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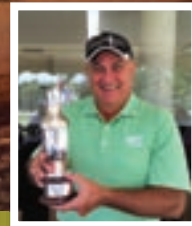


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Issue 032 November 2013 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



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# TheMover

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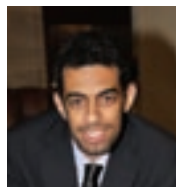


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## LEADER

## Basking in post-conference glow

Steve Jordan, Editor

I am writing this in the after glow (if that's the right expression – 'relief' might be better) from the Mover Conference. Thank you to all those who supported us and for the very many positive comments we received from you. I had one comment from a seasoned conference goer saying that it was 'a very stimulating two days' and another from a first timer saying that it was an excellent venue and very enjoyable. That's exactly what I had hoped to achieve, something for everyone. If you were there you will know what I mean, if you weren't ... well, maybe next time (if I can steel myself for four months of high blood pressure).

Congratulations too go to Keith Merrett and Charlotte Parslow, otherwise known as the 'dynamic duo' (amongst other things) for organising a very successful Movers and Storers Show with attendance that was back up to pre-recession levels and virtually every stand occupied (it would have been a full house had two companies not pulled out at the last minute, which was a shame).

Our December issue will carry a full report on the conference and the show for the benefit of those who were unable to make it. Next time, I hope you will be able to experience all the fun of the fair first hand.

This issue is of course, packed with good stuff. But there's one story I am particularly pleased with. Take a look at page 8 and the story about Army Ants. We featured Anthony a couple of years ago when he was working out of a garden shed. Today it's a totally different picture and an example to everyone of what hard work can achieve even in a recession. Well done lads!

One last thing. Yes, it's true, I am taking part in Movember (see page 14). Please donate all you can to this fabulous charity and help support the health of the world's menfolk without whom the beer industry would be on its knees and nobody would ever be able to parallel park again.

Steve Jordan



● Pudsey Bear and friend on route to Craig Tara.

## Pickfords moves Pudsey Bear

The Edinburgh branch of Pickfords recently transported Pudsey Bear on a leg of his journey around Britain visiting 35 Haven Holiday parks as part of Haven's effort to raise £200,000 for BBC Children In Need.

Haven staff took part in sponsored swims, cycle rides, roller blading and fun-runs with Pudsey to raise funds.

Pudsey was guest of honour on board a Pickfords truck as he made the 100-mile journey from Seton Sands holiday park, east of Edinburgh, to the Craig Tara holiday park in Ayr, on the west coast of Scotland.

On the way to Craig Tara, Pudsey dropped in at The Yard in Edinburgh, the site for a BBC Children In Need project which Pickfords previously

supported with manpower and resources. The yard was refurbished in 2012 with support from Pickfords, TV's *DIY SOS* team assisted by local trades people and now provides indoor and outdoor adventure activities for children and young people with additional support needs.

Commenting on Pickfords' support of the Pudsey Tour, Haven Holidays' Emma Baxter said, "Pudsey's arrival at Craig Tara was fantastic and all down to the mode of transport and enthusiasm of the Pickfords' driver Alan Carrick."

## Got an event coming up?

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## NEWS: UK



## DOREE BONNER WINS 'BEST REMOVALS SERVICE' AWARD

Doree Bonner International Group has been awarded 'Best Removals Service' at the 2012 'Down Under Awards'.

The 'Down Under Awards' are voted for by the readers of leading emigration publication *Australia & New Zealand Magazine*, alongside visitors to the Down Under Live Expos and subscribers to associated websites.

Over 7,000 votes were cast across seven different categories including Best Relocation Service, Best Removal Service and Favourite Destination Down Under.

"Congratulations to Doree Bonner on winning our award, and being recognised by our readers and visitors for their excellent services in helping them make the move down under," said John Weir, publisher of *Australia & New Zealand Magazine*.

"We are delighted to be the recipients of such a prestigious award. Doree Bonner takes great pride in the very high standards of service we deliver and it is a great accolade to have customers who we have moved vote for us," said James Dasey, International Director of Doree Bonner International, on accepting the award. "We would also like to thank our Australian partners of 50 years - Grace Removals Group - who played no small part in contributing to this win."

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## UK property market is not 'overheating' say consumers

According to the Building Societies Association Property Tracker report, just 2% of consumers fear the housing market is overheating despite an improvement in buying conditions.



● The housing market is 'recovering' say one in five people.

When asked what single word they would use to describe the housing market now, one in five people said 'recovering'. A further fifth said that the market is 'stable' and just 1% describe the current market as 'crashing' - all strong indications that market sentiment has improved.

The majority of consumers - just over 60% - now believe that house prices will rise in the coming year, the highest proportion since the Property Tracker survey began in 2008. In addition, the major perceived barriers to property purchase have declined, the most notable being access to mortgage finance, now seen as a barrier by 39% of people, down from 46% three months ago, and 60% in 2011.

This wider availability of mortgages for first time buyers with smaller deposits is starting to make a difference and in the first seven months of the year a quarter of all mutual lending was to those with a deposit of 10% or less. Government schemes such as Funding for Lending (FLS), Help to Buy and the resultant positive media coverage about the housing market may have also filtered through,

**"Signs of recovery in the market have been much discussed over the summer and these Property Tracker results confirm an improved outlook."**

Adrian Coles

helping to reduce the perception of these factors as barriers to home ownership.

Commenting on the results, Adrian Coles, Director-General of the BSA, said, "Signs of recovery in the market have been much discussed over the summer and these Property Tracker results confirm an improved outlook. We are however, still clearly in recovery mode and the cautious words of those who have been sounding warnings about a market already at risk of overheating need to be listened to, but it would be wrong to take any steps at this point that might damage the recovery in its early stages."

## BMB chooses Linde for used reach truck

BMB Removals from Northampton has recently chosen Linde Material Handling (UK) to source a used fork lift for low impact use.

Jason Burrows from the company said that he had spent a lot of time looking at used and refurbished fork trucks on various Internet sites before calling Linde for some professional guidance.

The company needed a reach truck to move storage boxes in the warehouse. "I only required a truck for very limited use, so a used machine made sense," said Jason. "The price I paid was competitive and as I have purchased from a reputable company I get great back up and peace of mind."

Typically ex-contract hire, all Linde Approved trucks have been maintained from new by Linde's 23 regional customer support centres. Dedicated workshop facilities mean that truck specifications can be matched to specific needs and the vast range of equipment available ensures that a truck can be delivered at short notice.

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



● Linde Approved trucks have been maintained from new by Linde's regional customer support centres.

## Pickfords voted in the Top Ten Best International Movers

Pickfords has been voted in the Top Ten International Movers by *Which Offshore*, an independent online consumer resource for those seeking information and advice about expatriate life and offshore finance.

The team at *Which Offshore* tested more than 70 UK-based removal companies by rating the information available on their website, online customer reviews, ease of contact, helpfulness of staff, the time taken to respond to an enquiry and the

quoted price. Each company was asked to quote for a family of four (two adults, two kids) moving a total of 1,000ft<sup>3</sup> of contents from a two bedroom flat in London, to a flat in Barcelona, with no elevators available at either location.

## Quartix reveals its role during London 2012

**A**fter securing the licence from the Supplier Recognition Scheme delivered by the British Olympic Association, Quartix can announce its role as the supplier for vehicle tracking systems for the London 2012 Olympic and Paralympic Games. Quartix helped ensure the smooth running of operations throughout the Games by tracking nearly 600 vehicles for organising committee LOCOG.

The Quartix trackers played a key part in the transportation of IOC members, delegates and VIPs between the Olympic venues and top locations throughout the capital. For the length of the Olympics, the BMW fleet was tracked with Quartix's advanced GPS unit, whilst MPVs and buses were also fitted with the system during the Paralympic Games. By giving real-time information on the exact locations of the vehicles at any time, the Quartix units were essential in preserving the security of passengers and Londoners alike.

Andy Walters, Managing Director of Quartix, added: "We are very honoured to have been a part of the Games and proud to have helped make London 2012 a huge success. The safety of the Games was of paramount importance to the accomplishment of such a large operation, so it's great to know our vehicle tracking units helped the transport and logistics team succeed in their colossal task."



● Quartix trackers played a key part in transporting key personnel between Olympic venues.



● Minister for Pensions Steve Webb.

## A million more workers saving for their retirement

The Pensions Regulator has confirmed that the millionth worker has been enrolled into a workplace pension as a result of the government's automatic enrolment scheme.

**A**utomatic enrolment was introduced in October last year to ensure workers have access to an occupational pension. The largest firms in the UK have already started enrolling their workers into pension saving, medium-sized firms and the smaller businesses will follow in the years to 2018.

Minister for Pensions Steve Webb said, "This is the biggest change to the pensions system for a century. The money workers save is being matched by contributions from their employers and topped-up by tax relief, helping them put money aside for their retirement, many for the first time."

By this time next year, thousands of employers will be automatically enrolling their staff, and by 2018 every employer in the country will have helped their staff start saving for later life. Research shows that over 90% of people who have been placed into a workplace pension by their employer are staying in.

Department for Work and Pensions (DWP) research published in August gives the first official indication of how well the government's landmark automatic enrolment scheme, to get people saving for their retirement, is being received.

