	9
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Tony Allen: And finally...



Glossophobia

How do you feel about being locked in a darkened room full of tarantulas? Well, according to a recent survey, if you are anything like the average person, you would prefer this to actually having to make speech in public.

Unfortunately, this is something which, sooner or later, many of us will have to do. Weddings, funerals, birthdays, our job; whether we like it or not, one day the call might come. But why do we dread it so much? What happens to us when we hear those words: I wonder whether you would like to make a speech ...?

"Thank you for asking but in fact I would absolutely hate it. Between now and when I make the speech my life will be full of terror and sleepless nights. I will spend this time with the feeling that a steamroller is slowly moving towards me and I won't be able to get out of the way. I'm afraid I will have to say no."

How many times, in the moments before you are about to stand and make your speech, do you wish that this had been your response? What do we normally reply?

"Thank you for asking, I'm really flattered. I am really looking forward to it."

I've made a lot of speeches in my time and in my experience it's often not really as bad as you think it's going to be. I've known lots of first time speakers who find it so exhilarating that they actually want to get up and do it all over again.

No matter how many times you make speeches, you still get nervous and there are always speeches that don't quite work – get over it! Even the best speakers have this problem. I remember once at a BAR conference when the guest speaker was the late Lance Percival and I was designated to look after him beforehand. Now some of you might not remember him but I can assure you that he was an extremely proficient actor and comedian with lots of experience on stage and screen. He was a very nice man – but appeared extremely nervous; I was due to make a speech myself at the same conference and I must confess I found this very encouraging (schadenfreude?). I should tell you that he then went on to make an absolutely amazing speech (damn and blast!).

The one thing I do know is that (to paraphrase) 'an unprepared speech is not worth the paper it's written on!' Or to put it another way, it really is true to say that: failing to prepare is also preparing to fail. In my experience the speeches that you feel most confident about, and therefore don't bother to prepare for, are often the ones that don't go down so well. So even if you are asked to make a speech at short notice and you haven't had a

chance to prepare (and after you have been to the men's room) and if you have time, write a few key words down on the nearest piece of paper with a hastily borrowed pen (toilet paper doesn't work). At least this will give you some structure and might help if your mind goes blank – a curse which can strike even the best.

An old boss of mine said to me once that public speaking was all about the 'three ups'. These were: stand up; speak up; then, as soon as possible, shut up. Good advice really because, when you come to think of it, we want to make our speech as if we are the absolute epitome of good entertainment. But we are not professional actors and we are not professional comedians. So prepare, practise, and relax. And finally when that steamroller finally judders to a halt just before it gets to you, don't just stand up and launch into your prepared speech,

"Thank you for asking but in fact I would absolutely hate it. Between now and when I make the speech my life will be full of terror and sleepless nights. I will spend this time with the feeling that a steamroller is slowly moving towards me and I won't be able to get out of the way. I'm afraid I will have to say no."

start with a non-scripted aside in the form of a question (Isn't this a lovely venue? Are you all nice and relaxed? etc.). This will relax you and, most of all, it will relax the audience – they are on your side. If you try to be too perfect, any mistakes you make will only in turn make the audience become tense on your behalf. For this reason even professional speakers, who probably are word perfect, go out of their way to appear slightly more spontaneous – you just watch. So finally, I know I've used the word 'relax' quite a lot. But it's true, nobody is expecting miracles from you – but it's a lovely surprise when it happens.

And talking of miracles, I've got to make a speech at a charity ball in a couple of days' time. I think I might hire a room full of tarantulas instead.



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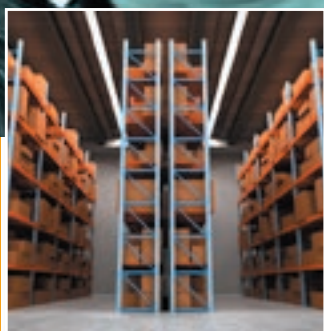


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