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Issue 074 May 2017 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover

The independent voice of the global moving industry.

## FIDI IN DUBAI

A report from the city of extremes.  
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# TheMover

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## LEADER

## Politics: don't get me started

Steve Jordan, Editor



**N**ow I don't often get political, but all this nonsense is getting my goat.

Last June, we had a referendum in the UK and decided to leave the European Union. We are a democracy and 52% of the great British public said go, so we go. In March, our Prime Minister started the official process by confirming to Brussels that we would be out in two years' time. The process is irrevocable. She has done what the people told her to do. In March 2019, we will be gone and nothing can stop it.

The requirement now is for everyone to pull together and sort out the best possible outcome from, what I believe, was a daft decision. But what do we have instead? Our ruling class squabbling day in day out about who's going to do the talking. Some still think we might be able to stay in the club if we ask nicely. Children please! Stop it! This is serious. For once stop trying to further your own careers pointlessly and think of us lot for once. You are all like dogs chasing a bus: you wouldn't know what to do if you caught it.

I am repeatedly told that the job of Her Majesty's Opposition is to oppose. No, it's not. It's to hold the government to account, not to oppose everything, automatically, for the sake of it. It's barmy chaps, please behave! It's like living with a bunch of ten-year-olds except you can't shut them up with chips and an *X-Men* DVD.

We now have a general election. It might be the best thing if one party ends up with a strong majority and can just crack on and do the work without having to look over their shoulders all the time. But allow me to give them all a piece of advice: we'd like it much more if you'd stop sniping at each other.

Surely, by now, politicians must realise that the public has grown weary of their childish games. We are not taken in by it, we just despise them all for patronising us. It's time for them to grow up. Whatever colour the Prime Minister wears I don't much care. But if we are on the threshold of a new world order, let's have a parliament that treats us like adults and gets on with the job – just like the rest of us have to, whatever Brexit, Trump or Emmanuel Macron serve us.

**Steve Jordan**



● Nathan and his instructor during their skydive.

## Nathan Burke raises thousands for hospice charity

Nathan Burke took to the skies to raise vital funds for a hospice local to Burke Bros Moving Group's head office in Wolverhampton, after losing his mother to cancer.

**T**he fundraising skydive, 'Jumping for JK', was in memory of Jill - Gary Burke's former partner - who was diagnosed with stage-four cancer in early December 2016 and very sadly passed away, only a matter of weeks later in January.

During his mother's illness, Nathan became aware of the exceptional work that Compton Hospice, a charity that supports patients facing life-limiting illnesses and their families, does. Their purpose is to make a difference to people's lives when their illness is no longer curable. A fully qualified team of doctors, nurses and support workers are on hand to provide the best possible care for patients and their families during the most difficult periods.

Nathan's fundraising has raised over £6,500 thanks to numerous individuals who knew Jill, as well as organisations associated with Burke Bros Moving Group.

Gary Burke, Managing Director of Burke Bros Moving Group, speaking about his son's achievements said,

"I am extremely proud of Nathan's strength and willingness to help others at a very sad time in his own life. I would also like to add my thanks as Nathan's dad to everyone who has helped him with this challenge."

**"I am extremely proud of Nathan's strength and willingness to help others at a very sad time in his own life."**

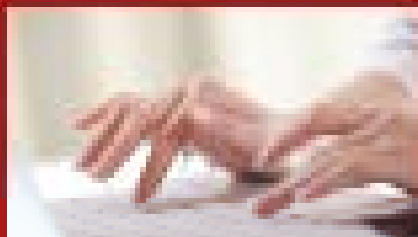
Gary Burke

The skydive was successfully completed in Whitchurch on the morning of Saturday, 4 March. The funds raised are vital to help Compton Hospice extend its facilities and continue to provide essential services to many more people.

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## NEWS: UK

## Insurance Premium Tax Increase from 1 June – a more practical transition

Following the announcement in *The Mover*, January 2017, Adam Kellaway from Basil Fry has provided updated information about how the increase in Insurance Premium Tax (IPT) will be applied from next month.

As outlined in the January issue, the rate of Insurance Premium Tax (IPT) applicable to all insurance premiums is due to increase to 12% from 1 June, 2017. Fortunately, unlike the previous rate increases, the government has allowed a more practical transition period of a year, outlined as follows:

The new rate of 12% will apply to all premiums for policies incepting on or after 1 June, 2017.

For all policies incepting prior to 1 June, 2017 the old rate of 10% will apply to all mid-term/year-end premium adjustments and 'deregulated' IPT declarations submitted to insurers (thus being treated as received by the Inland Revenue) prior to 1 June, 2018.

All mid-term/year-end premium adjustments and 'deregulated' IPT declarations submitted to insurers on or after 1 June, 2018 will be subject to the new rate of 12%.

For those who are providing cover to your customers under the 'deregulated' route, you will not need to make an interim IPT declaration to your broker, unless your policy expires during May 2018. The extended transition period also allows you more time to notify any long-term storage customers of the increase and adjust your invoicing accordingly. Your broker will advise you once the increased rate is being applied to your insurance premiums, as well as notifying you if an interim adjustment will be due as the 1 June, 2018 deadline approaches.

For further information please contact your insurance broker.



● Adam Kellaway.



● The Brexit vote has led to many people shelving their moving plans.

## House hunters get Brexit jitters

New research from campaigning and advice body, HomeOwners Alliance and warranty provider, BLP Insurance, has shown that more than one million UK adults have shelved plans to purchase a new property because of the vote to leave the European Union.

The referendum result is just one of a number of factors causing British homeowners to stay put rather than move property. The research found that overall, 7.5 million UK adults have put off plans to move this year.

In addition to the perennial challenges around rising house prices (26%), increasing cost of living (25%) and difficulty securing a mortgage or re-mortgaging (25%), almost one in six (15%) of those who stated that they had put plans to move on hold said that the Brexit vote was behind their decision. Those in the North East (27%) and Northern Ireland (21%) were the most likely to have cancelled plans to move.

Paula Higgins, Chief Executive of the HomeOwners Alliance said, "Our research demonstrates that both first-time buyers and those who already own a home are choosing to play it safe in these uncertain times. The government could help to ameliorate the situation, by looking again at stamp duty. It remains

stubbornly high and acts as a drag on the market. Reducing the burden for genuine owner-occupiers could really help to keep the market moving in these uncertain times."

**"Our research demonstrates that both first-time buyers and those who already own a home are choosing to play it safe in these uncertain times."**

Paula Higgins

The data is from the 5th Annual Homeowner Survey conducted by YouGov for the HomeOwners Alliance and BLP Insurance. The survey polls over 2,000 UK adults on housing concerns and the latest trends affecting homeowners and those aspiring to own.

## John Mason brings family together for golden and ruby wedding anniversaries

Over couple Cath and Sam Alwan couldn't believe their luck when John Mason International Movers called to tell them that they had won the company's Australia Day competition - a pair of tickets to Australia!

John Mason this year put together a quirky *Crocodile Dundee* tribute video celebrating Australia Day, which caught Cath's eye as she browsed her social media. When she saw there was a chance to win a trip Down Under, she thought she'd give it a go.

Cath and Sam had been planning to visit her brother and his wife in Perth this year as she and Sam are celebrating their ruby wedding anniversary and her brother Paul and his wife Denise are celebrating their golden anniversary. However unexpected expenses meant that their plans had to be shelved. But now they can resume their plans. Indeed, when Cath took the call from the company, she didn't believe the news at first saying, "I never win anything! Are you sure?"

Simon Hood, Sales and Marketing Director John Mason said, "It was one of the best phone calls we've ever made, Cath's joy and excitement at the forthcoming trip are infectious and we can't wait to hear all about it."

After being assured she really had won, Cath was overwhelmed with excitement and is now planning her family's double celebration. "I can't wait to tell everyone," said Cath. "I don't usually enter competitions and never win, but I am so happy that I entered this one."



● Cath and Sam Alwan celebrate their win.



● Scania's new sales centre.

## Scania opens Europe's first indoor Used Truck Sales Centre

Scania (Great Britain) Limited has opened what is believed to be Europe's first dedicated indoor Used Truck Sales Centre.

The centre is located close to the M6 in Warrington, Cheshire, and includes a showroom large enough to accommodate 60 vehicles at any one time.

Peter Ross, UK Used Export Sales Director for Scania (Great Britain) Limited said, "Scania is a leading player in the UK used commercial vehicle marketplace and our UK Used Truck Sales Centre has been designed for operator-convenience and to reflect the brand values associated with our products. Most importantly, the centre simplifies the buying process by providing a facility which offers used truck sales, finance and insurance all under one roof. In addition to the showroom

itself, the centre has a customer lounge where purchases can be negotiated in a comfortable and relaxed atmosphere. Everybody is welcome, no appointments are required and we look forward to welcoming customers at any time which suits them."

The centre's stock, together with all other used vehicles available within the UK Scania network, can be viewed online at <http://used.scania.co.uk> or via the Scania Used app, which can be downloaded from the App Store (iOS) or Google Play (Android).

The centre is open 0900-1800 Monday-Friday and 0900-1500 Saturdays. Viewings on Sundays and other times are by arrangement.

## Pickfords Business Solutions awarded BBC framework agreement

Following a formal and robust bid procedure led by Martin Budd and Pat Hughes, Pickfords Business Solutions has announced that the company has been awarded a place on the new moving services framework agreement issued recently by the BBC.

Pickfords' commercial moving team will be working with the BBC on its internal and external

relocation programme across the UK and Ireland.

Head of Business Solutions Martin Budd said, "We are delighted to have been awarded a place on the BBC Framework and are looking forward to working collaboratively with the BBC to help the corporation achieve its workplace change projects over the next three years."

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## REPORT: FTA CONFERENCE



● FTA's James Hookham hosted the event.

# FTA hosts Keep Britain Trading Conference

Over 300 delegates, including representatives from the UK government, gathered at London's Queen Elizabeth II Centre for the Freight Transport Association's (FTA) Keep Britain Trading Conference on 15 March.

**A**fter welcoming delegates to the conference, FTA's Deputy Chief Executive James Hookham introduced a number of speakers from the world of business, politics and economics, each of whom explained the challenges ahead following the Brexit vote and the possible effects it could have on Britain's trade with Europe and the rest of the world.

Minister of State for the Department for Exiting the European Union, Rt Hon David Jones MP gave an up-beat keynote speech saying that Britain's exit from Europe would result in better regulations for the UK's transport sector, including modernising customs procedures with the aim of maintaining frictionless trade with the EU. There would be no 'cliff edge' and the government would seek a transitional period to allow time for new arrangements to be brought in.

The Great Repeal Bill, which will be implemented when Britain leaves the EU, will bring all EU laws onto the UK's books and will be debated and amended by parliament as required over the following years.

Professor Jim Rollo from the University

of Sussex was a little less optimistic and was sceptical that an agreement could be reached within the two-year negotiation time frame, bearing in mind the number of Member States involved and the complexity of the issues under discussion. He did, however, agree that it would be essential for a period of transition to be implemented but that such arrangement should not be allowed to go on too long.

Professor Rollo's colleague, Dr Emily Lydgate, then took to the stage to explain the various trading options open to the UK after Brexit. The government's decision not to remain in the single market will mean that alternative agreements will have to be negotiated both with the EU and the rest of the world. While Emily's rather technical presentation broadly outlined how such agreements would work, it was clear that the reality of reaching Free Trade Agreements with our future trading partners would not be easy.

Later, during a panel discussion, Robert Ballantyne, Chief Executive of the British Ports Association, voiced his concerns about possible increased customs checks, especially at the major RoRo ports such as Dover, where as many as 10,000 trucks a day pass through. The UK ports facing Ireland, where there are currently no customs or immigration checks, would also turn into bottlenecks if new regulations were introduced.

Many other concerns were discussed, including the need to ensure that non-UK workers in the transport industry are

allowed to continue in their jobs. It was pointed out that the 60,000 foreign drivers currently working for UK firms are vital to the wellbeing of the industry, which is already struggling with a shortfall of over 40,000 drivers.

David Wells, Chief Executive of FTA closed the conference by thanking all delegates and speakers for their contributions. David pointed out that Britain is a net contributor to the EU budget as well as a massive market for the EU, especially Germany, and that consequently we are in a strong negotiating position and should not be downcast about the outcome. There would be bumps along the way but things are as tricky for the EU as they are for Britain.