The qualitative research of the 50 biggest employers shows that on average just 9% of people have opted out. Previously, DWP research with workers across all business sizes found that 30% were likely to

**"Seeing our largest employers report such low opt out rates bodes well for this ambitious programme ..."**

Steve Webb

opt out. The findings also suggest that young people are leading the way in the savings revolution, with more under 30s staying in a pension scheme than other age groups.

Steve Webb continued, "Seeing our largest employers report such low opt out rates bodes well for this ambitious programme, which will see millions more putting money aside for the future. Too few people have been saving for retirement. It is all too often something to be put off, something for tomorrow. These figures show that people really value the chance to save into a workplace pension as they know they will also get money from their employer and the taxman too. The sooner people start a pension the better, and this report shows that young people are keen to take charge and plan for their future."

● For more information about auto enrolment and your obligations as an employer visit [www.dwp.gov.uk](http://www.dwp.gov.uk).

## KIDD'S INVESTING AGAIN IN THE REMOVAL INDUSTRY

According to Sanderson's Removals of Boston Spa, activity in Yorkshire's Golden Triangle housing market is once again on an upward trajectory.

**T**heir sister company, T Kidd and Son Limited which covers the Hull, Scarborough and York market has also seen a marked increase in house sale activity.

Mr. Philip Kidd, Managing Director said, "A couple of months ago we saw signs of a recovery and decided to invest £100,000 to buy a new 19 tonne, five container super cube removal lorry with a state of the art environmentally friendly engine. It will provide the backbone to our London to Yorkshire weekly run."

Mr. Kidd went on to say, "What we have noticed is an increase in younger married families, moving out of the South East into the Harrogate - York area attracted by the excellent schools and the quality of life which we have up here. This is excellent news for companies like mine as more often than not they tend to store with us; which they find much cheaper than the self store option, until they find the perfect property to move into. The savings clients can make by storing whilst property hunting and living temporarily in a smaller rented property are significant; clients save on reduced council tax and utility bills and can then instantly buy when the perfect property is found."

Having had the best summer trading since the recession began Mr. Kidd hopes that the corner has been turned for the economy as a whole.

He is not only investing in new capital equipment but also in additional staff and would welcome calls from anybody interested in joining the company. Their removal industry training centre based in Hornsea is nationally recognised and new staff members are assured of the very best industry training.



## PROFILE: ARMY ANTS



● Army Ants' new recruits - left to right: Jamie Sanderson, Gary Hickey, Mark Straker, Steven Iddon, Darren Whitehead and Anthony Walmsley.

# Work in progress with ARMY ANTS

It was back in 2011 that *The Mover* first reported on Anthony Walmsley, a young man just starting out in the business with his company Army Ants in Preston. Two years later, Steve Jordan braved the M6 to see how he is getting on building his business despite tough trading conditions.

**W**hen I first met Anthony he was working out of a wooden garden shed, had two vehicles, no operator's license, rented a part of a warehouse elsewhere in the town, and employed two friends as porters. He had started his new moving business in 2008, just about the worst possible time to start any business let alone one so dependent upon the housing market (that was shrinking out of sight) and the availability of finance (that was rare and expensive). Yet, somehow there was a quality about Anthony, a combination perhaps of a capacity for hard work and a naivety that would not allow him to consider failure, that made me as sure as he was that he would succeed.

Two years later, and considering the difficult trading conditions over the period, it is hard to imagine a more comprehensive transformation. Army Ants has now taken over the whole of the storage facility from which it previously rented 50 storage

boxes. The 20,000ft<sup>2</sup> warehouse includes around 300 storage boxes, offices, something close to 100 very smart self storage units of various sizes with a drive-through facility for customers, and 4,600 archive storage boxes. When I called Anthony had just landed a nice contract with the local council that would take the warehouse from almost full, to completely full.

Outside is a substantial yard with 52 20ft containers, all owned by Army Ants and all full with self storage. The vehicle fleet has grown and changed dramatically. There are now two removals lorries, sporting the company's new blue livery and personalised number plates, a Mercedes Sprinter van for international work, three trailers that provide a free collection service for self storage customers, and a rather smart Land Rover Defender to pull them.

The staff has risen to 11 permanently employed with a further bank of

experienced part-time staff ready to fill any gaps during busy times and Darren Whitehead, the company's Manager, who oversees operations and takes much of the day-to-day load from Anthony. This is a nice business, doing well and with buckets full of ideas for the future. It is a real treat to see.

I asked Anthony how he had achieved so much in such a short time. "We worked really hard," he said. Maybe it really is that simple.

There's plenty going on for the future too. Anthony already has plans to invest more heavily in the warehouse, and has his eyes on an adjacent vacant plot that will extend his yard to probably four times its current size. He also has plans to expand into London where he has had much success and is looking to set up more permanent relationships overseas.

This is a business that has thrived more through the worst recession in living memory than most companies could reasonably expect during a boom. And it's just work in progress ...

● Army Ants' yard with 52 20ft self storage containers.





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## NEWS: UK

## Jungheinrich announces £6 million short-term rental fleet investment

**M**aterials handling equipment manufacturer Jungheinrich has announced a £6 million investment in the extensive fleet of fork lift trucks and other handling products that it offers for short-term rental. Jungheinrich believes that its short-term rental fleet is stocked with the newest and most up to date equipment on the market.

Neil Warren, Jungheinrich UK Ltd's Used Equipment and Short Term Rental Director, commented: "We have what we believe is the youngest fleet of short-term rental fork lifts available. And because our short-term rental trucks are, on average, less than two years old, our clients get state of the art equipment that not only looks good but is energy efficient and highly reliable – not a truck that has been out on contract hire for five years and comes with five years' worth of problems!"

**"We have what we believe is the youngest fleet of short-term rental fork lifts available."**

Neil Warren

Trucks from the Jungheinrich's entire range, from pallet handlers to state-of-the-art high lift reach trucks, are available on short-term rental and models can usually be delivered within 24 hours – or even on the same day.



● Jungheinrich ETV 318 reach truck.



● First-time buyers now account for a greater proportion of home buyers.

## First-time buyer lending in London at highest since 2007

First-time buyers accounted for 11,200 loans for house purchase in London in the second quarter of 2013, the largest quarterly number since the end of 2007, according to new data from the Council of Mortgage Lenders, (CML).

**F**igures from the second quarter show that first-time buyers in London make up a larger proportion of house purchase loans compared to the UK overall. In the second quarter, 56% of house purchase loans were to first-time buyers in London compared to 46% in the UK overall.

Whilst first-time buyers took out larger loans (on average £192,600 compared to £183,900 in the second quarter last year) the affordability was almost unchanged thanks to higher incomes and falling interest rates. This meant on average first-time buyers spent 20.8% of their income on mortgage payments almost unchanged from 21% in the first quarter of 2013.

Affordability in London does however remain tighter than in the UK overall with first-time buyers borrowing an average of 3.67 times their income compared to 3.30 for the UK overall in the second quarter. This may be why first-time buyers in London are generally putting down larger deposits than in the rest of the UK. The average loan to value remains at 75% in London compared to 80% for the rest of the UK. In addition, incomes of first-time buyers in London are higher than in the rest of the UK-

**"Mortgage lending in London has followed a similar pattern to the rest of the UK with strong house purchase activity this quarter..."**

Paul Smee

on average £52,100 per annum compared to £35,400 in the UK overall.

There were 20,100 house purchase loans advanced in London worth £5.1bn in total, a 23% rise in value compared to the first quarter of 2013 and up by 20% compared to the second quarter last year.

CML Director General Paul Smee said, "Mortgage lending in London has followed a similar pattern to the rest of the UK with strong house purchase activity this quarter, strengthened particularly by first-time buyer activity. Total lending for house purchase has also increased this quarter upon last and from a year ago which suggests increasing confidence that economic conditions are becoming more favourable."

## UK house-building levels continue to improve - NHBC

NHBC's latest registration statistics show that house-building levels in the UK continue to show improvement on recent years, with figures for July 19% higher (13,539) than the same month last year (11,391).

**T**aking the rolling quarter into account (May - July 2013) the period reveals a 30% increase compared to the same period last year (2012; 28,951 compared to 2013; 37,738).

Additionally, the private sector reported the highest number of registrations for over five years, with 10,300 new homes registered in July; the highest since February 2008 when 10,465 homes were registered.

NHBC Commercial Director Richard Tamayo said, "July was a bumper month for new home registrations, particularly for the private sector. As we have emphasised over the course of the year, this recovery is from a relatively low base but nevertheless reveals that builders are beginning to meet the growing demand to provide the new homes that the country desperately needs.

Looking ahead we hope that the rest of the year continues this long overdue recovery story."



● Builders are beginning to meet the demand for new homes.





● West London Wildcats.

## Anglo Pacific sponsored teams claim sporting victory

The finale of London's Australian Football League season took place at Motspur Park in South West London on 17 August with West London Wildcats, sponsored by Anglo Pacific, taking victory in two out of the three divisions.

Club President Luke Fenney said of the success, "After a disappointing finish to the 2012 season, 12 months of rebuilding and hard work has paid off with a fantastic display of footy against very strong opposition. None of this would be possible without our club sponsors, and we're very grateful for the ongoing support we receive from Anglo Pacific – financially and on the touchline."

With rain mercifully only making a brief appearance, Grand Final Day kicked off with the Social Division and West London Wildcat's Ealing Emus sadly being defeated by the Reading Roos. The Conference game that followed was a repeat of the 2012 Grand Final with the Wildcat's Shepherds Bush Raiders once more beating the hapless Regents Park Lions, this time by three goals 9.5 (59) to 5.12 (42).

The showstopper was the Premiership Final with west versus north: West London Wildcats versus the North London Lions. The Wildcats hoped to regain the flag they won in 2011 while the Lions desperately wanted to hang onto their flag from last year. Battling it out on a windy pitch, the Wildcats came out on top 10.10 (70) to 9.6 (60) with celebrations starting right on the siren. Little wonder the West London Wildcats are often regarded as the biggest and most successful

Australian Rules football club outside Australia.

Jason Diggs, Sales Director for Anglo Pacific said, "With the majority of our business emanating from Australasia, and plenty of our own staff hailing from Down Under, it makes good sense for us to get

**"Some of Anglo Pacific's employees have played for the Wildcats and plenty more are fans, so it's a great pleasure to offer the club our ongoing support."**

Jason Diggs

involved with expat sports teams in the local London community. We've been sponsoring the West London Wildcats' endeavours for more than a decade now and happily offer discounts to their returning players when shipping their baggage back to Australasia. Some of Anglo Pacific's employees have played for the Wildcats and plenty more are fans, so it's a great pleasure to offer the Club our ongoing support."

## UK APPRENTICESHIPS AT A GLANCE

An apprenticeship is a way for young people and adult learners to earn while they learn in a real job, gaining a real qualification and a real future.

**H**iring apprentices helps businesses to grow their own talent by developing a motivated, skilled and qualified workforce.

- An apprenticeship is a job with a skills development programme designed by employers;
- Apprenticeships are open to all age groups above 16 years old from school leavers to those seeking to start a new career;
- Apprentices are employees within a company and are paid a wage;
- Apprentices work at least 16 hours per week;
- Apprentices gain technical knowledge and practical experience for their immediate job and future career - plus recognised qualifications.

- 32% of all former apprentices had a promotion within 12 months of finishing the scheme;
- 75% reported being given more responsibility in their continued role;
- Over 100,000 employers offer apprenticeships across 200,000 locations in the UK.

**Apprenticeships also deliver for young people. They are able to learn and earn whilst gaining a real, respected and valid qualification**

Apprenticeships are important because they increase business productivity. The training scheme also makes former apprentices more employable. Apprenticeships also deliver for young people. They are able to learn and earn whilst gaining a real, respected and valid qualification. The scheme is designed to instil pride in skilled young people.

### Statistics

- After completion of an apprenticeship, 85% will stay in employment, with 64% staying on with the same employer;

At present there is just one industry-specific apprenticeship for the removals trade and that is the BAR-developed Intermediate Apprenticeship in Commercial Moving.

● Further information and vacancies can be found at [apprenticeships.org.uk](http://apprenticeships.org.uk) or by phoning 08000 150 600. The National Careers Service can provide additional help and advice. Visit [nationalcareers.service.direct.gov.uk](http://nationalcareers.service.direct.gov.uk) or phone 0800 100 900.

● There are numerous benefits available for companies who develop and operate apprentice schemes.



## INSIGHT: AUTO ENROLMENT



# The new company pension rules and what they mean to you

Last year the government introduced legislation designed to encourage employees to start saving for their retirement. The scheme, known as Auto Enrolment, requires companies to provide and contribute to a pension for their employees, and there are penalties for those who do not comply. *The Mover* asked Dena Al-Dossary, Work Place Pensions Co-ordinator for financial advisers the Charles Derby Group to explain what the new rules mean and how they affect your business.

### Auto Enrolment

The government introduced Auto Enrolment in April 2012, the first staging date (the date when an arrangement must be in place) for companies with over 250 employees was October 2012. Smaller companies will be phased in over five and a half years. Their staging date is assessed by the number of eligible workers on their payroll as of April 2012, regardless of whether they employed more workers after that date or even reduced their staff numbers. By February 2018 all employers across the UK should have a compliant scheme running for their employees.

### Why was Auto Enrolment introduced?

- A significant number of the UK's working population are not planning for their retirement, and are not looking to take up personal pensions that have been or could be offered.
- There is a rising number of people of retirement age, compared to those of working age simply because we are living longer.

### Does this affect you now?

Discussions around this topic suggest that too many companies with fewer than 20 employees have not taken any action, believing they have plenty of time to comply. In fact it is one of the concerns of The Pensions Regulator (TPR) that many employers are not seeking advice, and those that are leave it too late. It is recommended that an employer should begin the process nine months before their staging date.

### How to find out your staging date

As mentioned above this is determined by the largest number of eligible workers on their payroll (PAYE) records. Most employers will look to their trusted advisers to help them in the maze that is Auto Enrolment but TPR have set up a process for informing employers of their duties and when their staging date is. A simple tip for finding this out would be to go on TPR's website and click the interactive tool button that says 'Find out your staging date'.

### What if your employees don't want to auto enrol?

Every eligible jobholder will have to be automatically opted into their company's chosen compliant scheme. However, there are processes in place if a jobholder wishes to opt out of this scheme, although there are specific time periods. Active members can still stop their membership after this date, but this would not be an 'opt out' that is described in legislation but treated in accordance to their chosen scheme.

### NEST and Auto Enrolment

There is a common misconception that the National Employment Savings Trust (NEST), a government sponsored pension scheme and Auto Enrolment are the same thing. In fact NEST is just one of the choices an employer can make as part or all of the solution to Auto Enrolment. NEST has been funded by the government and has an obligation to accept all members regardless of their contribution levels and earnings. An

impressive £600 million has been put into this scheme, so for the government this has to work, but for many employers it isn't necessarily the best solution. The private sector has an important part to play and may be able to offer advantages to meet certain employer/employee needs. Intermediary companies are useful for this process as they can provide comparisons across the whole of the market and offer a wide choice of options.

### What if you sit back and do nothing?

Auto Enrolment is a new legal requirement and if you don't adhere to your responsibilities as an employer there are financial penalties and they could be crippling. The table below shows the rising penalties for employers who ignore their Auto Enrolment duties.

Number of employees	Daily rate of fine after staging date (£)
1-4	5
5-49	500
50-249	2,500
250-499	5,000
500+	10,000

### When should you start looking at this?

It has become clear that for an employer to have maximum choice for their chosen work place pension they should carry out a review of their needs in plenty of time as we move towards 2015 when a much larger volume of employers will have to implement Auto Enrolment. This means pension providers will be in a position to choose which organisations they help and may result in an employer having no other choice but to use the NEST option, which may not be appropriate your work force.

As an employer it is imperative that you review your business needs and put in place the most appropriate solutions early to avoid having little or no choice at all.

## Dena Al-Dossary and The Charles Derby Group

**T**he Charles Derby Group is a UK financial advisory business devoted to helping businesses with their Auto Enrolment duties and supporting employees with financial advice. Dena is happy to answer auto enrolment questions and can be reached on [dena.aldossary@charlesderby.com](mailto:dena.aldossary@charlesderby.com). For further information please visit [www.autoenrolmentcentre.com](http://www.autoenrolmentcentre.com).

Charles Derby is a trading style of Charles Derby Financial Services Limited which is an appointed representative of Intrinsic Mortgage Planning Limited and Intrinsic Financial Planning Limited who are authorised and regulated by the Financial Conduct Authority (see the FCA register at [www.fca.org.uk/register/](http://www.fca.org.uk/register/), references 440718 and 440703).

*The value of the investment can go down as well as up and you may not get back as much as you put in.*







**2 X 2010 Mercedes 1843 Axor**  
2 man sleeper. Air con.  
Air suspension.  
5 container body. New paint.  
New MOT.



**2009 Iveco 75E17**  
Day & sleeper cabs.  
3 container bodies.  
Less than 100,000 kilometres.  
New MOT.  
In your colours.



**4 X 2008 Mercedes 1843**  
High roof sleepers.  
Euro 5 engines. 5 container  
bodies with dropwells  
and false floor.  
Aluminium ramp and side table.



**2 x new Euro 6 DAF CF**  
**double sleepers**  
5 container bodies.  
Painted. New warranties.



#### To build:

**2011-12-13 Mercedes Axors**  
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#### Body build prices available on request



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Ramps and side table.  
Painted in your colours.  
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**2009 Volvo FL**  
Full sleeper.  
Body and pod to your spec.  
Low mileage.



**Euro 5 2009 Daf CF220**  
3 man sleeper with pod.  
5 container body. Air suspension.  
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## NEWS: UK

## Quartix named Powys Business of the Year

**T**he Vehicle tracking company, Quartix, has been named Powys Business of the Year. The business, which has grown its workforce from three to 60 in twelve years, received the overall accolade, sponsored by Powys County Council, at the 2013 Powys Business Awards ceremony attended by 250 guests in Newtown on Friday, 27 September.

Quartix Ltd, which also collected the Growth Award sponsored by Finance Wales and was a finalist for the Innovation Award, has become one of the most respected telematics suppliers in the UK. Innovative thinking to develop ground-breaking products has helped the business gain 100 new customers a month, including major insurance companies and fleet operators.

"Their growth in the last year has been impressive and continued growth seems assured through good strategic planning and control, new market development and a strong commitment to their staff," said the judges.

Andy Kirk, director at Quartix Ltd, thanked everyone who works for the company for their loyalty and support. "We are extremely proud and honoured to be named Powys Business of the Year, especially when you consider the quality of all the finalists. This award is the reflection of all the hard work and dedication of every member of our fabulous team of highly skilled and highly motivated employees," he said.