He said the FTA will be working hard to make sure the government recognises the transport and logistics industry is the backbone of trade, manufacturing and commerce in this country. He encouraged everyone to take part in FTA webinars and seminars to keep up to date with the latest Brexit developments and urged managers to respond to FTA surveys and consultations, as this is how the Association provides feedback in response to government requests for information.

On leaving, all delegates were presented with the FTA's Brexit Manifesto, which explains the Association's policy across seven key points of the Brexit negotiations.

● For more information about Brexit and to view the FTA's manifesto visit [www.fta.co.uk](http://www.fta.co.uk).



**Rt Hon David Jones MP gave an up-beat keynote speech saying that Britain's exit from Europe would result in better regulations for the UK's transport sector.**



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## NEWS: UK



● Franchise Conference members at Stamford Bridge ground.

## Bishop's Move holds annual Franchise Conference

Bishop's Move held its annual Franchise Conference at Stamford Bridge, the home of Chelsea Football Club, on 28 February, 2017.

The event, which played host to Bishop's Move's extensive franchise network, provided an opportunity to review areas of the business and discuss objectives and strategies for 2017/2018. After the meeting, held in the Vialli Suite, the attendees were given a guided tour of Chelsea Football Club.

Bishop's Move has a network of

11 franchises operating across the UK and all were represented at the event.

Lead by Bishop's Move's Managing Director, Al Bingle, the Franchise Conference featured talks from Bishop's Move's senior management team and a 'Question and Answer' session.

Al Bingle said, "We continue to see the success of our business

model and now this success is being shared by an increasing number of franchisees. When selecting a franchisee, we look for service levels, membership of BAR and family businesses with a similar philosophy to ours. It was fantastic to have another well-attended and positive franchise forum and I would like to thank the attendees for their ongoing commitment. We very much look forward to putting the plans discussed into action over the forthcoming months."

### Expansion of vehicle fleet

2017 has seen the continuation of the expansion of the Bishop's Move vehicle fleet with a number of newly acquired vehicles within the franchise network. This additional fleet complements the company's previous £1.2 million investment in 2015 in 13 custom-built Ryder DAF vehicles across its national branch network.

The new franchise fleet includes vehicles at Bishop's Move Cardiff, Cornwall, Farnborough, Newcastle, Norwich and the West Midlands. All the vehicles have Bishop's Move's distinctive full yellow livery.

The decision to expand comes as a direct result of additional business secured across the group and coincided with the company's recent Head Office relocation to spacious new offices in Surbiton, Surrey.

## TOP REMOVALS ADDS NEW VEHICLES TO THE FLEET

London-based moving company Top Removals has recently added two new 940ft<sup>3</sup> 3.5 tonne MaxiMover vans to its fleet.

The new vehicles, which also feature the company's new livery, were chosen for their easy loading, ability to manoeuvre in London's small and busy streets and increased capacity for the type of vehicle. Each van is also equipped with a built-in aluminum ramp, GPS tracking and an additional security system for the rear barn doors.

**"These new vehicles will be used for UK collections following our successful bid to join the IAM..."**

Emil Perushanov

Top Removals' Managing Director Emil Perushanov, said, "We have opted for the 3.5-tonne MaxiMover to give us better manoeuvrability in city centre loading areas, as well as easier parking. It's an environmentally friendly vehicle that will offer a better moving experience to all our customers, as well as improved safety features for the staff who now don't have to operate a tail-lift. Opting for low-loader vans will also increase our productivity, reducing the time and effort needed to load and unload. These new vehicles will be used for UK collections following our successful bid to join the IAM which will add more trade clients to our books."

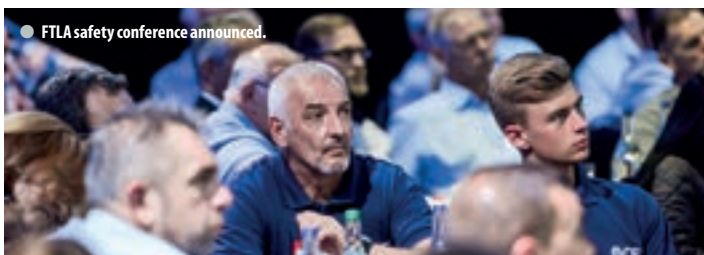
Two more vans from the same supplier, MaxiMover, will be added to the fleet in the summer, in preparation for the busy season ahead.



● Top Removals' new vans.

## FLTA announces 10th annual National Fork Truck Safety Conference

The Fork Lift Truck Association (FLTA) has announced its 2017 National Fork Truck Safety Conference will take place on Wednesday, 20 September at the Heart of England Conference and Events Centre in Coventry.



● FLTA safety conference announced.

The award-winning event, which is sponsored by Jungheinrich, has been designed to give delegates the practical advice they need to adapt to changes in the workplace.

FLTA's Chief Executive Peter Harvey MBE said, "The Safety

Conference has become one of the most important events on the industry calendar, so we do everything we can to address the most pressing issues that our delegates are facing year-on-year."

"The landscape, for many managers and supervisors, is one

of change. They're being expected to work leaner and that can result in corner cutting. But this can come at a high cost. With accidents and prosecutions on the rise, this conference will deliver the information, strategies and solutions to achieve their goals, while keeping safety standards high."

The CPD-accredited conference will examine the subject of change from a variety of angles: from high staff turnover and changing processes to lower training budgets and reduced employee morale.

● For more information visit the FLTA website: [fork-truck.org.uk](http://fork-truck.org.uk).



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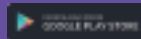


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# Should I be creating digital content?

Sam Butterworth from Happy2Move in London provides some tips on how to create content for your company's website.

**W**hether your moving business's online marketing has never gone beyond a simple website and a contact number, or you're a fully-fledged digital expert, content marketing may not have been something you've considered embracing as part of your marketing strategy.

Although content marketing has been a major digital marketing strategy for a couple of years now, for some businesses it can seem like too much hassle or something that's really only appropriate for businesses with an in-house marketing department, or agency budget at their disposal.

In reality, however, content marketing is an incredibly scalable way to promote your business online, whatever size it is.

In this article we'll be expanding on precisely what content marketing is, exploring the potential benefits for moving businesses and sharing a few tricks, tips and techniques you can employ to make this technique reap rewards for you. But first, let's start with the basics ...

## What is content marketing?

Content marketing is a digital marketing technique widely used to increase traffic, boost conversions, connect with potential consumers, showcase a brand's expertise and help online businesses grow. The technique involves the strategic creation of digital content which could include:

- Blogs and articles;
- Infographics and visual creations;
- Interactive resources;
- Videos;
- Podcasts;
- Whitepapers and guides.

There are numerous reasons why content creation is valuable to online brands. Firstly, creating content that prospective consumers will be interested in, and which they may share, can boost traffic, conversions and brand awareness.

Secondly, websites that are active, fresh and regularly launch quality content, perform better in search engine rankings. Other motivations include the fact that

the more content rich your website, the more relevant search terms you're likely to be found for, as well as the shareability of this type of content for brands that are active on social media. And that's just for starters.

## How can content benefit moving businesses?

With the general principles explained, it's time to delve into the specifics: what are the advantages of employing content marketing as a moving business? Here are a few upsides worth noting:

### It can be low cost and scalable

While big brands may have sprawling and intricate content marketing strategies, smaller localised businesses can benefit from the technique with far fewer resources. Every piece of content you produce contributes to your website, and its authority in the eyes of search engines if your content is useful/of interest to your audience and topical. There is constant debate about how much content you should create, but marketing influencers agree that quality is far more important than quantity, so if your budget is fairly small remember that and focus on creating something great every month or so.

### It's not rocket science

At its most complex, content marketing can call for the expertise of skilled digital professionals, but for businesses with smaller budgets, even a simple approach can pay off. Simply considering the questions your customers ask you most frequently and creating helpful articles that provide answers can boost your website. Uploading recent news, case studies or guides to the local areas you serve are also simple ways to benefit from the technique.

### It helps you target keywords and local search

Many moving businesses are of course localised. That means consumers will search for providers in their local area.

Creating content about your service areas is an easy way to make your website more visible in local search, without optimising your website in a spammy way. Any content you create that is relevant to your service will also naturally include keywords, helping you show up for more searches online. Don't be tempted to stuff loads of keywords in there that you want your website to rank for. These days this is more likely to get you a search engine penalty than improve your position online.

### It provides social collateral

Social media is a handy place for local businesses to connect with local consumers and engage with their community, but it can't all be promotional tweets. Sharing content that your followers will actually be interested in is a great way to send traffic through to your website.

### It enhances your reputation

Good content that appeals to or helps your target audience is fantastic for making you look like a business they'd like to hire. Showing off your expertise and underscoring your values via thoughtful, helpful content will enhance your reputation, helping you stand out from the competition. Case studies are a great idea for moving companies, showing customers what they can expect if they hire you.

### How to boost your moving business with content

Sound good? Ready to give content marketing a whirl? It's easy to get started:

### Define your resources

How much time do you have to dedicate to creating content? How much of your marketing budget can you allocate to the strategy? Your approach will depend on the time and budget at your disposal. If you're time rich and confident writing your own content, allocate X hours per week to the process. If you're time poor with a budget you can invest, consider hiring a content writer.



### Do your research

Being strategic about the content you produce can pay off. Investing in things such as keyword research will help you pinpoint the kind of content your target market will appreciate, helping you squeeze more juice from each piece. It's possible to undertake basic keyword research yourself or, if you have the budget, some digital agencies offer a standalone service at reasonable rates. Take some time to look at the content your competitors are producing and get to know your customers via social media if possible to fine tune your content even further.

### Promote your content

Once it's been uploaded, don't leave your content to stagnate, make sure you distribute it as widely as possible to generate the best possible effect. Share it via any social media platforms you use, include it in your next e-mail newsletter if you send them, just ensure you give your content as much reach and exposure as possible.

### Measure the effects

Keeping track of the impact your content marketing is having will help you gauge whether or not it is generating return on investment and help you constantly improve the effects. Set up Google Analytics on your website (if you haven't already) to measure how much traffic your content is generating, which pieces perform best and whether this increased traffic is boosting enquiries.

### A few content ideas for moving companies

#### Case studies

Case studies are a great idea for moving companies, showing customers what they can expect if they hire you. Include photos from your moving jobs, detail the kind of move, the time it took and any other information that makes your service look good. Like testimonials, case studies encourage trust.

### Transparent pricing page

One of the main things people want to know when hiring a moving company is

what the service will cost. Set up a pricing page with clear costs, and if they're reasonable people will get in touch.

### Local area guides

Creating guides for the areas you cover is a good way to gain web traffic and valuable backlinks to help push your site in search engine rankings. Happy2Move is based in the capital so created this guide of 102 things to do in West London: <http://happy2movelondon.co.uk/102-things-you-have-to-do-in-west-london/>

But content marketing all boils down to this:

- What do my potential customers want to know?
- How can I best answer those questions for them?

If you keep these questions in mind you should be able to create content with value, and the customers will follow.

# BAR to leave FEDEMAC

The British Association of Removers (BAR) has announced a decision to leave FEDEMAC (Federation of European Movers Associations).

**F**EDEMAC's main function is to express the concerns and needs of the moving industry on a European level and to co-ordinate national activities with European impact.

Responding to the decision to leave FEDEMAC, BAR Director General, Ian Studd, commented: "Following a lengthy period of review, the BAR Board of Directors has taken the decision not to renew its membership of FEDEMAC, so ending a 40-year relationship with that Association. This was not a decision taken lightly, rather the Board discussed in detail the long history that had existed between the BAR and FEDEMAC, and considered that against recent developments



● BAR Director General Ian Studd.

in the European Union that have affected removals and storage firms in the UK. Just as Brexit now dominates our thoughts here in the UK, so it appears that the trend in Europe is moving more towards

each country looking after its own political interests, with examples such as the Loi Macron in France, and the minimum wage requirements in Germany. When simplified, the main focus of FEDEMAC in recent years has been on VAT, Road Tolls, Transfer of Residence (imports) and a number of more general issues such as social dumping and urban mobility. Now that article 50 has been triggered, it is questionable, for removals and storage companies based in the UK, whether there will be any significant changes in those areas, and particularly changes that would benefit BAR Members in the UK market. FEDEMAC does of course provide information sharing and networking opportunities,

however, much of this is already available through membership to other organisations such as FIDI and IAM. With regards to ensuring that an information flow is maintained about developments in Europe, as well as targeted lobbying, the BAR is building strategic links with other professional transport/haulier trade associations in the UK that are already allocating resources to lobbying in Brussels. Given the significant cost of annual membership to FEDEMAC, and the changing needs of the BAR in light of the decision by the UK to leave the European Union, the BAR has therefore served notice of its intention to leave FEDEMAC in 2018."

## reallymoving.com to sponsor cycle racing team

St Albans-based home-moving comparison site reallymoving.com has announced it will be sponsoring a new cycle racing team in partnership with the Verulam Cycling Club (VCC).

**T**he team will be called the Verulam reallymoving.com Racing Team. 25 members of the VCC have been

invited to join the team, which is focussed towards youth riders, but also includes a good mix of seniors, ladies and veteran (40+) riders. The team will be guided by former professional rider, Marcel Six, who will lead as directeur sportif and will be responsible for coaching, including race preparation, team building, tactics and planning. The team will race at various road races,

closed circuit races, time trials and on the track within the Central Region and elsewhere in the UK.

Rob Houghton, founder and CEO of reallymoving.com said, "We have watched VCC grow and encourage young riders over the years so we are delighted to be supporting this next chapter for this exceptional club."

The Verulam Cycling Club is in its 90th year and has over 450 members, making it one of the UK's largest amateur cycling sports clubs.



● Rob Houghton and fellow Director Rosie Rogers with members of the Verulam reallymoving.com Racing Team.

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## INSIGHT: PACKING TRAINING

# IT'S EASY WHEN YOU KNOW HOW

Deputy Editor David Jordan took a trip to NKS Training Solutions in Norfolk to get the lowdown on how to move grandfather clocks and grand pianos.



**F**irst a confession. Although I write for *The Mover* magazine I've never really been a removal man and I've certainly never tried to move a piano or longcase clock; so when NKS invited me to sit in on one of their training courses and learn how it should be done, I decided to take them up on the offer.

I'd been told by NKS's Director and Training Manager Nick Saker to be there for 8am, which meant an early start from my home in Bedfordshire – Nick's promise of a bacon roll for breakfast spurred me on.

Nick has been in the removals business for over 30 years and worked as a trainer for a number of top removals companies before starting his own training company in 2014.

The day began with the usual introductions. There were five of us on the course, Harry, Gavin, Andy, Louis, all from the same company, and me. They were all experienced movers so I was happy to let them take the lead while I watched and listened. Nick works on a maximum ratio of six to one, so everyone has to keep focussed. Mobile phones are strictly banned until tea break.

NKS runs a whole range of courses covering almost every aspect of removals, including Driver CPC and forklift training. This time the whole day was dedicated to



grandfather clocks and grand pianos. Nick started by explaining the differences between the many types of pianos from relatively small baby grands to the magnificent concert grands used by the likes of Elton John and Lang Lang.

We began by carrying out a condition report on the resident grand piano before removing the pedals, legs, lid and hinges and tipping it keyboard-first into the shoe. After wrapping the instrument carefully with woollies and tightly securing it with webbing to piano wheels, everyone practised manoeuvring the piano through doorways and around obstacles strategically placed to simulate a real move. It all looked surprisingly simple, but so does everything, when you know how.

The second half of the day began with an in-depth look at the workings of a



typical longcase clock and the important things to look out for when preparing them for a move. "Always look inside the bottom of the clock," said Nick. "In days gone by people often used to hide money in them and it could be that a stash has been forgotten!" I checked my own clock when I got home, but sadly my Yorkshire grandmother was not one to leave money hanging around.

Again, everyone practised completing a condition report before Nick demonstrated how to remove the weights, hood, pendulum and movement from the training centre's antique grandfather clock and the correct way of packing them for transit. As with the piano, everything was very hands on and Nick's interactive style of instructing kept everyone involved and alert throughout the day.



● Above left: Nick Saker preparing the piano for transit, and doing likewise with the clock face, above; far left: preparing a condition report; explaining the internals of a long case clock and packing the clock's pendulum.

**"Always look inside the bottom of the clock. In days gone by people often used to hide money in them ..."**

Nick Saker

As I said at the beginning, I have never been a removals man, but my day at NKS gave me an insight into the considerable skills and knowledge needed to do the job properly. Training is obviously vital, not just for moving antiques, but with all household items. While removals is, puzzlingly, still not recognised as a trade, there are huge differences between movers who are properly trained and those who are not. It is up to everyone in the industry to get that message across to the customer.

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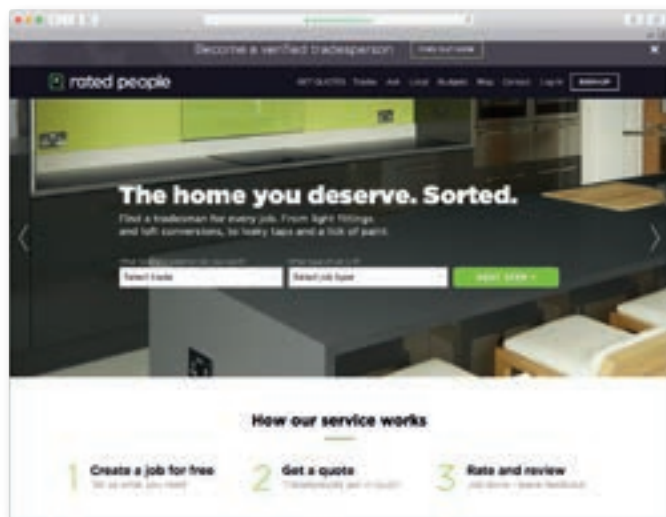
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## NEWS: UK



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

## Rated People adds professional movers to its ranks

Online home services platform Rated People has added professional removers to its range of home services following a survey of DIY movers.

The survey carried out in January 2017 by OnePoll, on behalf of Rated People, showed that one in three home movers who had not hired a removals company regretted their decision and would hire professionals in future. The survey revealed the cost of moving home without a professional company went beyond the financial impact, infringing greatly on time and sometimes on wellbeing.

44% of self-movers said that the worst thing about moving without a professional was the actual time it took, while tackling stairs was cited by 24% as being the worst part of the experience. Unfortunately for some self-movers, one in ten also sustained injuries in the process of the move.

The experiences of self-movers contrast with those who used professionals to move home. From those who chose to hire a removals specialist, over 53% said it was worth the expense as it made the entire experience easier. 43% also stated that the best thing was having someone else to do the heavy lifting.

Rated People CEO, Celia Francis said, "Our service exists to provide

homeowners with quick, easy access to local, professional tradespeople and to take the hassle out of maintaining, managing and renovating their homes. Removals specialists are a natural addition to our service. Now homeowners can find everything they need from full house-to-house moves, to hiring a man with a van. The experiences of those surveyed indicate that the benefits of hiring a professional when moving far outweigh any cost savings gained from managing your own move."

**"Now homeowners can find everything they need from full house-to-house moves, to hiring a man with a van."**

Celia Francis

Rated People is an online marketplace connecting homeowners with over 50,000 local tradespeople across the UK. ● [www.ratedpeople.com](http://www.ratedpeople.com)

## Greens Removals moves on up with new DAF LF

Stowmarket-based Greens Removals and Storage has taken delivery of a new DAF LF Euro 6 truck to expand its 10-strong fleet of vehicles.

The new British-built vehicle was supplied by the Cambridgeshire and Suffolk-based family-owned DAF Dealer, Chassis Cab. The DAF has a specially designed and fitted body – built by Harvey Coach Builders – including side access doors for quick and easy loading and a cab conversion by Hatcher Components, making it ideal for home and business removals.

Richard Dolan, Managing Director of Greens Removals said, "Flexibility is key in the removals sector and our company's growing fleet of emissions-friendly LGVs and HGVs keeps us at the forefront of our business. We value our drivers who do an excellent job – not only of driving – but also packing everything from china to fine art. The routine investment in our highly-adapted fleet of vehicles enables them to do the best job possible."

Greens Removals and Storage was formed in 1970 and is a member of the British Association of Removers.



● Greens' new DAF LF.

## John Mason International offers foreign exchange service

John Mason International has recently unveiled its new foreign exchange (FX) service for clients. The company says it allows customers to transfer money across the globe with the click of a button.

"As well as moving their belongings to new homes abroad, our customers have a whole host of additional things to deal with," said John Mason International Director, Simon Hood. "We're

delighted to be taking another worry off their shoulders – making money transfers as simple and stress-free as possible."

Unlike most banks, John Mason International FX doesn't charge transfer fees or commission costs.

"We save our clients between 2 - 3%, compared to bank exchange rates," added Simon. "That is more than £1,000 on £50,000 – and as much as £3,000 on £100,000."



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## GROUPAGE: THE HONG KONG LESSON



● Left: Andy Mak with one of the many thousands of consignments his company shipped to Canada; below: Andy, Ron, Ron's wife and her friend relaxing at the start of the 1980s Hong Kong migration phenomenon.

# Learning the lesson of Hong Kong

In April we featured a story about how Andy Mak of Asian Express in Hong Kong became the father of Hong Kong groupage. Here, Steve Jordan talks to Ron Waddling, Director of International Business for Tippet Richardson in Canada, who explains the story from the other side of the world, and has a salient message for us all.

It was in a quiet moment, just before dinner, that I sat down with Ron Waddling in a corner of the bar of the JW Marriott in Dubai, while the FIDI conference was in full swing around us. I hadn't seen him for many years (except very briefly in Geneva last year) but he hadn't changed much: still dapper, bearded and with his gentle, hypnotic, Canadian accent that makes you want to listen to every word. He really should have been a news announcer with a voice like that. Ron told me of a time, back in the 1980s, when he first met Andy Mak of Asian

Express in Hong Kong and a new chapter in his company's history began. He'd become interested in the increasing movement of people from Hong Kong to Canada. Britain was due to return Hong Kong to Chinese administration in 1997 and it was clear that the locals were becoming restless. It was only 30+ years since the end of the war and many Hong Kong Chinese remembered all too clearly the resistance against the Japanese and the rise of the subsequent communist regime. Their anxiety was understandable. He had done some research at home and

found that the Canadian government, under Liberal Prime Minister Pierre Trudeau, was sympathetic to the prospect of accepting immigrants from Hong Kong. It seemed to Ron that the circumstances were stacking up to create more than just a few household goods movements from the disaffected. This was an impending mass migration. So, armed with a pocket full of facts, his company presentation and a professionally produced video about life in Canada, Ron headed east on his own, one-man diplomatic mission. Tippet Richardson had, at that time, a very close working



## GROUPAGE: THE HONG KONG LESSON



**"I showed him my briefcase of marketing support tools and explained what I thought would happen as the corridors for migrants to Canada began to open up. He listened carefully to my pitch and appeared very open minded."**

Ron Waddling

relationship with Pickfords so his first call (he expected it to be his only call) was to the company's office in Hong Kong. "But they were not really interested," said Ron. "Maybe they felt that the people who were leaving wouldn't have much to ship and, anyway, as one of the only household goods shippers in Hong Kong, they would get their share of the traffic without making a special effort." Ron tried Crown too, but got a similar reaction. He was perplexed.

At home Ron was a member of The Rotary Club. It was mandatory for Rotary members to attend meetings so Ron looked up the local club and went along. "I was probably looking a little depressed when a man came over to speak to me," said Ron. "He asked where I was from and I told him my tale of woe. He asked, 'Have you spoken to Andy Mak?' I explained that I had never heard of him, so the stranger promised to arrange a meeting. To this day I have no idea who this man was." Andy, of course, having just started his company, was not a member of FIDI or any other association so was somewhat hidden from view.

Ron went along to see Andy who was, at that time, operating from a modest building. "I thought he might have one or two containers," said Ron, "so we discussed how much we would charge to handle the destination services for them. I showed him my briefcase of marketing support tools and explained what I thought would happen as the corridors for migrants to Canada began to open up. He listened carefully to my pitch and appeared very open minded. Then he said: 'If you can handle two containers, can you handle these?' He produced an armful of files, there must have been 100, and said there were plenty more on the way." It became clear to Ron that the mass migration he had predicted had already started, and Andy's company was right at the sharp end. "I was blown away by it," said Ron. "I couldn't wait to get back to the hotel to

tell the office."