The awards, organised by MWMG (Mid Wales Manufacturing Group), recognise and celebrate business excellence at all levels in Powys. 34 businesses from across the county were shortlisted for the 13 awards on offer.



● Artist's impression - Steve's moustache courtesy of local artist, budding entrepreneur and general all round good guy, Sam Head (Steve's grandson). Photo by Ed Roberts.

## Movember reaches *The Mover*

Now some might think that Steve Jordan, Editor of *The Mover*, with a stick-on moustache looks a little silly, and they may be right, but Steve is tashing up this month to take part in Movember, the global charity dedicated to men's health.

**H**is plan: to cultivate his own Mo, Jimmy Edwards style, and raise as much cash as he can from friends, family, passers by, industry colleagues and readers of *The Mover* to do his bit to make the lives of sufferers of prostate and testicular cancer just a little easier.

"My family has had more than a brush with cancer in the past and, although ours had a happy outcome, I know how devastating it can be," he

said. "Anything I can do to alleviate the suffering of others, even growing a moustache that I know will make me look like an idiot, seems a small price to pay."

If you would like to donate to Steve's cause, and give him a little encouragement to stick at it right through to the end of the month, go to [www.movember.com/donate](http://www.movember.com/donate). Future issues of *The Mover* will carry the hairy truth about his success or failure.

## Kilmarnock Removals play footy for charity



**K**ilmarnock Removals International raised money for Rett UK by sponsoring a football match at Kilmarnock FC.

A team of Kilmarnock football legends from present and past took on a team of sponsors. Perhaps unsurprisingly, the legends won, 6-0. The event at Rugby Park, home to Kilmarnock FC, was such a success with everybody, there have been talks to make this an annual charity event.

● Left to right: Tommy Adams and Anne Clark, Kilmarnock F.C. commercial department; Elizabeth Campbell (with trophy); Matt Campbell, Kilmarnock Removals; Michael Johnston, Kilmarnock F.C. Chairman.

Rett syndrome is a severe, life long neurological disorder. Rett UK supports families living with Rett syndrome from point of diagnosis and throughout the many challenges they face.

● For more details go to [www.rettuk.org](http://www.rettuk.org).

## BAR offers industry-wide free legal advice

**I**n response to some recent reports of removal companies getting into legal difficulties, BAR, in partnership with Backhouse Jones, has extended its free legal helpline services. These additional services come into effect immediately.

Backhouse Jones will now offer any removal company, whether they are a BAR Member or not, 15 minutes free legal advice if the removal company (a) is considering terminating their agreement with any membership organisation or body and needs advice on how to do this properly and not leave themselves legally exposed, or (b) if they have terminated their agreements with any membership organisation and now find themselves in legal difficulties.

Should this 15 minutes advice be insufficient to resolve the matter Backhouse Jones will offer a reduced rate full legal service in agreement with the removal company.

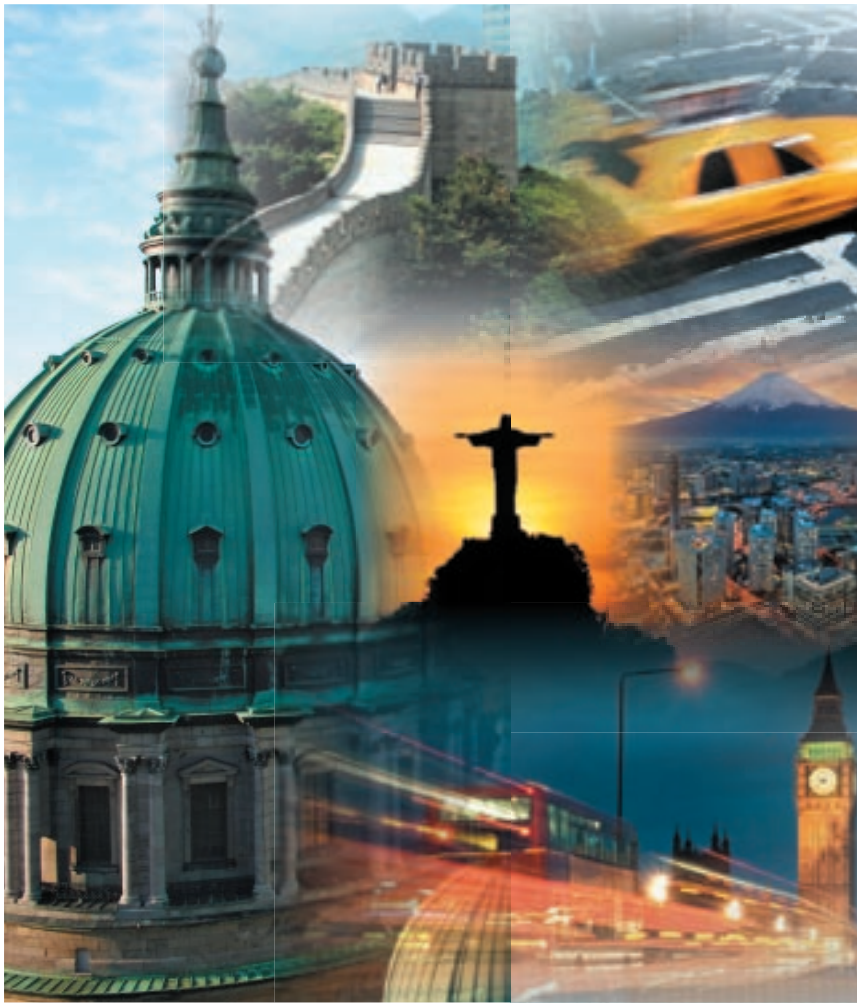
Launching this service, Steven Meyerhoff, Director at Backhouse Jones Solicitors, said: "We consider it extremely important for removal companies to be members of a professional industry association so that they can be sure they have expert business support. If removal companies are considering terminating their links or have ended their relationship with a membership association and are now in legal difficulties, it is vital that they obtain good legal advice and we fully support this initiative by BAR to support the industry."

BAR Director General, Stephen Vickers, considers that BAR has a responsibility to its Membership to offer a wide range of benefits and services that should and will continue to only be available to its Members. However, because of its position as a leading national professional trade body, it also has a wider responsibility to the removals industry as a whole. "The Board of BAR is currently considering other ways that they can support the wider industry," he told R&S.

Removal companies who require this service should, in the first instance, telephone 01254 828 300 or e-mail Steven Meyerhoff at [stevenmeyerhoff@backhouses.co.uk](mailto:stevenmeyerhoff@backhouses.co.uk), quoting the BAR legal helpline and this offer.

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### 2007 Iveco Stralis 310

Euro 4 drawbar outfit, 400,000km, 600ltr fuel tanks, 6 months MOT, full removal spec, built by Macs Trucks only 6 months ago. Timber tie rails floor to ceiling plus 2 runs of load lock, the correct height for a 2nd floor to go over vehicles. 3,600ft<sup>3</sup>, includes built in car ramps stored in the under locker, large under lockers both sides, 1 x side access door at the OS front so perfect for part loading throughout Europe with 4 point access.

**£42,500 plus VAT**



### 2000 W reg Scania 94D 220

Sleeper cab, converted to Euro 4, GVW 18 ton, excellent condition, 26ft long by 8ft high box body with tail lift, fully railed internally with timber tie rails. Still in use nearly every day and is in extremely good condition even though it's done 570,000km.

**£8,000 plus VAT**



### 2008 58 reg Renault Mascot

148,000 miles, 3ltr 3.5 ton Luton van, full removal spec, timber tie rails floor to ceiling, built by UVB, will take 1 standard container through the rear doors, excellent condition. A bargain at this price you won't find another.

**£8,500 plus VAT**



### 2000 Scania Topline V8 460

Drawbar outfit, 900ltr fuel tanks, 1.4 million km but is in incredible condition for its age and the mileage it's covered. 9 container doors, full removal spec including ramps, timber tie rails, 2nd floor for vehicles and under lockers. Please note this picture was taken a couple of years ago but don't let that put you off, all our trucks are very highly maintained and in good working condition.

**£25,000 plus VAT**

**All vehicles are only being sold as we have new ones on the way. If any of these vehicles are of interest to you please call or e-mail Matt De-Machen.**

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**PROFILE:** INTERMOVE EGYPT

● Sherif Gabriel with some of his 55 permanent staff at Intermove Egypt's headquarters just outside Cairo.

## Egypt: surviving in unsettled times

Sherif Gabriel, 24, is the Marketing and Operations Executive at Intermove Egypt in Cairo. Established in 1991, the company is owned by his father, Wassim Gabriel, 52. Sherif spoke enthusiastically to us about his love for the industry, the company's heritage, the removals trade in Egypt and Intermove Egypt's plans for the future.

In 1991, Wassim Gabriel founded Intermove Egypt after working for another removals company. After learning the trade, he left to set up his own firm. At first, operations were run out of his small apartment in downtown Cairo. He had to hire trucks and storage space, and managed with a small pool of staff. Operating without any business partners he gradually built up a steady trade in domestic and international cargo. This would eventually lead to winning contracts from foreign embassies, government offices, diplomats, multinational firms and large factories.

Intermove Egypt has enjoyed huge growth in the last 22 years. Nowadays, it conducts its business from a 900m<sup>2</sup> headquarters just outside Cairo with an additional 900m<sup>2</sup> warehouse for storage having recently been built. Sherif explained that 95% of Intermove Egypt's business is now through international channels.

His father now employs 55 permanent staff with extra packers recruited during busier periods. "Most of our international cargo goes to the Gulf region, the largest proportion of which ships to Dubai or Abu Dhabi," said Sherif. "We also send cargo to the USA and the UK on a regular basis."

**"I am interested in high performance cars, and it was my ambition to work in the advertising departments for a world leader, like GM or Audi."**

Sherif Gabriel

Sherif never planned to work for his father but he is more than happy to admit that deciding to work for the family business was a hugely positive life decision. "I double majored at university

in Marketing and International Business at Middlesex University in England," said Sherif. "I am very interested in high performance cars, and it was my ambition to work in the advertising departments for a world leader, like GM or Audi." However during university breaks he worked at Intermove Egypt and as he got to learn the ropes he found out that he actually loved the work. To this day, he enjoys everything about the trade, especially the marketing aspects. Sherif is rightly proud of his heritage and his father's achievements - building Intermove Egypt up from its humble origins into one of the country's leading removals firms. He fully intends to carry the company forward when his father eventually retires and he hopes future generations of the Gabriel family will do the same.

When asked to comment on how the recent unrest in Egypt affected the company, Sherif was philosophical. "When President Morsi was unseated, we were left without a leader for a time and much was in disarray. Companies were scared. People were leaving. Whole factories were packing down - massive machines needed to be shipped out." As predicted, times of civil unrest make for busy and profitable times in the removals trade. As the situation in Egypt is now reaching a form of equilibrium and the economy is showing good signs of recovery, companies and foreign government officials are beginning to return. So Intermove Egypt has seen good business in both times of trouble and recovery.

Sherif is positive about Intermove Egypt's future. He mentioned that the company is a member of EUROMOVERS, The Asian Relocations Association, The International Association of Movers and that it is currently in the process of applying for FIDI membership. He also points out that Intermove Egypt is ISO 9001 accredited.

Intermove Egypt is planning to be around for decades to come. Recently engaged Sherif has high hopes for continuing the family business long into the future. His enthusiasm for the trade is infectious so *The Mover* is left in no doubt that he'll achieve his aims.



● Sherif Gabriel.





● Left to right: Cathy Heyne, Living Abroad LLC Managing Director; Bill Graebel, Graebel CEO; Iyla MacIntyre, FEM Commercial Manager.

## Graebel wins at US EMMAs

The Forum for Expatriate Management (FEM) has announced the EMMA awards for the Americas at its conference that was held in Las Vegas, Nevada last week.

During its black-tie ceremony, the FEM organisation presented Graebel with its Global Relocation Management Company of the Year award. This year's annual FEM conference in the Americas was attended by senior corporate relocation executives from respected firms in the global 100 and Fortune 500.

In addition to the first-place award to Graebel Relocation Services Worldwide, Inc., The Forum for Expatriate Management presented its bronze International Moving Company EMMA award to Graebel Movers International, Inc. for its highly commended performance. Each Graebel division also earned the Americas' silver EMMA award in their respective category in 2012.

Chief Executive Officer Bill Graebel remarked after accepting the EMMA awards, "Our organisation is honoured and humbled to accept these prestigious awards from the

Forum for Expatriate Management. These honours are a reflection of our outstanding global mobility professionals who are dedicated to providing unusual service and value to our clients and their relocating people every day and everywhere in 153 countries."

### Category winners:

#### Relocation Management Company of the year (Corporation)

Winner: Graebel  
 Runner up: Weichert Workforce Mobility  
 Highly commended: Nu Compass Mobility

#### Relocation Management Company of the year (LLC)

Winner: Cornerstone  
 Runner up: AlReS  
 Highly commended: Mobility Services International

#### International Moving Company of the year

Winner: UniGroup  
 Runner Up: Suddath  
 Highly Commended: Graebel

In November the winners of the European EMMAs will be announced. The nominations are:

#### International Mover of the Year

Bishop's Move  
 Bourmes  
 BTR International  
 Graebel Companies Inc  
 Harrow Green  
 Icon Moving Services  
 Oceanair International Movers  
 Pickfords  
 Robinsons Relocation  
 Sterling

#### Relocation Management Company under 75,000/year

Altair Global Relocation  
 EMS  
 Graebel Companies Inc  
 HCR  
 CUnet.AG  
 Mobility Services International (MSI)  
 Sterling  
 Weichert Workforce Mobility Inc

#### Relocation Management Company over 75,000

Brookfield GRS  
 Cartus  
 Crown World Mobility  
 Interdean Relocation Services  
 SIRVA  
 UniGroup Relocation

## Graebel named Colorado top service company of the year

The *ColoradoBIZ* magazine has announced that the Graebel Companies, Inc. has been awarded its Colorado Service Business of the Year award for 2013.

This achievement was announced during the publication's 26th annual award dinner that was held on September 11 in Denver, Colorado. Chief Executive Officer, Bill Graebel SGMS accepted the award.

According to *ColoradoBIZ*, 120 Colorado-based companies that perform a wide range of services were considered for the 2013 Service Company of the Year honour. Top Company is widely considered the most competitive professional award in the state for Colorado companies. An independent judging panel criteria spanned financial performance and growth, community service operations, timing, sustained excellence, competition within the market and the industry, perseverance, and noteworthy achievement. Graebel was recognised for its exceptional business model and delivery of superior services across the country and around the globe in the distinguished service category.

Other recent honours bestowed on Graebel include: First-place in the *HRO Today* magazine's relocation baker's dozen; the OMNI Platinum award for the twentieth consecutive year; and the Quest for Quality award from the *Transportation & Logistics* magazine.

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## NEWS: INTERNATIONAL

## Mixed fortunes for Taiwanese shipping companies

Taiwanese container shipping companies have experienced mixed fortunes in recent years with varied profitability.

Intra-Asia specialist Wan Hai has seen steady returns and resilient growth whereas long-haul players Evergreen Marine and Yang Ming Marine continue to suffer losses mirroring the wider industry downtrend. Financial health varies markedly for the three companies with Wan Hai and Evergreen Marine on a stronger balance sheet footing than Yang Ming Marine which has a stretched balance sheet.

Rahul Kapoor, Senior Analyst at Drewry Maritime Equity Research stated, "Taiwanese container companies will continue to see mixed profitability as we expect long-haul carriers Evergreen and Yang Ming to see full year losses in 2013 with Wan Hai the only exception. We expect earnings for Wan Hai to be resilient and insulated from volatility in the long haul trades but at the same time

any economic recovery in the West is unlikely to reward Wan Hai, corroborating our neutral outlook on the company. We are much more positive on Evergreen Marine. We positively view Evergreen's exceptional timing in judging the investment cycles with cash preservation and strong balance sheet at the core of its strategy. We see Evergreen's fleet expansion to start bearing fruit in the next 6-18 months as unit costs become much more competitive and profitability returns. We are negative on Yang Ming as we don't believe the worst is behind them in terms of continued losses and are concerned with its stretched balance sheet. Even as we see positives from bigger vessels joining the fleet in 2015-16, we see the delivery timing a little too late as unit costs stay elevated near term with full year profitability returning only in 2015."



● The Yang Ming vessel People at Keelung.



● In 2012 the Poppy Appeal raised over €88,000 in Spain.

## Matthew James ships poppies to Spain

Expats living in Southern Spain wore their poppies with pride on this year's Remembrance Day thanks in part to the generosity of Matthew James Removals.

The Kent-based company, which specialises in moves to and from Spain, transported thousands of poppies free of charge from the Royal British Legion's workshops in Richmond upon Thames to the company's warehouse in Mijas near Malaga for distribution throughout the south of Spain.

"Our vehicles are running between the UK and Spain all the time so it was no trouble at all to take a few extra boxes, especially for such a good cause," said UK Depot Manager Steve Turner. "We were happy to do our bit."

In 2012 the worldwide Poppy Appeal raised over £40,000,000

**"Our vehicles are running between the UK and Spain all the time so it was no trouble at all to take a few extra boxes..."**

Steve Turner

and made it possible to answer more than 165,000 calls for help from Armed Forces families. The appeal in Southern Spain raised over €88,000 for beneficiaries living in Spain.

## EUROMOVERS International

Worldwide Movers Alliance

**A friendly Network  
with a Family Spirit**



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

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

Email: [info@euromovers.com](mailto:info@euromovers.com)  
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International Matrix Certification
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## Is your removal company struggling to make the financial rewards you deserve? Or are you a man and van operator looking to make the next step up?

If so, then a unique opportunity has arisen for you to share in my business success. I have recently decided to franchise my successful removal company '**The Removal Team**' so you now have a fantastic opportunity to share in what I have created and built up over the last 12 years.

**I am looking for people...** who believe in excellent service and want to deliver this to their customers. Those that are not interested in cutting corners but believe in carrying out business in a professional manner and being paid as a professional too.

I have spent the last 12 years testing and working out exactly what works in my company and what doesn't so that it is run as efficiently and profitably as it can possibly be. By becoming a franchisee, you will have access to all this.