And so it began. Ron went back to Toronto and told his traffic people to gear up for the extra work. Just as Andy had promised, they came, in their thousands. "They spread all across Canada," said Ron. "The government wanted them to settle in the more remote areas, not in the cities. There were incentives to move outside of urban areas which raised the opportunity for entry permits. I remember that Fort McMurray in Alberta was very popular. It's now in the prosperous oil-tar sands area. They would buy a restaurant, run it for a while then sell it to a friend in Hong Kong who would also use it as a means of getting to Canada. We moved people to the same place a few times."

Canada gave a warm welcome to these people, many of whom were frightened about what the future held in their own countries, but were not poor. They were quite wealthy, often buying in well-to-do areas in Canada. If they didn't move all their household goods immediately, they soon did when they found somewhere to live and settled down. "I told Peter Naylor, Tippet's president and owner, that we would have to get some Chinese staff, which we did. That helped make them feel welcome. We'd also go with them to clear their goods through customs, just for support. We call ourselves 'The friendly movers', so that's what we tried to be for them."

The Canadian government required the Chinese immigrants in one category to have a minimum of C\$250,000. In many cases mum and the kids moved to Canada leaving dad in Hong Kong to continue running the business. The migration route continued throughout the 1980s and 1990s and beyond 1997 until the present day. In 2001 over 230,000 Hong Kong Chinese entered Canada as immigrants, by 2011 that figure had dropped, but not much, to around 200,000. Today, Chinese people in Canada have integrated into the society with many of them taking

high office as councillors or members of parliament.

The movements of people and goods from Hong Kong to Canada has not stopped and, interestingly, might be on the rise again. Justin Trudeau is now Prime Minister of Canada, a Liberal like his father and apparently welcoming to immigrants. At the same time the good people of Hong Kong remain uneasy with well-documented demonstrations on the streets last year.

In itself, this is an interesting tale, but there's much more to it than historical curiosity. We live in an unstable world, probably more so than at any time in the last 80 years. Where might the next Hong Kong be? When Ron first started investigating his government's attitude to migrants it was time consuming and complex. Now it's easy – we have the Internet. The displaced people of Syria are not all destitute. Many of them have already left with what they could carry but, when they find a safe and secure home they will, inevitably, become valued members of the community and want to set up home. The same may well be true of the north Africans or eastern Europeans. Who will help them? Where are the opportunities? You just need to look.

The Hong Kong history proves that this is not a momentary bubble. It's been going on there since the early 1980s and is continuing now with children of migrants, having Canadian citizenship, returning home, probably temporarily, and the fathers, now retired, joining their families in their adopted country.

This is how migration trends start and flourish. Brits are still moving to Australia long after the ten-pound Pom programme stopped. This is long-term business. "They might be only coming with a couple of suitcases this time around," said Ron. "But they could be a couple of suitcases of money and there's much more to follow. You just have to believe in them, help them and be a little patient."

## NEWS: INTERNATIONAL

## Arpin Strong raises \$80,000 for 37 charities in 2016

The Arpin Charitable Fund, also known as Arpin Strong, operated by the Arpin Group in the USA, announced in its 2016 year-end report that it has raised over \$80,000 and donated to 37 charitable organisations.

2016 has been our most successful fundraising year yet, having raised \$20,000 more than the previous year," said Mark Dearborn, President of Arpin Strong. "This powerful momentum has allowed us to expand our charitable giving and draw public attention and support for many non-profits that are making a real difference for people in need and for social causes. We are grateful for every single donation we receive, no matter the size."

The third Annual Arpin Strong Golf Tournament held in May was the single biggest fundraiser of the year, raising over \$26,000. The funds were split equally in denominations of \$6,500 and donated to the Tomorrow Fund,

Serve Rhode Island, Hope Hospice & Palliative Care and the Coalition Against Pediatric Pain.

Over the past year, Arpin Strong conducted theme days, monthly raffles, and supported the efforts of Arpin's Race Team in ten events to raise funds.

Several Arpin employees founded Arpin Strong in the wake of the Boston Marathon bombings in 2013 to show support for the relief efforts. The scope of the programme expanded in the following months to aid the victims of disasters around the world, including the Oklahoma tornadoes and Typhoon Haiyan in the Philippines. The organisation obtained its official 501(c)(3) (tax exemption) status the same year.



● The Arpin Strong Board helping to raise \$26,000 for charity, pictured left to right: Kevin Amatucci, Board Member; Chris Kunzmann, Secretary; Mark Dearborn, President; Kathleen Frazier, Director of Marketing & Communications; Michael Killoran, Treasurer; and Brian Asay, Vice President.

Since its founding, Arpin Strong has raised over \$234,000 and has contributed to dozens of charities.

● To find out more information about Arpin Strong, or to donate, visit [www.ArpinStrong.org](http://www.ArpinStrong.org).

## Bishop's Move delivers over 1,000 books to Gibraltar school

St Bernard's First School in Gibraltar has been successfully fundraising to replace the outdated books in its existing library to provide the children with fresh and current reading material, but were struggling to get the books delivered to the Rock from the UK.

Richard Smith, Branch Manager of Bishop's Move Gibraltar said, "We know how important it is to engage this young age group with reading and the love of books. As the largest, family-owned removals company based on the Rock, Bishop's Move were more than happy to help this valued local community resource."

Over 1,200 donated children's books were collected by Bishop's Move's Crawley from Worthing, Sussex while the Bishop's Move International team arranged for their safe shipment to the school.

The Parents Association at St Bernard's First School and Nursery commented, "Without Bishop's Move's generosity and support this would not have been possible. Bishop's Move's assistance meant that with the money saved on shipping, we were also able to purchase subsequent books for the library just in time for World Book Day celebrations."



● Branch Manager Richard Smith, second from the left, with children and staff from St Bernard's School.

<p><b>EUROMOVERS International</b> Worldwide Movers Alliance</p> <p><i>A friendly Network with a Family Spirit</i></p>	<p><b>EUROMOVERS International SA</b> 13, Rue Edmond Reuter - L-5326 Cornern, Luxembourg Phone: +352-26 70 16 56 - Fax: +352-26 70 16 57</p> <p>The EUROMOVERS Network, now in existence for over 10 years, is proud to count partners in more than 30 countries in Europe and Overseas.</p> <p>Throughout the years, the network has developed a strong, international recognized partnership. Originally created by like-minded 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.</p> <p>Email: <a href="mailto:info@euromovers.com">info@euromovers.com</a> Web: <a href="http://www.euromovers.com">www.euromovers.com</a></p>	<p><b>EUROMOVERS</b> EUROPEAN MOVER PARTNERSHIP</p> <p>Recognized Trademark</p> <ul style="list-style-type: none"> <li>Co-operation and Assistance</li> <li>Special rates and Conditions</li> <li>Powerlines and Groupage Services</li> <li>Exchange of Knowledge and Experience</li> <li>Participate in Corporate Accounts</li> <li>HO's Sales Assistance</li> <li>Partner-to-Partner Sales Assistance</li> <li>Marketing, Public Relations, Web</li> <li>Quality Training Environment</li> <li>International Matrix Certification</li> <li>Area Coverage</li> </ul>
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## PROFILE: DE PETRICONI DÉMÉNAGEMENTS



# 70 years on Corsica

De Petriconi Déménagements, Ajaccio, Corsica, has been operating for 70 years. The company was started in Bastia in 1947 by Philippe de Petriconi and is now still run by his son, Vincent. The company's Operations Manager, Bernard Tanguy, picks up the story.

## PROFILE: DE PETRICONI DÉMÉNAGEMENTS



Petriconi was extremely impressed by this story and it was one of the reasons he decided to expand the business to Ajaccio town in 1967. Vincent de Petriconi has always driven a Citroën ever since.

One of his first moves was to the 20th floor of Ajaccio's tallest building. At the time, there were no lifts, no electricity and, of course, no outside lifts. So, Mr de Petriconi himself put candles on each landing of every floor all the way up to the top, so that his movers could work, even during the night time. Fortunately, things have changed a lot and the company now has eight trailer lorries (each containing 100m<sup>3</sup>), seven 20m<sup>3</sup> vans and four modern outside lifts. They don't have to walk up the stairs any higher than the first floor these days. The establishment also has a furniture storage unit of 2,000m<sup>2</sup> and another the same size in Bastia.

Ajaccio is the birth place of Napoleon Bonaparte who is the idol of Mr de Petriconi. Not a day goes by without him quoting the old Emperor. One of his favourite sayings is: "A little drawing is better than a long speech." Who would disagree.

As Corsica is an island, the company works closely with the three local ferry companies. Funnily enough, the managing director of one of them, started his career as a mover employed by De Petriconi Déménagements.

Today the Ajaccio branch has a staff of around 30 workers, many of whom have been with the firm for their whole careers. There are even some families who have father and son working side by side. Three of the staff are of official retirement age, but are staying on because they're happy in their jobs.

At their Baleone warehouse the security

guard lives on site in a house built by Mr de Petriconi. The current guard was actually born in the house, because his father was the guard before him.

Over the last fifty years, Mr de Petriconi has been organising routes to consolidate different clients moving from Corsica to the mainland and vice versa. The fact that the removal vans are never empty reduces costs and has permitted the company to stay competitive.

**Today the Ajaccio branch has a staff of around 30 workers, many of whom have been with the firm for their whole careers. There are even some families who have father and son working side by side.**

Today, Vincent de Petriconi is 76 years old and hasn't yet made the change from French francs to euros! The staff still calculates in double currency. He doesn't have Internet nor an e-mail address, nor a mobile phone either. He works perfectly well by fax, landline and snail mail. He works seven days a week and has never taken a single holiday in the last fifty years. He comes to work, even ill, and has the doctor do his visits at the office. The only time off he takes is once a week, on Sunday mornings, to go swimming in the pool over the winter and in the sea during the summer. He has (finally) decided to retire in three years' time, when he will be eighty years old. His daughter, Marina, should take over the management of the firm then.

In the 1960s the only competition in Corsica was a man called Mr Susini. He was quite famous in Ajaccio at the time because he was the only person to have a brand new Citroën DS car. Général de Gaulle visited Ajaccio around this time but there was only one decent car to transport him, so the authorities asked Mr Susini if he could drive the general around, which he proudly accepted. After that, everyone in the town used to call the DS "General de Gaulle's car". Vincent de



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# Reflections on FIDI in Dubai

Steve Jordan attended the FIDI conference in Dubai. Here are his thoughts on the event and the city in the desert.

**A**llow me to preface this introduction by saying that any criticisms are not really aimed at FIDI. But there's no point in me pretending to be a fan of Dubai. I'm really not. The conference, however, was well attended, run like clockwork, interesting and good fun. Nobody could ask for more.

Other commitments meant that I could only stay at the FIDI conference for two days. I had not been to Dubai before so I arrived with an open mind, expecting it to be extraordinary and, in that respect at least, I was not disappointed. Extraordinary it most certainly is.

The visit started well. I had seen a video on the plane about the immigration procedure that claimed I would be attended by a beautiful, smiling, Arabic customs inspector dressed traditionally in a dishdash. I thought, he doesn't look much like the customs inspectors I have seen around the world. The smile, for one

thing, I didn't recognise. But I was wrong. I'm sure it was the same man who checked my passport, beamed a 'Welcome to Dubai', stamped my document and wished me an enjoyable stay. Impressive. Shame the chaps in the UK can't be as welcoming.

and the room comfortable. It worked well as a venue for 600 marauding movers with plenty of places to sit and chat, great food in the restaurants, a massive bar (essential), an excellent main meeting room, and simple navigation. The lifts were, as always in these places, a bit

**It's hard not to be impressed by Dubai, especially by the architecture, which is awesome, not in the vernacular of youth but in the way Victoria Falls or the Grand Canyon are awesome. But that's where it stops for me.**

The hotel too was stunning, the JW Marriot Marquis. They claim it to be the tallest hotel in the world, it would be wouldn't it, with 73 floors including the bar on the top floor with the panoramic view. The reception staff were delightful

reluctant, but it was tolerable except during busy times when it was less so. Dubai isn't even all that expensive, when compared to other potential venues.