### **You can expect to benefit from:**

- Proven Business Formula • Large Exclusive Territory
- Proven Lead Generation • Credibility and Use of the Company Brand
- Training and On-going Support • Assistance with Raising Finance



### **So what do you need to do next?**

Call now for more information and to see if your preferred region is available before your competitor takes it. *This just might be one of the most important steps you make in your business career.*

### **If not you, do you know someone else who may be interested in this opportunity?**

Maybe you're content running your own removal business for the time being but you know somebody else whom this opportunity would be perfect for. If so, we are offering successful introductory fees of £500 for every person you put us in touch with that takes one of our franchises.



**Call 01744 811 800 or email [kevin.thompson@theremovalteam.co.uk](mailto:kevin.thompson@theremovalteam.co.uk)**

***PS. Remember, the question isn't whether you can afford to, it's whether you can afford not to.***

**KEVIN THOMPSON**  
the removal guru

## NEWS: ON THE ROAD

## London drivers face fines and points for stopping in 'Bike Boxes'

Transport for London (TfL), has stepped up its enforcement of Advanced Stop Lines at traffic lights, more commonly known as 'bike boxes' in a move to increase safety for cyclists.

The cyclist has a stop line several feet ahead of the line used by everyone else to give bikes more space so they can be seen more easily and are not immediately in front of a vehicle's bonnet or wheels. However, very significant numbers of drivers are not currently stopping at the rear line.

The Mayor's Cycling Commissioner, Andrew Gilligan said, "It may be that some drivers don't realise they aren't allowed over the Advanced Stop Lines, and when the lights are red, those areas quite often have cars and lorries all over them, completely defeating their purpose."

Drivers caught crossing the first or second advanced stop lines when the signal is red will be liable for a £60 fixed penalty charge and three points on their licence. The only exception to this rule is if the traffic signal changes from green to amber and drivers cannot safely stop before the first stop line.

In addition to stepping up enforcement on motorists, rogue cyclists are also being targeted with £30 fines for those caught jumping red lights.

● Bike boxes are intended for cyclists and are out of bounds to other road users.



## Government-funded seminars help small businesses avoid costly at-work crashes

Road safety charity Brake is launching a series of free and low-cost webinars, seminars, and an accompanying guidance report, aimed at helping small to medium size enterprises avoid costly and potentially devastating at-work road crashes.



The events and report are being delivered through Brake's Fleet Safety Forum with the support of the Department for Transport. They will raise awareness of the main risks associated with driving for work, employers' responsibilities in managing these risks and benefits they can reap from managing them effectively, as well as giving guidance and practical examples of tried and tested ways to do this.

At-work road crashes are estimated to cost UK employers £2.7 billion a year. For any business with staff who drive for work, managing road risk is an essential step in bringing down costs and avoiding an incident that could be catastrophic for those involved and the business. Preventing crashes, bumps and scrapes can deliver multiple business benefits like lowering insurance premiums, improving reputation and staff morale, and reducing lost time.

The events will look at practical, low-cost steps small businesses can take to save money, and protect their employees and the wider community from the devastation a crash can cause. They will draw on

● Brake aims to help businesses with fleets avoid costly work-related accidents.

Brake's long-running experience of providing guidance through its Fleet Safety Forum and sharing best practice case studies among employers running all types of fleet.

SMEs are being encouraged to book their place now on the following events:

### Are your drivers working for you?

12 December, 2013: free one-hour webinar on influencing driver behaviour to improve safety and cost efficiency.

### Are your vehicles working for you?

30 January, 2014: free one-hour webinar on ensuring the safety of your large vehicles.

### Big savings for small businesses

February 2014 (dates TBC): Manchester and London: one-day seminar on the basics and benefits of addressing at-work road safety.

By booking onto either of the above free webinars, delegates can access a half-price rate on the seminar of just £27.50 + VAT (normal price £55 + VAT). Delegates of all events will get a free copy of the accompanying guidance report.



● Mayor of London Boris Johnson.

## MAYOR WANTS SAFER LORRY CHARGE TO PROTECT CYCLISTS IN LONDON

The Mayor of London, Boris Johnson, has announced new proposals to remove the most unsafe lorries from the capital.

The Mayor will ask Londoners for their views on whether he should use his powers to levy a substantial Safer Lorry Charge on any HGV which is not fitted with basic safety equipment to protect cyclists. A consultation on the proposal will begin early in 2014.

Between 2008 and 2012, HGVs were involved in 53% of London cyclist deaths despite making up only 4% of the traffic. They have been involved in four of the six cyclist deaths in London so far this year.

The Mayor, Boris Johnson said, "I have long been worried that a large number of cyclist deaths involve a relatively small number of problem lorries which are not fitted with safety equipment. In my cycling vision in March, I said that no lorry should be allowed in London unless it is fitted with equipment to protect cyclists. After a lot of work behind the scenes, we have today taken the first steps to make this a reality."

The proposed London Safer Lorry Charge is partly modelled on the successful London Low Emission Zone, which charges up to £200 a day for commercial vehicles that do not meet tough emission standards. Anyone who fails to pay the charge faces an even higher penalty. The proposed charge would not cover buses, smaller commercial vehicles, cars or motorbikes.



## PROFILE: LACEY'S OF BEMBRIDGE



# Lacey's of Bembridge

Lacey's Removals on the Isle of Wight has been run by three generations of the same family since it was first established back in 1924. In recent years it's been Craig Lacey holding the reins.

**C**raig joined the family business in 1986 and became owner after his father, Ed, passed away in 2001. Based in Bembridge, Lacey's employ nine fully trained staff and run five vehicles including three HGVs and two 3.5 ton vans. The firm owns a modern warehouse and storage facility in Nettlestone, built in 2004.

Lacey's Removals is well established on the Isle of Wight. Craig's grandfather Tom set up the firm in 1924 after working for a local haulier. He began taking on

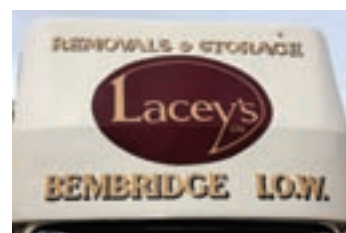


● Tom Lacey, the company's founder.

general haulage jobs and would transport large goods for shoppers to their homes from the 'carrier square' in Newport. During and after the Second World War, Tom was able to expand the business –

the firm distributed war aeroplane parts around the rest of the UK amongst other cargo. This enabled him to pass Lacey's to Tom's two sons when he retired.

The removals trade is competitive on the Isle of Wight but Lacey's find domestic jobs all over the UK. Most of its work is home moves to and from the island with a smaller percentage of international jobs too. Being island based has not disadvantaged Lacey's. "There's loyalty to the family name on the island," Craig explained. "People recognise our vans with their retro



● Retro logo and colours represent Lacey's heritage.

logo and colour scheme – we've actually got jobs from customers this way." The firm's fleet of vans with its logos represent the heritage of 90 years' service on the island.

Lacey's Removals plan to stay around for some time yet. Maybe the next generation of Lacey family will carry the company forward too.

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## TECHNOLOGY: POWER FOR THE FUTURE



● Volvo's FE (above) is one of a number of hybrids currently available, but the cost of manufacture remains roughly double that of an equivalent diesel (below left); Rudolph Diesel (below centre).

# What will power the trucks of the future?

Since Rudolph Diesel invented his compression-ignition engine in 1897, it's been through a technological transformation. But despite efficiency and power gains the original principle remains the same and the chemistry remains inescapable: we are still burning a fossil fuel to make a reciprocating engine work.



There are those who see no other way. An eminent guest speaker at DAF's recent engine seminar in Eindhoven, Prof. Dr. Franz X Moser of AVL List GmbH, was unequivocal on the future of diesel. He declared, "In the foreseeable future there is no alternative to diesel-based power units for heavy commercial applications." How foreseeable the future may be is a moot point, but any drive away from diesel will be generated by forces of availability, price and environmental concerns. Right now diesel is the best show in town, but what's waiting in the wings?

### It's a gas

Nick Blake, Sales Engineering Manager at Mercedes-Benz UK's truck division doesn't need an oil crisis to make him consider the alternatives.

Harking back to his GCE chemistry lessons he reminds us, "The chemical formula for diesel fuel is  $C_{12}H_{26}$ , and the numbers speak for themselves. Most hydrocarbon fuels have a 2:1 ratio, or thereabouts, and unless we move to a low-carbon fuel stock, our opportunities for significant improvements in emissions are limited."

So those who are searching for a practicable lower carbon fuel stock may be doing so with an eye to the

**"In the foreseeable future there is no alternative to diesel-based power units for heavy commercial applications."**

Prof. Dr. Franz X Moser

future in more ways than one. The next emissions villain to be targeted is widely known to be  $CO_2$ , and therefore research and development into gas engines may see a resurgence.

CNG and LPG are known to work, but they have infrastructure, storage and efficiency issues. But there's no denying the low carbon advantage of methane ( $CH_4$ ), which has the potential to cut carbon by 60% with little effort.

### Hybrids

Parallel hybrids have come a long way in the last few years and big improvements in battery technology have come with them. They are working their way up the weight range and have escaped from the van sector. Iveco's Eurocargo Hybrid has been available at 12 tonnes for



some time, and Renault's Premium-based Hybrys stretches the idea to a 26-tonne 6x2 rigid.

As DAF's Marketing Director, Tony Pain observes, however, "The manufacturing costs are so high (light hybrids are typically double the cost of an equivalent diesel) that we decided to offer our 12 tonne LF hybrid on lease to try and unlock the market."

Even with this incentive, they have not made much of an impression on the operating industry just yet.