But there were irritations. The taxi driver who drove me from the airport had



● Dubai by night.



## COVER STORY: FIDI CONFERENCE DUBAI

delusions of being an F1 ace. Apparently, in Dubai, unlike everywhere else in the world, the stopping distance from 70mph of a Toyota is roughly the width of a coat of paint. I asked him to drop back a bit, to please his neurotic passenger, but to no effect. Two days later, on the way back, it was the same problem.

My room was on the 58th floor with a commanding view of the city. At least, a commanding view of what might be part of the city in around ten years. Right now it's a building site. The room had a balcony but the door was nailed up. Maybe I'd misunderstood something but I thought the whole point of a balcony was that you could walk on it. It was probably for my own safety, after all I probably look like the sort who's likely to take a walk from the 58th floor. But, if I really did want to convert my aging body into tomato ketchup, I could do it just as well from lower down. I just wouldn't enjoy the journey for so long.

Not able to get a photo of the view from my window which, as I said, was pointing the wrong way and covered with desert sand, I headed off to the roof-top bar to try to get a bird's eye view of the Burj Kalifa. The bar was lovely, quiet, luxurious, with smiling staff and refreshing drinks.

It was also totally enclosed, presumably for the same reason that my patio door was sealed. Although the world's tallest building was visible it was again viewed through a gritty haze that covered the outside of the building confirming the adage that the sand really does get everywhere – even to the 73rd floor.

But all these were mere details. FIDI President Rob Chipman opened the conference business sessions and it soon became business as usual. The presentations were excellent and the content thought provoking. The hospitality was first class. The social gatherings, at least the ones I went to, were well attended and fun. That said, the local members' event was a lavish garden party in the grounds of the Sheraton Hotel (about 30 minutes drive away) with an excellent dance band playing pop music. I'm sure everyone had a good time, as did I, but it was hardly reflective of the culture of the region. Apparently they had planned a party in a Bedouin tent but had changed their minds for some (very good I'm sure) reason. Shame, I am sure most people would have preferred it.

I have expanded on some of the business sessions and social events in these pages, please see over the page. The ones I

went to were generally well attended except those on data protection and risk management which only had around 20 people in each. That surprised me as they are two of the hottest topics around right now. I can only assume that most people feel they know all about it already. Or maybe they just don't care. I hope they don't get caught.

It's hard not to be impressed by Dubai, especially by the architecture, which is awesome, not in the vernacular of youth but in the way Victoria Falls or the Grand Canyon are awesome. But that's where it stops for me. It feels like a city without soul. I am also sure that there are many who would strongly disagree with me. I enjoyed the FIDI conference, it was everything that a large industry event should be and I am very grateful and honoured to have been invited; I just wish they had held it somewhere else.

● Rob Chipman addressing the conference.



● At the FIDI 39 Club party.



**COVER STORY: FIDI CONFERENCE DUBAI****Presidential opening**

To many, the opening to FIDI President Rob Chipman's address in Dubai was a little unusual. He read, and showed on the screen, a statement confirming that FIDI affiliates are aware of the "... risks of infringing competition rules in trade associations and explicitly this association ...". It was a precaution, no doubt, to exonerate the organisation's leadership from any liability should members be discovered discussing rates or service levels in the bar. A sign of the times.

Rob then moved on swiftly, and without further comment, to the more traditional duties of sketching out the programme of events for the conference and thanking those whose combined efforts contribute to making it a success. He also took the opportunity of welcoming nine new FIDI affiliate members who had joined FIDI since the previous conference in Geneva.



● Rob Chipman.

**Local FIDI area welcomes delegates to Dubai**

Craig Reilly from Dasa International Movers in Dubai welcomed everyone on behalf of the FIDI Middle East & North Africa Association: 37 companies in 11 different countries. He said that they are all very diverse countries but the media had painted them all with the same brush. "We hope that when you leave the UAE it's not only with a smile but with a better understanding and a more open minded approach to the region," he said.

Craig quoted the philosophy on which Dubai was built, according to His Highness Sheikh Mohammed bin Rashid al Maktoum, Prime Minister of the UAE. "Most people talk, we do things. They plan, we achieve. They hesitate, we move ahead. We are living proof that when human beings have courage and commitment to transform dreams into reality, nothing can stop them."

"Dubai is a perfect example of what can be achieved when our minds are set on a dream," said Craig, "although you can also see that the dream isn't quite finished. Please enjoy the city and all it has to offer."

**Academy success**

Ernst Jörg, Dean of the FIDI Academy, took to the stage in Dubai with an unusually brisk spring in his step. The reason soon became clear. The FIDI Academy had had a record-breaking year. Ernst explained, with hardly disclosed pride and joy, that in 2016 the FIDI Academy had trained 1,308 students, 25% more than the previous record; 143 companies had taken part, 35% more than ever before; and 40% of the FIDI affiliates had, during the year, used the services of

the Academy. He added that this figure was more than any other industry association.

The Academy's number one supporter was FIDI Australia, with FIDI The Netherlands in top spot when the number of affiliates in the region is taken into account.

**Local members' evening**

The local members' evening in Dubai, hosted by FIDI Middle East & North Africa, was subject to a change of plan. Instead of whisking everyone off to Margham by Lama, a desert camp for a cultural evening, the reception was held in the grounds of The Sheraton, about 30 minutes drive away from the conference hotel. It was a very good evening with nice food and drink and the sort of music that encouraged people to dance until the small hours. That said, it would have been nice to sample something more traditional. At least nobody went home with sand in their shoes.

**FIDI 39 Club**

The FIDI 39 Club put on a full programme of events in Dubai, both business and pleasure. They kicked off with Camel Polo held at the Desert Palm in Dubai, which FIDI President Rob Chipman hailed as a success, purely because nobody got hurt. This was followed by the 39 Club cocktail party to welcome new members.

Sunday was back to business with a keynote speech by Mr Mohammed Murad who served, for 20 years, as an officer in the Dubai police force. He spoke about leadership and the cultural diversity of the UAE. Simone Percy, a resident of the UAE, then shared her knowledge of life and business in the country.



● Ernst Jörg.

● Craig Reilly.

## COVER STORY: FIDI CONFERENCE DUBAI

The 39 Club party was held at the XL Dubai, one of the city's most popular night clubs. The evening started off quietly enough, with drinks and canapés by the outdoor pool, but as the light faded and the neon of the city shone brightly, so FIDI's younger generation headed underground, to where the beat thumped a crater in your chest and all conversation was futile.

### Change Management with Jamil Qureshi

I was unable to attend every business session in Dubai. However, I did sit in on the keynote speech from Jamil Qureshi, highly acclaimed performance coach and psychologist. His subject was change management.

Jamil is a performance coach and psychologist of very high repute having worked with top athletes, sports people and even with NASA astronauts. He was very entertaining and an excellent speaker. He kept the audience engaged throughout the hour he was on his feet. He was funny but not offensive. Confident without being arrogant. But what exactly did he say?

I have heard a great many motivational speakers. Very few I have found to be inspirational. Jamil was no exception. I really enjoyed listening to him, as did the rest of the audience it appears judging by the warmth of the applause. But, in my opinion, his presentation was high on style and somewhat lower in content.

Don't get me wrong, Jamil said some

very valid things. He said we should try to do something different every day; become more inclusive to pool group knowledge; and try to get staff to commit rather than comply. He used the example of someone slowing down for a speed camera then speeding up again. He said that such a driver was complying but was not committed. They cared more about not getting caught than injuring someone. Jamil also said that people are most successful when they are motivated by what they seek to achieve not by what they hope to avoid. He said that we should not be defined by our 'to do' list. "Decide who you are going to be today, not what you are going to do," he said. "We should define ourselves by what the customer values, not what we sell."

Jamil also said that companies are very good at being better but not very good at being different. That's why PayPal was not invented by a bank, Skype not invented by a telecoms company, or Spotify invented by someone in the music industry. "Your competition are not the companies just ahead or behind you," he said.

With regards to recruiting, Jamil said that he would always look first at someone with the right attitude rather than the right qualifications. "I will, over IQ," he said. And he said that we should never underestimate the value of a 'rogue monkey': someone who thinks differently. "Every transformational thing in business has come from a rogue monkey."

Listed in this way it looks as though I have contradicted myself. Actually Jamil did say quite a lot. But how much of it

would have been new to the audience, I don't know. It felt to me as things most people already knew, repackaged. Maybe that is a good thing. Sometimes we all get so swept up in the day-to-day hubbub of work that we forget some of the fundamentals and, having them represented in an entertaining and, I would hope, memorable way, is revitalizing.

Jamil did a very good job. I would like to have seen more revelation and less repackaging. I would too like to have seen his ideas transformed into specific examples for movers. But maybe I ask too much.

### Also at FIDI

The FIDI conference was packed with business and entertainment with something for everyone. Other events not reported here include: workshops on the FAIM requirements for bribery, corruption and data protection management, excellently run by John Prooij; sightseeing trips in Dubai and Abu Dhabi; the FIDI golf tournament; the FIDI Fun Run (not for charity this year as this is not allowed in Dubai); and the Yellow Boats trip for those seeking thrills.

The conference also included a panel discussion on the future of the mobility industry facilitated by Peggy Smith of Worldwide ERC; and a panel discussion about the application of the 6.5lbs/ft<sup>3</sup> density following the new SOLAS regulations. Both these discussions will be reported in future issues of *The Mover*.



● Jamil Qureshi.



● At the FIDI 39 Club party.



● Local agents' welcome evening at the Sheraton.



# 1,000th Neopanamax vessel passes through newly expanded Panama Canal

Less than nine months after the historic inauguration of the expanded Panama Canal, managers have announced that the 1,000th Neopanamax vessel has passed through the waterway, highlighting the importance of the route and customers' continued faith in the safe, efficient service the Canal provides.



● *MSC Anzu* on its way through the expanded Panama Canal.

On Sunday, March 19, the Mediterranean Shipping Company's containership *MSC Anzu* made the historic transit through the expanded Canal, from the Atlantic to the Pacific Ocean. The Panama-flagged containership measures 299.98 metres in length and 48.23 metres in beam with a carrying capacity of 9,008 TEUs. During its transit, the ship called at Panamanian port terminals on the Pacific and Atlantic to discharge and load cargo on the way to its final

**"...we're very encouraged by the success of the expanded Canal thus far as trade patterns continue to shift in favour of the route ..."**

Oscar Bazan

destinations. The containership is part of the SAWC-USA-NWC service between Europe, the United States and the South America West Coast that was consolidated last year to take advantage of the expanded Panama Canal.

Panama Canal Administrator Jorge L Quijano said, "Today's transit represents a considerable milestone, marking the industry's strong adoption of the expanded Canal and its successful operations thus far."

The container segment accounts for nearly half the transits through the Canal and represents its principal source of traffic. 53% of containership cargo transiting the waterway does so using the expanded Canal. As of March 2017, the average number of Neopanamax vessels transiting the new lane per day is 5.9.

"Although the full impact will be felt gradually over time, we're very encouraged by the success of the expanded Canal thus far as trade patterns continue to shift in favour of the route," said Panama Canal's Executive Vice President of Planning and Business Development, Oscar Bazan.

Ports around the world, and in particular along the US East Coast, have already expanded or are in the process of deepening and widening their channels to accommodate the influx of Neopanamax vessel traffic due to the expansion. Many of these ports have witnessed record tonnage months, including the Ports of Charleston, Philadelphia and Savannah, which experienced record container volume growths in January of this year.

## DKV and FEDEMAC continue their partnership through 2017

Fuel and toll card provider DKV Euro Service is to continue its international partnership with FEDEMAC in 2017.

The two organisations have been commercial partners since 2012. An important aspect of the partnership is the continuous supply of information made available by DKV Euro Service to FEDEMAC and its members regarding changes in the haulage industry.

FEDEMAC is an umbrella organisation for the European removal industry associations which coordinates and communicates issues between the European Union and the media, while monitoring new developments in the moving industry. DKV Euro Service is

instrumental in providing FEDEMAC and its members with relevant information to help removal companies attain efficient cost management and reduce their administrative effort.

Ellen Troska from the FEDEMAC headquarters said, "During our intensive cooperation over the past years, DKV has continuously been updating FEDEMAC and its members on the changes occurring in the industry. This cooperation has proved especially valuable where it concerns information given on the changes in the European tolls area. FEDEMAC is proud to be able to actively support its members in performing their operations

through its partnership with DKV."