**"The manufacturing costs (of hybrids) are so high that we decided to offer our 12 tonne LF hybrid on lease to try and unlock the market."**

Tony Pain

#### Regenerative

Many truck makers are taking a long, hard look at the peripherals that sap an engine's horsepower, like compressors, alternators, water pumps and the like. DAF's researchers are looking at three areas for either cutting, or recycling, this wasted energy. They believe that redesigned regenerative brakes will be powering these auxiliaries, and, together with exhaust heat recovery, they will be the key to many efficiencies over the next 30 years.

The recovery and conversion of waste heat to re-usable energy, possibly via steam, is also on the table. It's a waste-not-want-not philosophy, and it's aimed at helping to squeeze even more efficiencies from Rudolph's invention.

#### Electric

Up to now, the issue for pure electric vehicles has been the lost payload caused by lugging around heavy batteries.

Even though the weight and size of batteries needed to move a given load is reducing all the time, it's still suited to light commercial vehicles, and the lighter the better. The physics don't stack up much higher than a 2.6 tonne van. With current battery power, a 7.5 tonne truck would need to carry 2.3m<sup>3</sup> of batteries that weighed 4,700kg. Clearly a self-defeating scenario.

To stretch the point to ridicule, a 44 tonne long distance tractor trailer, that currently uses 990 litres of diesel

weighing 836kg, would be in even worse shape. Pure electric power for this truck would demand 26m<sup>3</sup> of batteries that weighed 52 tonnes. These figures depend entirely on the efficiency and recharge capabilities of automotive batteries.

The notion of a 2.6 tonne van was a non-starter just a few years ago. The target's getting bigger, but you still need a sniper rifle to hit it.

#### The holy hydrogen grail

What engineers would dearly like to be able to call on is the technology that is frustratingly buried away in the hydrogen fuel cell, which uses that plentiful gas to generate clean electrical power. The first hurdle was making it work, and a number of manufacturers and battery companies collaborated to solve the technology issues.

That's been achieved, and there are fuel cell buses running in San Francisco, Hamburg, Shanghai and also in London, where a small fleet of Daimler Citaro buses operate. So, it can power large vehicles, and from an environmental perspective the emissions are as clean as it's possible to be with just water vapour and heat coming out of the exhaust pipe.

Where's the glitch then? Money. The cost of bringing this type of propulsion unit to market, in any vehicle, is eye-watering. They make hybrids look cheap.

#### More of the same?

Are all these avenues dead ends? We can only assume that the world's manufacturers don't think so, otherwise they wouldn't be pouring billions into the various ongoing projects.

It's certain that if any one of them cracks the financial conundrum that's keeping the hydrogen fuel cell stuck in the development workshops, and gets it out onto the highway economically, their prize will be riches beyond counting.

Engineers are not standing by idle in the hope of a breakthrough, of course. Ron Borsboom, Chief Engineer at DAF Trucks says there's a lot more to do with the diesel engine in the meantime. He says, "It may all now be about incremental gains in efficiency, but aerodynamics, thermodynamics, peripheral losses, and energy recovery are going to all add up to improved drivelines."

As for the 'utopia' of a power unit whose emissions are just heat and water? The word's literal translation is 'nowhere', but don't give up hope just yet.

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## FEATURE: AUSTRALIA



# The Lucky Country

'The Lucky Country' – Australia – has come a long way. In the 200 or so years since the first European settlers dropped anchor in Sydney Harbour in 1788, the country has progressed from being a British prison colony to a world leader in resource production. By Ed Roberts.

The famous phrase 'The Lucky Country' was coined with anger and derision by Professor Donald Horne for his book of the same title in 1964. At face value, you could say Australians are indeed lucky because of the legendary sunny climate, economic booms and their ongoing legacy of mining for gold. Geographic isolation from the world's trouble spots has also earned this accolade. Whilst, there is always a lot more to the story than bold facts – Australia has always enjoyed that all coveted place in the global mindset of being a desirable place to live, to begin again, or get away from it all. Its promise of the endless rounds of barbecues on the beach, cold beers and a sporting life still beckon thousands and thousands of people from all around the globe annually – with no signs of this diminishing any time soon.

Australia is a natural wonder. It possesses an ecosystem unique to the region that

supports animal and plant life that thrive nowhere else on earth - just think of the kangaroos, platypus, bandicoots, Tasmanian devils, wombats and notorious spiders and snakes that wander the land and that's not even taking into account the creatures in the sea or sky! It is a land of endless beaches, crystal blue waters, spectacular and famous rock formations, some of the world's biggest deserts and large areas of pristine rainforest.

**"Don't worry about the world coming to an end today. It is already tomorrow in Australia."**  
Charles M. Schulz (creator of Snoopy)

As the planet's sixth largest nation, Australia doubles as the Earth's smallest and lowest continent. It is also the only continent to be both country and island, as well as being the least populated per

square mile. Australia is home to the planet's largest living organism – the Great Barrier Reef, spanning 1,600 miles of the east coast too.

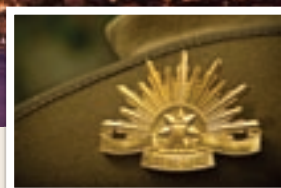
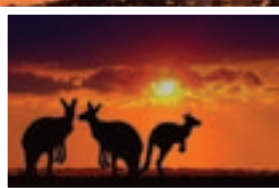
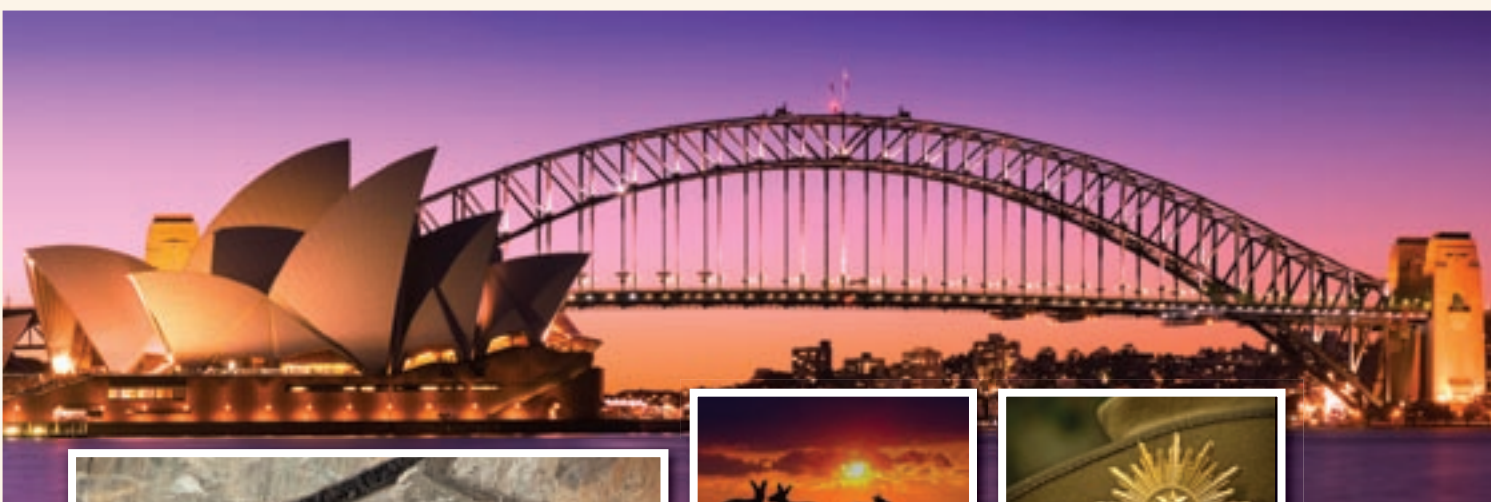
The country is made up of six states and two territories:

New South Wales; Victoria; Queensland; South Australia; West Australia; Tasmania; Northern

Territories and the Australian Capital Territory (ACT). Australians speak 200 different languages and dialects - the official national language is English with 45 indigenous languages spoken by Aboriginal and Torres Strait Islanders. Aboriginal and Torres Strait Islanders made up 100% of the people of Australia before the arrival of the first European settlers in 1788. The indigenous 'Dream Time' forms the basis for ten thousand years of Aboriginal culture and art including traditions, legends, myths and folklore that reflect a deep connection with the land and animals around them.

Since Australia gained its independence from the United Kingdom and joined the Commonwealth in 1901, immigration 'down under' has been a constant. The spread westwards was gradual following the discovery of the seemingly impassable Great Dividing Range. The flow of prospectors, farmers and, later on, miners saw continuous recruitment drives for families from Europe. A huge spike in immigration was a result of the aftermath of World War 2. The resettlement of displaced persons and refugees saw





migrants arrive from all over Europe and the Middle East – and later Asia and Africa. The 1960s saw further pushes to entice young professionals from the UK to fill posts for teachers, doctors and engineers. These people were known as ‘Ten Pound Poms’ because that’s how much the passage and relocation package would cost them. To this day, the lure of mining industry attracts many Australians and immigrants alike, at a steady rate.