Gertjan Breij, Managing Director DKV Euro Service, added, "This cooperation once again shows that DKV operates transboundary but with an eye for the specific associations in the industry. DKV's slogan - 'You drive, we care' - is definitely applicable for this international partnership. The mutual flow of information maintains its value due to the expected changes in the toll field. DKV sees supporting FEDEMAC members as its mission and we will keep testing this by means of our core values: operational excellence, cost management, compliance, continuity and flexibility."



## Moveware holds its first MoveAbility 'lunch and learn' event

Moving and storage software specialist Moveware Ltd held its first lunch and learn event at its London office on 8 March.

**D**ubbed MoveAbility, the event attracted Moveware customers from as far away as Spain and provided an opportunity to meet experts from the Moveware team and to interact with users from other organisations.

After registration, Service Desk Manager Matt Beard guided the group through the various aspects of the Moveware software and invited questions. Following a working lunch, Matt and other members of the Moveware team explored the report-building capabilities of the Moveware system and discussed possible future developments.

Moveware's General Manager Kamran Ahmed was delighted with the level of interest from customers. "We successfully completed our first MoveAbility lunch and learn with a great turn out and people travelling from



Germany, Spain and across the UK. Those who attended certainly benefitted and could see it making a difference to their businesses by helping them maximise efficiency. It was also an eye opener for some people to see how other businesses are using the system

and to share ideas. The Moveware community is definitely gaining momentum."

Kamran and his team are planning further MoveAbility events later in the year and will be contacting customers by e-mail when details are available.



● Above: Matt Beard guides the group through the Moveware system; left: Kamran Ahmed.

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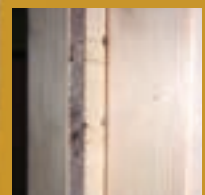


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## REPORT: OMNI CONFERENCE



# OMNI meets in The Seychelles



● OMNI's hotel.

**T**he Seychelles might seem to be an odd place for a business conference. In fact the immigration officer at the airport in Mahé was incredulous when I explained the purpose of my visit. “You are attending what?” she said. “A business conference?” Well it might seem a little different but, OMNI is a little different too.

In my experience, every business conference in the world is essentially the same. There are some business meetings that only 20% of the delegates attend; a great many one-on-one meetings in shadowed corners of corridors; much exchanging of business cards; a few dinners, mainly standing up; and a lot of time spent in the bar, in the conference hotel or elsewhere. OMNI is not like that.

The OMNI (Overseas Moving Network

International) conference has only around 100 attendees. They are the owners and senior managers of the member companies, many of which are recognised as among the industry leaders. They are there to talk about business, but they don't talk business – not in the traditional sense anyway. Nobody exchanges a business card, there really is no need. Nobody discusses tonnage or reciprocity. The details of individual transactions or clients are rarely raised. There are few, if any, private meetings.

The pace is slow. The atmosphere is relaxed. The business sessions are packed. Mobile phones are turned off. This is a time for real talking, not about detail, but about strategy. It's the one place where the helicopter view of the industry is all that interests anyone. It's



**REPORT:** OMNI CONFERENCE

● Left: The Seychelles seem an unlikely setting for an international business event; below left: Keith Meader, OMNI President; below: mobile phones off, delegates discuss strategy, not detail, at the conference.



**The pace is slow. The atmosphere is relaxed. The business sessions are packed. Mobile phones are turned off. This is a time for real talking, not about detail, but about strategy.**

where many of the world's recognised thought leaders gather, to allow the creative juices to flow, learn from each other and work hard to make the industry better, ultimately, for everyone. You can't do that if you are stressed. That's why The Seychelles was the perfect location.

There are some compromises of course. When you are living on an African island in the middle of the Indian Ocean you moderate your service expectations a little, even if you are living in the unashamed luxury of the Constance Ephélia. But nobody really cares about that sort of thing. The aim for OMNI delegates is to give themselves time to work on their businesses and on the industry, not in it. The people who attend the OMNI conference fundamentally understand the difference.



● Slow pace, relaxed atmosphere.



## NEWS: ON THE ROAD

## £300 fee to take your 'dirty' truck into London

London Mayor Sadiq Khan's announcement last month that the Ultra-Low Emission Zone (ULEZ) charge for non-compliant vehicles will be introduced in April 2019 will come as a bitter blow to many in the removals industry.

**F**ormer Mayor Boris Johnson had indicated the charge would not be applied until September 2020.

Under the new rules, cars, motorcycles, vans, minibuses, buses, coaches and heavy goods vehicles will need to meet strict exhaust emission standards or pay a daily charge, when travelling into central London. In the case of HGVs, the charge will be £100 in addition to the current £200 Congestion Charge with a £1,000 fine for non-payment. Only vehicles with the latest Euro 6 compliant engines will escape the charge, meaning that older vehicles typically used by the moving industry will be hit hard.

In a press release issued by the Freight Transport Association (FTA), Natalie Chapman, FTA's Head of Policy for London and the South East said, "We need to continue the improvement in London's air quality which is happening anyway, but this regulation taking effect in 2019 will severely disadvantage small businesses working in the capital's centre. The impact will be especially hard for van users, as by 2019 there will only be two and a half years' worth of compliant vehicles in the fleet – and no second hand compliant vehicles available for purchase at all."

It is now planned that the zone will extend in 2020 to Greater London



● London's ULEZ will be introduced in April 2019, more than a year earlier than originally planned.

for HGVs and to Inner London for vans in 2021. Ms Chapman continued, "It is encouraging that this is not happening in 2019 as had been suggested: this shows the Mayor has listened to some of the concerns that had been raised. But the expansions of the zone will still increase the burden on business exponentially. We are calling for businesses based in the affected area to have access to a sunset clause, such as has been offered to private residents, allowing them greater time to comply with the change required without the need for unnecessary and potentially crippling additional charges for

new vehicles."

"Previously, the Mayor has called on the government to fund a scrappage scheme aimed at owners of older diesel cars and vans: we fully support him in that call and believe it is the place of national government to help prevent the cost burden to implement these measures falling on local authorities, businesses and residents. If such a scrappage scheme were created, it would give the Mayor the necessary room to introduce more flexibility to the London ULEZ, helping operators to avoid some of this unwieldy and unexpected burden on small businesses."

### How the ULEZ charges will be enforced

The ULEZ will cover the same area as the London Congestion Charge zone – there will be no barriers or toll booths. Cameras will read vehicle number plates as they are driven within the zone and checked against the Transport for London database. If the vehicle does not meet the ULEZ emissions standards and the daily charge is not paid, a Penalty Charge Notice (PCN) will be issued and become payable by the vehicle's registered keeper. The fine will be in addition to other penalties for non-payment of the LEZ or Congestion Charge.



● London Mayor Sadiq Khan.

## BP Fuel Card fleet network expands to more than 3,000 sites

BP's reciprocal fuel card acceptance agreement with Esso is now live, offering BP PLUS Fuel Card customers the opportunity to fill up at Esso branded sites throughout the UK.

**T**here are now approximately more than 630 Esso forecourts in the UK that accept the BP PLUS Fuel Card, with more sites coming on board soon. Drivers can now fill up at all Esso stations displaying the new BP acceptance logo. This means BP PLUS Fuel Cards are now accepted at more than 3,000 sites, including Texaco and GULF.

Andy Allen, UK Fuel Card

Manager, BP Fuel Cards, said: "At BP, we are committed to expanding our offer to support our fleet customer needs. This collaboration with the Esso network of sites enables us to build on our offer to BP PLUS fleet customers, giving drivers even more choice and availability when travelling throughout the UK."

With a total network of more than 3,000 sites, BP will be able to

offer fleet operators greater cost control, not only through an extensive network but also through competitive pricing, enhanced security and access to fleet administration and management information. BP has more than 600 bunker sites which feature high speed pumps, wide lanes and extra high canopies.

● To find out more visit [www.bpplus.co.uk/ournetwork](http://www.bpplus.co.uk/ournetwork).



● Andy Allen.

## TfL Direct Vision proposal a fiasco says RHA

**T**he Road Haulage Association (RHA) is horrified to learn that the latest proposal from Transport for London (TfL) could mean banning half of the existing HGVs from London - starting in 2020 - through the application of new, London only, Direct Vision Standard.

At a meeting attended by the RHA on 17 March, 2017, TfL estimated that 35,000 trucks out of the 188,000 that enter London now will be banned in 2020, with a total of 94,000 outlawed by 2024. TfL cannot say which vehicles will be banned and which will not.

Transport for London has been developing a star rating from zero to five stars for trucks over 12 tonnes. The ratings have not yet been established but TfL confirmed that the standards will apply to both articulated and rigid vehicles and believes many long-distance

trucks entering London with goods should be banned.

RHA Chief Executive Richard Burnett said, "We consider these latest proposals to be unfair. They represent a U-turn in as much as the original plans were to specifically be aimed at increasing the safety of construction vehicles. Of course, we understand the need to make the roads as safe as possible, but this proposal has run off the rails. It is simply not credible. It's impossible for a haulier to buy a vehicle now that complies with TfL standards - as no vehicle has been assessed against any standard. It is absurd to expect businesses to invest many tens of thousands of pounds in new, clean Euro VI vehicles only to have them banned by TfL in a little over two years' time."

TfL expects to undertake the statutory consultation in the Spring of 2018. They confirmed that 'this



**"It is absurd to expect businesses to invest many tens of thousands of pounds in new, clean Euro VI vehicles only to have them banned by TfL in a little over two years' time."**

Richard Burnett

is subject to government and European Commission support', but it is not clear what approvals need to be given by these bodies.

Richard Burnett concluded, "This is a fiasco, it is a shocking attack on business in the capital. The cost of this will be met initially by road hauliers, but will eventually be picked up by the people of London. Businesses and people depend on lorries to deliver the goods they need, including the food we eat. It seems TfL is determined to undermine the competitiveness of London. The timings and requirements that are being specified are ridiculous."

Hauliers and other stakeholders at the meeting pointed out that there is no certainty that they'll be able to buy compliant vehicles in time and the value of new but non-compliant trucks could collapse.

## Vacancy: General Manager QSS

QSS (Quality Service Standards Ltd) is a wholly owned subsidiary of the BAR that provides high quality inspection, audit and certification services primarily to BAR Members. These services include advice on the implementation of quality standards, as well as auditing and certification, many of which are removals-specific but also include ISO 9001, ISO 14001 and others. UKAS accredited, QSS employs a team of industry-experienced consultants to deliver these services. QSS also provides a full inspection service for new and existing Members on behalf of the BAR. A new position of General Manager QSS has been created to further develop the service offering, and to manage the team of consultants to ensure the highest possible standards of service continue to be delivered to its customer base. The role will have a significant degree of independence from the BAR to ensure the integrity of the audit process, as well as to comply with UKAS regulations. Any potential candidate must be a champion of quality standards and have the experience, ability and personal gravitas to make an immediate impact on this vital part of the

Association's Membership service delivery. A candidate should be a trained auditor, familiar with UKAS requirements for certification bodies, and with ISO 9001, 14001 and if possible, the specific removals and storage standards. It would be advantageous for a candidate to have at least some experience within this or a related service industry sector. Candidates must have the confidence and communication skills necessary to liaise at senior levels with UKAS, BSI and other organisations, and must command the respect of the team of consultants together with a broad range of customers. Based in BAR Head Office in Watford, the General Manager QSS will report to the Board of QSS and maintain an independence from BAR on all UKAS related matters, although there will be a day to day reporting line to the BAR Director General for all service delivery. The successful candidate must be prepared to travel to carry out inspections and audits and to represent QSS and the BAR at various Boards, Committees and groups as and when required for the proper performance of the role.

**This is an exciting and challenging opportunity to help shape the future of the Association and applications should be submitted with a covering letter to explain how the applicant would be the right candidate for this role, together with a comprehensive CV and salary history by e-mail to [tracy.britten@bar.co.uk](mailto:tracy.britten@bar.co.uk) by 31 May, 2017.**



# Key factors for transferees that shape global mobility

Vukasin Vukosavljevic, Head of Content & Design at Crater in the USA, looks at how changing trends are affecting the global mobility industry

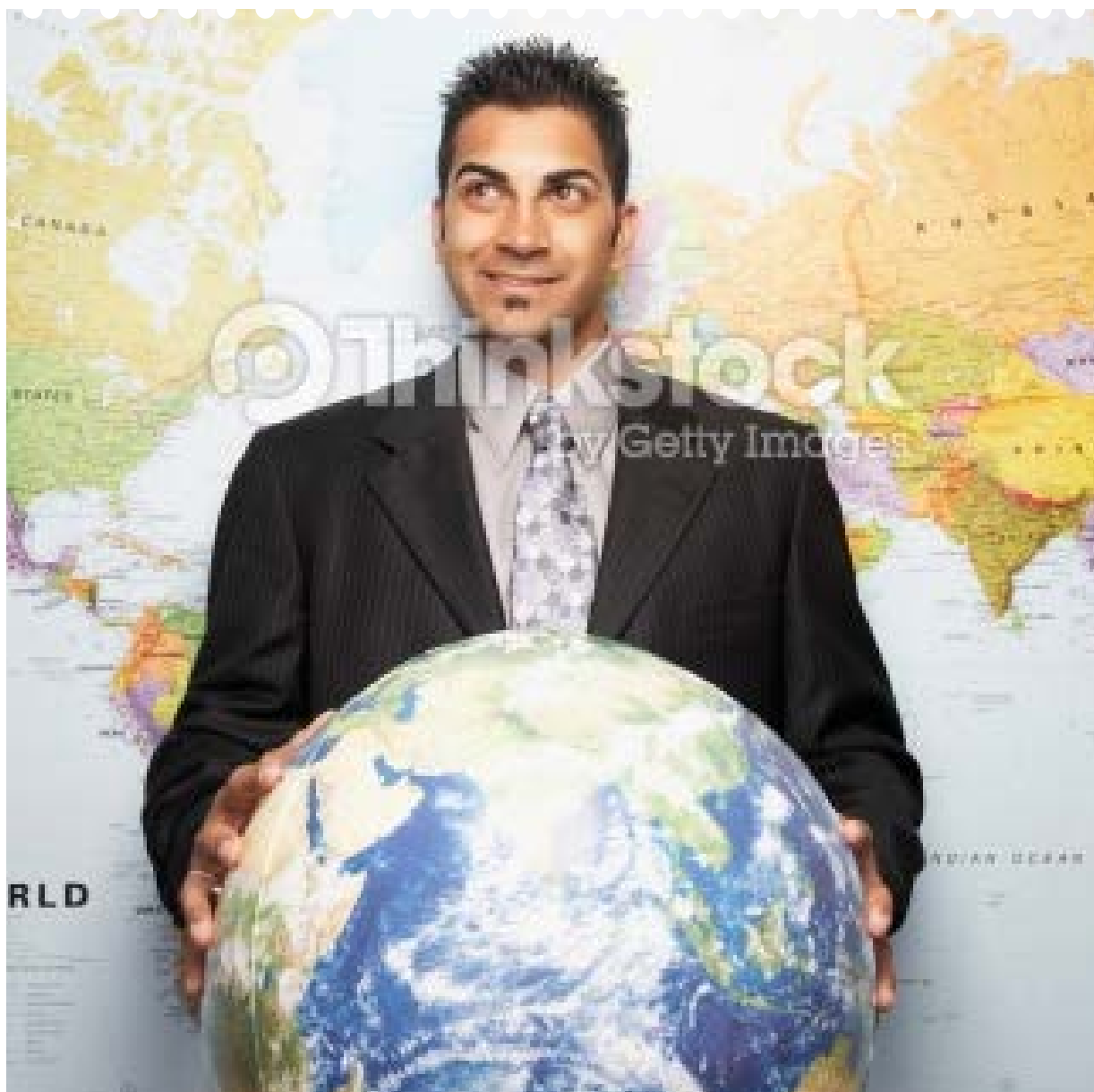
**T**here's a well-known term that's been circulating for some time now, of which we're all aware – 'Global Citizenship'. Even though the term is weighted with meaning, it usually refers to people who have a global identity and a sense of belonging to a much broader community. In his recent manifesto on the future of Facebook,

Mark Zuckerberg stated that progress now requires humanity to come together as a global community, encouraging and empowering civil society on a transnational scale.

The main driver is the rapid advancement of technology and its direct influence on the ways in which we communicate, engage, and share information. Today's

businesses have many opportunities to reach new markets and expand their operations anywhere in the world. Modern infrastructure has paved the way for more efficient solutions, where anybody can easily join the global economy and compete for market share.

The implications of this shift on the moving industry are massive. In-home





estimates are being replaced with video surveys and automated inventories. Transferees have changed their expectations and are continually looking for more convenience. As a result, the removals and relocations industries are undergoing an evolution that is happening more rapidly than at any other point in history.

For global mobility, 2017 will be the year of raising challenges and ongoing innovation. Here are some of the key factors that I believe are going to influence transferees and continue to shape the moving industry.

#### **Talent management and assignment allocation**

Global talent management is of critical importance. From a strategic point of view, the success of the entire process depends on whether or not the individual moving is capable of achieving the company's goal, and adaptable enough to live in a new environment.

The habits of transferees have also changed dramatically. The millennials as a generation are bringing big shifts to the global economy and mobility. Traditional long-term assignments are of little interest to them, so it's no surprise that they are in decline. As a group, they are more mobile, constantly looking for meaningful experiences, and long-term assignment packages are something they simply don't require.

The trend that the mobility industry was able to experience first-hand is the increased demand for rentals. Renting has become a common choice, especially with millennials. Nevertheless, this brings

new challenges into the process.

These factors impact the way businesses approach their mobility programmes. For example, rising property prices in some places are making other locations more attractive for companies planning to expand their businesses. It's important to keep in mind that although the costs for certain geographic locations are high, marketing there is essential so companies are left with no choice.

On the other hand, the global search for talent is continuing to drive mobility, regardless of the economic and financial constrictions. Earlier migration trends were usually seen from developed to developing nations, but most recently, transferees are moving in the opposite direction as well. Exponential growth is the primary goal for all companies as they are competing in highly competitive markets. Having a strong presence in developing countries, and being able to spot talent before competition does, are aspects no company can neglect.

#### **Technology breakthroughs**

Transferees are becoming more culturally engaged, and global mobility programmes are more popular than ever. It comes as no surprise that all this amazing technology available at our fingertips has made that happen twice as fast.

More and more moving companies are using video survey technology and switching to a new way of conducting estimates. Transferees have raised their expectations and movers are adjusting to it.

The truth is that moving is stressful, and the majority of products and services

people consume nowadays require little or no effort from them. This is why video surveys and easy scheduling are critical for all movers. Transferees see it as a convenience.

#### **Outside factors**

There are a lot of factors outside our control that affect international assignments. These factors are most often volatile, unpredictable, complex, and cannot be overlooked by organisations or movers.

Demographic changes, latest immigration policy changes, terrorism and conflicts, environmental issues and political unrest must be taken into consideration when creating global mobility programmes.

Clearly, these factors are always going to be present and will continue to shape global mobility and the way organisations recruit and relocate employees. We can adapt by designing flexible global mobility strategies and policies that allow better oversight. In other words, support the needs of various business units, types of employees moving and different ways companies are organised.

Creating effective informational systems that provide better insights into hostile environments and different allocation assignments is also important. Understanding and managing tax and compliance risks remains essential for achieving an effective global mobility strategy. And the innovative use of technology will continue to bring a better experience and simpler processes to the entire industry.

**The millennials as a generation are bringing big shifts to the global economy and mobility. Traditional long-term assignments are of little interest to them, so it's no surprise that they are in decline.**

## NEWS: PEOPLE

## Momentous appoints Mike Bentley as director of sales

Momentous, part of the AGM Group, has announced that it has appointed Mike Bentley as director of sales with effect from 20 March, 2017.

**M**ike has enjoyed a broad and diverse career within the moving and relocation industry, working for organisations such as TransEuro, Sterling, and Santa Fe.

Paul Evans, AGM Group Chairman, commented, "I am delighted Mike has joined our Momentous team. Momentous holds a unique position within the niche markets of fine art, logistics, and installations, all of which are associated with the transportation of high value art and furniture for private collectors, museums, commercial logistics, and high-end

hotel and interior designers. We are excited that Mike will play an instrumental role in developing Momentous to even greater success."

Mike commented, "I'm thrilled to be joining a customer-driven organisation like Momentous. The market is changing, and I believe there is an increasing demand for service provision that meets the requirements for fine art shipping and bespoke relocation services. I look forward to working with a fantastically talented new team of people, and colleagues within the Group."



● Mike Bentley.

## 26 MILES OF BIRTHDAY CELEBRATIONS

**D**avid Guiel, General Manager for Bishops in the UK, recently celebrated his 50th birthday by running his 10th marathon, this time in Barcelona. David completed the course in 4 hours and 44 minutes, even taking the time to do a little dancing on the way. David's other marathons include London and Brighton in the UK and Malta, Cyprus and Paris.

"I couldn't think of a better way to celebrate my birthday, it felt like the whole city had come out to party with me," said David.

Chris Marshall, Sales and Marketing Director commented: "Completing ten marathons is an impressive achievement and a great testament of David's determination and commitment."

## Richard Travisono elected vice chairman of AMSA safety committee

**R**ichard Travisono, Arpin Van Lines' Director of Safety, has been elected vice chairman of the American Moving and Storage Association's (AMSA) safety management committee. As vice chairman, Richard will assist the chairman and committee with policy planning and programming, as well as organise the safety

committee events and meetings. He is elected to serve a two-year term as vice chairman and will automatically assume the role of chairman for an additional two years.

"AMSA's safety management committee addresses one of our industry's most critical issues – protecting our drivers and the public by reducing accidents and injuries," said David Arpin, President and CEO of Arpin Group. "I can think of no one on our team more qualified than Richard to oversee and help direct

the committee's important work."

The AMSA safety committee is comprised of safety directors and interested executives from member moving and storage companies who meet regularly to exchange information and enhance industry policy regarding safety issues in the industry. It provides valuable technical expertise and industry perspective in matters regarding current and proposed Federal Motor Carrier Safety Administration (FMCSA) rulemakings that affect safety and operations.



● Richard Travisono.



● David Guiel takes on the distance.



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## NEWS: PEOPLE

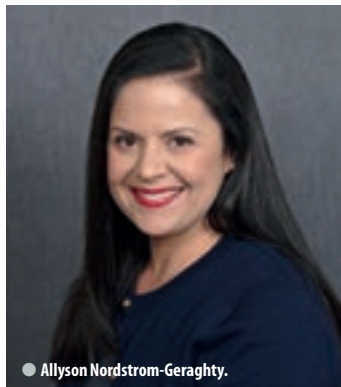
## Arpin International Group appoints director of GSA Services

Allyson Nordstrom-Geraghty has joined Arpin International Group as director of General Services Administration (GSA) services.

Allyson will be responsible for managing and growing relationships with non-military federal government agencies by focussing on customer needs, developing service delivery models and negotiating rates and pricing.

"Ally is a highly respected professional with proven experience in the General Services arena," said Mark Greene, Senior Vice President, GSA Services of Arpin Group. "We are thrilled to have her join our team as we continue to grow our presence and depth in this market."

Previously, Allyson was the director of government contract services at The Paxton Companies. She has held various GSA positions over the past 14 years and has an extensive background in operations.



● Allyson Nordstrom-Geraghty.

She is a graduate of James Madison University in Harrisonburg, Virginia, and holds a bachelor's degree in international affairs.

Allyson is based in Northern Virginia.



● Brett Cooper.

## New man at Backhouse Jones solicitors

Legal firm Backhouse Jones Ltd has announced the arrival of Brett Cooper, who will head up the firm's Corporate and Commercial team at its Clitheroe office.

Brett's many years of experience in commercial, corporate, property and construction law means his expertise is wide-ranging. He advises on commercial contracts, mergers and acquisitions, business re-organisations and shareholder arrangements in the commercial and corporate sectors, as well as leases, site acquisition and development on the property and construction side of the business. He also has an in-depth understanding of how the road regulatory regime works, which is key for businesses involved in

transport.

Having also been involved in his own family business, Brett has first-hand experience of what it is like to be at the coal face. As a result, Brett has developed a down-to-earth and empathetic approach, whilst also retaining a commercial outlook.

When he's not working, Brett enjoys spending time with his four-year-old daughter, walking his border collies and rugby; although these days only watching from the touchline.

● [www.backhousejones.co.uk](http://www.backhousejones.co.uk)

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## The White & Co Mystery Mover

Congratulations to Michele Preshaw from Irishrelo in Belfast for spotting an unusually morose Bob Nuss last month. Our subject this month is quite different – very jolly. But who is the happy chap in the middle? You might get extra marks if you can name his two accomplices as well. Send your answer to [editor@themover.co.uk](mailto:editor@themover.co.uk) for a chance at winning the White and Company Red and Black watch.

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● Left to right: Simon Norrington, New Group Financial Controller; Geoff Watson, Joint Managing Director; Nigel Smith, Retiring Group Financial Controller; Gordon Lyall, Joint Managing Director.

## Nigel Smith retires from Doree Bonner

Doree Bonner International has recently announced the retirement of Nigel Smith, the company's group financial controller, and named Simon Norrington as his successor.

After qualifying as an accountant in 1977 and spending thirteen years in the shipping industry, Nigel joined Doree Bonner in June 1990 as financial controller. He has been with the company for 27 years, with four of these prior to the acquisition of the business by Group Managing Directors Geoff Watson and Gordon Lyall.

Following the change of ownership, Nigel remained as group financial controller. In 1998 he was appointed company secretary and took a seat on the Board. He has spent the last 23 three years assisting Geoff and Gordon in the creation of the nationwide multi-branch business Doree Bonner is today.

Following a successful handover period, Nigel is passing the reins to Simon Norrington who now becomes group financial controller. Simon originally qualified as a chartered accountant at Day Smith & Hunter, an accountancy firm based in Maidstone, and then spent 16 years working for a subsidiary of Abbott Laboratories where he gained experience of both the healthcare industry and manufacturing accounting. He is looking forward to learning about the removals and storage industry.

"I have enjoyed an exciting and

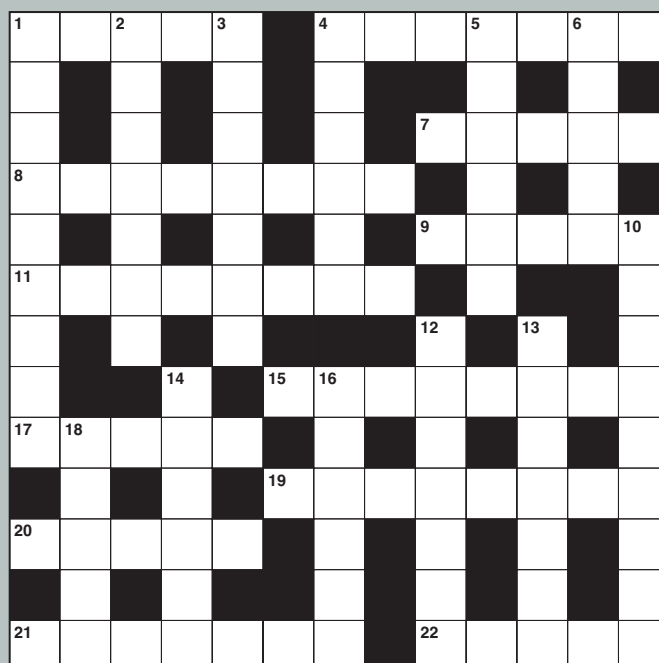
**"... working with Geoff and Gordon at the helm, life has never been dull..."**  
Nigel Smith

dynamic career at Doree Bonner, and working with Geoff and Gordon at the helm, life has never been dull," said Nigel. "I thank them for all the opportunities I have had over the years and will miss both them and all the staff at Doree Bonner, but at the same time am looking forward to my retirement."

Geoff Watson and Gordon Lyall commented: "We would like to thank Nigel for his very significant contribution to Doree Bonner over the past 23 years and particularly his support and wise counsel to us both. We would like to wish him all the very best for a long and happy retirement. And at the same time we warmly welcome Simon to Doree Bonner and look forward to working with him in the next chapter of Doree Bonner's life."

Having now retired, Nigel has moved back to his native Yorkshire with his wife, Heather, their son and daughter and three pointer dogs.

## Puzzles



### ACROSS

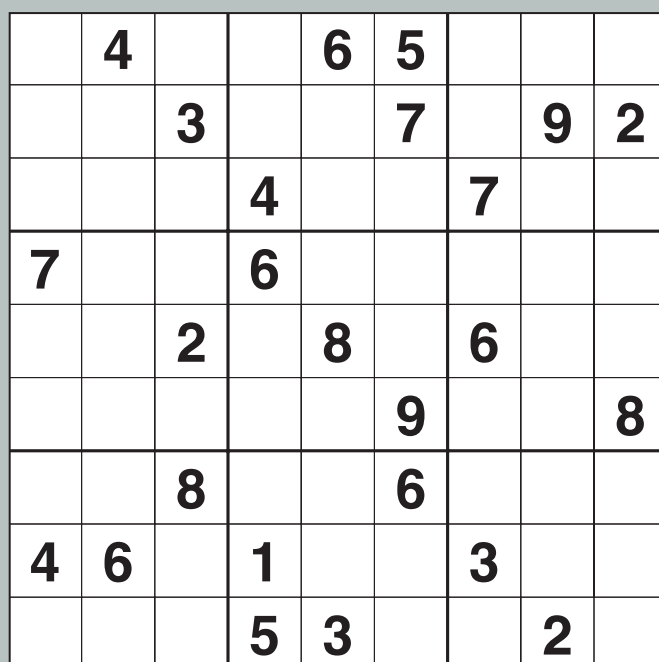
- 1 Long poems (5)  
4 Has enough money to pay for (7)  
7 Male bee (5)  
8 Eg a spider or scorpion (8)  
9 Anaemic-looking (5)  
11 The bones of the body (8)  
15 US state (8)  
17 What an author writes (5)  
19 Country of East Asia (8)

### 20 Spirited horse (5)

- 21 Map line showing equal height (7)  
22 Destiny; fate (5)

### DOWN

- 1 Process of getting larger (9)  
2 Pierces with something sharp (7)  
3 Capable of seeing (of a person) (7)  
4 Having colourless skin (6)  
5 Surge forwards (6)  
6 Person slow at learning (5)  
10 Country in Central America (9)  
12 Capital of Thailand (7)  
13 Coal miner (7)  
14 Do the same thing again (6)  
16 Danish monetary unit (pl) (6)  
18 Surpass (5)





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# Diary Dates

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### Young Movers Conference

11 – 13 May, 2017, Riga, Latvia

### Self Storage Expo Asia

16 – 18 May, 2017, Hong Kong

### BAR Conference

18 – 20 May, 2017, Cardiff, Wales, UK

### EUROMOVERS International Conference

25 – 28 May, 2017, Edinburgh, UK

### MöLo International Trade Fair

14 – 16 September, 2017, Kassel, Germany

### IAM 55th Annual Meeting

9 – 12 October, 2017, Long Beach, California, USA

### European Self Storage Conference and Trade Show

16 – 18 October, 2017  
Maritim ProArte Hotel, Berlin

### FEDESSA European Conference & Trade Show 2017

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### The Movers & Storers Show 2017

8 – 9 November, 2017  
Hanger '42, Bruntingthorpe Aerodrome, UK

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E	P	I	C	S		A	F	F	O	R	D	S
X		M		I		L			N		U	
P		P		G		B			D	R	O	N
A	R	A	C	H	N	I	D		U		C	
N		L		T		N		A	S	H	E	N
S	K	E	L	E	T	O	N		H			I
I		S		D				B		C		C
O			R		O	K	L	A	H	O	M	A
N	O	V	E	L		R		N		L		R
	U	P			M	O	N	G	O	L	I	A
S	T	E	E	D		N		K		I		G
	D		A			E		O		E		U
C	O	N	T	O	U	R		K	A	R	M	A

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

## Did you know?

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

Cauliflowers grow so fast you can hear them doing it.

The first ATM was based on a chocolate-bar dispenser.

A sloth's top speed is six centimetres a second.

The Earth seen from the Moon never seems to rise or set, but just hangs in the sky.

Only female hops are used to make beer.



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## Tony Allen: And finally...



# Thanks for the memory?

There's no point in beating about the bush; my memory is slowly declining. I don't mean the frightening descent that is evidenced by Dementia or Alzheimer's, but a gentle deterioration that is brought about by a combination of a daily addition to the brain's almost brimming filing cabinet together with a slow general deterioration as evinced by the rest of the body.

We are currently looking after my daughter's Border Collie called Zac (I must finish writing that book!), and this morning we set off to the local woods. It was a lovely morning, sunny but crisp in that very April sort of way; white fluffy clouds scudding across an azure sky, and all of that. Anyway I parked the car and set off, full of the joys of spring (literally) and basking in the dappled sunlight.

I'd been walking for about a quarter of a mile and had just finished whistling my second song from *Carousel* which we'd seen the night before, when it suddenly occurred to me: 'Where's the dog?' Very good question – and I pretty rapidly realised that poor Zac was still in the back of the car and was mightily pleased to see me when I returned!

To continue this selfless act of exorciation; I recently drove my car to the local refuse tip and when I arrived a rather burly attendant appeared in front of me and asked if I would like any help to unload; and I duly accepted his offer. With him standing at my side, I then opened the back of the car, and was rather mortified to notice that the only content was a pair of lonely and rather muddy wellington boots. My first reaction was one of embarrassed shock, which was rapidly matched by the look on the face of my burly attendant, which can only be classified as the familiar: 'You're having a laugh aren't you?' Although I must confess that I really wasn't; in fact on the contrary. I then tried to explain how, unfortunately, I had omitted to load the rubbish into the car before I started out, but I'm afraid I was getting myself deeper and deeper into a rather humiliating hole. As I kept digging, the attendant's face slowly transmogrified into another familiar expression, you know, the one which implies 'Whatever is the world coming to?' I would further add that my situation was not improved when, with a wicked grin he turned to me and said: "Anyway let's get these wellington boots unloaded."

The average adult brain weighs about 3lbs (1.4kg) and is the most complex organ in the body. Through a multitude of neurons it stores information that essentially represents the sum total of

your life. It's quite remarkable really, and yet when I come out of the bathroom after my morning shower I'm never quite sure whether or not I've applied deodorant, so I go back in and do it again. Mr Coleman always said that he made his money out of mustard that was left on the side of the plate, and I'm sure that manufactures of deodorant must similarly benefit from incipient memory loss.

Apparently 'the human brain starts working the moment you are born and never stops working until you stand up to speak in public'. It is surprising - and it is a fact – that the subconscious part of our brain continues to work even when we are asleep and it's obviously the reason why, if you have a problem, it's better to sleep on it. Sound advice, I believe.

Ever forget somebody's name? They come up to you; you know them; you can't remember their name! The mind is peculiar, you knew it this morning. To make matters worse, they can remember yours. We have a problem, we use a substitute name: 'There'. "Hello There." Crikey I've got a problem, if somebody comes up and I have to introduce them, I'm in deep trouble. They do ... You faint! Don't worry I'm just being mischievous here. But do you know what? 'There' knows that you have forgotten their name. So what happens? Towards the end of the conversion, unaccountably, you suddenly remember that elusive name. At this moment, all subtlety goes out of the window, because you want to show them that you knew their name all along and as a result you use it to excess, and loudly - almost every other word. 'Listen to me I know your name; I've always known it; I'm so pleased with myself; let me find somebody to introduce you to!'

Ever forget somebody's name? They come up to you; you know them; you can't remember their name! The mind is peculiar, you knew it this morning. To make matters worse, they can remember yours.

So anyway that's memory for you. But let's not dwell on this too much because memory lapses are really a normal condition of the mind. You often hear people using the term 'within living memory'. Well at least if our memory is living then we still have hope and of course we never know what a good memory we have until we try to forget something.



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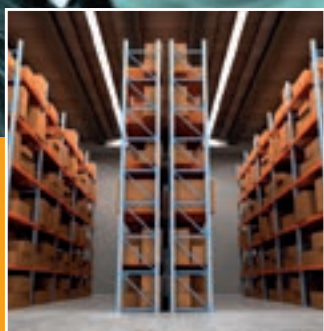


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