Today, Australia is a country that outwardly champions cultural diversity, freedom of speech, free assembly, religion, and movement. Australian society observes what is known as ‘the Rule of Law’ and it observes a number of basic principles and values such as: a tolerance of cultural diversity; equality for sexes; religious and ethnic backgrounds; a guarantee of equal opportunities and the freedom of speech and a right to practice any religion. Such freedoms have made stricter immigration policies necessary and as a result the selection process is in

● **Top: the familiar profiles of Sydney Opera House and Harbour Bridge; above: many Australians earn a very good living from the country’s vast mineral wealth; above centre: kangaroos are iconic among Australia’s wildlife; above left: The considerable contribution made by the country’s armed forces in two world wars is commemorated annually on ANZAC Day.**



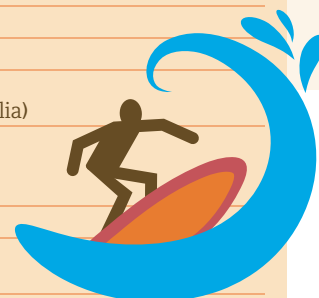
**“May as well be here we are as where we are.”**  
Australian Aboriginal saying

a constant state of change.

The Skilled Occupation List (SOL) on the Australian Immigration website ([www.immi.gov.au](http://www.immi.gov.au)) currently highlights a need for doctors and nurses, engineers

## Australian public holidays

Australia Day	26 January
Harmony Day	21 March
ANZAC Day	25 April
Empire Day (Queen’s official birthday)	24 May (except Western Australia)
NAIDOC (National Aborigines and Islanders Day Observance Committee) Week	Second Sunday in July for seven days
Australian Citizenship Day	17 September
Melbourne Cup Day (Victoria only)	First Tuesday in November



and skilled tradespeople. Migration trends to Australia have seen a rise in the IT sector over the last 15 years. Like the rest of the world, the issue of immigration has never been far from the top of the Australian government’s list of priorities. The screening process to ‘get in’ is particularly rigorous at the present time. The most popular visas are the ‘Temporary Graduate Visa’ for skilled professionals to get a flavour of life in Australia; the second option is the ‘Sponsorship for Immigration Programme’. The latter is a scheme that sees either relatives or companies sign agreements with the government to financially support and provide accommodation for a new arrival’s first two years to ensure their smooth transition into Australian society.

For removal companies, the type of job they see very much depends on which region they are based in. For example, certain industries are localised across Australia. Mining companies operate from the more remote regions in Central, North-Western Australia and North Queensland. Government officials and diplomats are traditionally based in Canberra (ACT) and require frequent moves internationally. Queensland is home to some of the world’s largest producers of

sugar, major tourist destinations and Australia’s largest military hub, Townsville. Australia has also suffered from the global recession with a knock-on effect to most industries – this has seen a flux in companies downscaling existing premises or closing up shop completely. There are valid claims that the economy is on the up again even though migration figures have remained steady throughout the decline.

Australia now aims to put Donald Horne’s sarcasm behind them with an aim to become ‘The Clever Country’. Instead of basing its past successes on ‘luck’ Australia has come to the fore recently with strong stances on citizenship and immigration policies. Foreign investment and a commitment to prolific responsible governance in the world theatre have shown that there are some serious tacticians at work behind the scenes. Sporting glories of the past may need a polish but the cliché holds true that you can’t hold a true blue Aussie down for long. As the expression ‘he/she’s an Aussie battler’ goes, the indomitable spirit of the country – ‘lucky’ or not – will ensure a steady stream of immigrants wanting to realise their Aussie dream for decades to come.

## FEATURE: AUSTRALIA



## OSS celebrate official opening of new warehouse in Sydney

OSS World Wide Movers Australia has just celebrated the official opening of its new Sydney office and storage depot.

The new facility is based in a modern complex at King's Park, close to Blacktown, west of the city having moved from the old premises in Seven Hills in late August 2013.

OSS has been on the rise since its interesting origins in the early 1970s. Due to the steady flow of European migrants to Australia – predominantly of Greek and Italian descent taking their hard earned white goods (fridges, cookers; etc) back to the old country to give to their relatives – OSS made a steady trade out of facilitating this cycle. The cycle would repeat itself every few years with migrant workers returning back to Australia after a short holiday to earn money for the next white goods upgrade. This market remained strong up until the mid-1980s and then by that time OSS had branched out into a full-service international moving company servicing the more traditional links between Australia and the UK and New Zealand. A later boost in trade came through an emerging association with South East Asia – particularly migration from Hong Kong in the lead up to the handover in Hong Kong by the British back to China in 1997.

Owners of OSS – Bob Wray and Andrew Sorrell – have been with the company since 1972 and 1984 respectively. Bob was OSS's insurance broker for many years and liked the company so much he bought a 50% share of Sydney OSS – just like the Remington man off the TV – Victor Kiam. Andrew Sorrell was one of the fabled 'Ten Pound Poms' and was OSS Melbourne's first employee in 1972.

Being a migration country, Australia has a reasonably even spread of inbound and outbound household goods and personal effects tonnage, the primary migration areas being from the traditional areas of the UK and NZ as well as



● Above: the new Sydney facility; Andrew Sorrell, (left) and Bob Wray; left: Sydney office interior.

increasingly from South East Asia and the Middle East. Outbound tonnage also travels to the traditional areas as well as an increasing number of Australian architects, engineers and other professionals that are always in demand around the world. "The secret to OSS's success has been specialisation from day one in the international aspect of removals," said Bob. "As a consequence, our staff is well-trained and our crews well experienced and committed."

**"The secret to OSS's success has been specialisation from day one in the international aspect of removals ..."**

**Bob Wray**

OSS is a FIDI member and has a strong emphasis on human resources. "We have always spent a lot of time on staff training," said Andrew. "OSS is a strong supporter of the FIDI training programmes as well as other specialist development programmes for its staff."

Bob and Andrew have clear plans for the future and are working towards a successful succession to the next generation of OSS professionals over the next few years. The new Sydney office is just the start.



## Mr Eternity

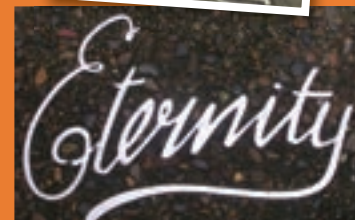
Why do Sydney-siders love the word Eternity?

At the 2000 Millennium celebrations, after the smoke from the fireworks had disappeared, the word Eternity appeared illuminated in giant letters across the top of the Sydney Harbour Bridge. It was a message for all Sydney-siders, near and far, in remembrance of a local story that continues to evoke the spirit and history of the city – the story of Mr Eternity.

In the 1930s, a derelict called Arthur Stace found his calling when he walked into a church one day. The clergyman ended his sermon with the words "Eternity, I would like to shout the words eternity through the streets of Sydney." The tale has it that Stace rushed out into the street as if he'd been struck by lightning and wrote the word 'Eternity' in chalk on the pavement. Until his death in 1967, the 'message' would appear written in chalk on pavements and walls throughout Sydney. For years, nobody even knew who was responsible, so they called the mystery man Mr Eternity.

The legacy continues to this day. Amongst other examples, there is an iron plaque found in Sydney's Town Hall Square.

● Read more at: [www.mreternity.info/](http://www.mreternity.info/).





# Getting to know Australia



● Aboriginal Australians have populated Australia for at least 71,000 years with the oldest remains found near Lake Mungo, NSW (in 1974).



● In 1788 Australia saw the arrival of the first Europeans who brought prisoners to Sydney in order to establish the British penal colony of New South Wales.

● Woollarawarre Bennelong was the first documented Aborigine to live as Europeans did and he lived in a farm house built by the governor on the site where Sydney Opera House stands, Bennelong Point (c.1789)

● The first immigrant of infamous note was Captain William Bligh of the fabled 'Mutiny on the Bounty'. He was one of New South Wales' first governors (1805-1810).

● Ned Kelly (1855 – 1880) was an Irish immigrant and infamous bank robber.



● Australians have experienced war with brave participation in World War I (1914-1918) and World War II (1939 – 1945) and also the Vietnam War. ANZAC Day (25 April) is an important national holiday where the war dead are remembered annually.

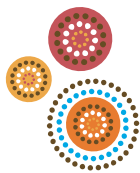
● One of the biggest annual sporting events is Football's State of Origin Rugby League Series which sees NSW (Cockroaches) vs. Queensland (the Canetoads).

● Australian literature is well represented by its authors: Tim Winton, Peter Carey, Patrick White, Nevil Shute, Ernestine Hill and Thomas Kenneally.



● Filmmakers like Peter Weir, Fred Schepisi, Bruce Beresford, John Duigan, Andrew Dominik, John Hillcoat or George Miller are responsible for importing the country's visual wonders for those that may never journey to Australia in person.

● The cold beer famously sunk at the end of every hard working day is almost as iconic as the cork hat and the boomerang. Have you ever tasted Victoria Bitter, Castlemaine XXXX, Tooheys or Swan Draught?



## Bob Nuss and the ssssssnake

Bob Nuss of Nuss Relocations Australia has met some deadly creatures during his time in the removals trade, especially snakes.

His home country, Australia, is inhabited by ten of the world's deadliest snakes all of which can live in the suburbs of Australian cities. Bob lives in such a suburb, adjoining a National Park, and he has a new friend living in the roof cavity of his home: a 10ft long python. He is yet to give his new 'lodger' a name but given the circumstances he's allowing the snake to live up there rent-free. "It's a known fact in Australia that having a Python hanging around is a good thing as they eat vermin and have even been known to eat the odd venomous snake from time to time," said Bob.

Bob is no stranger to snakes having been bitten by a red-bellied black snake in his garden 25 years ago. It was touch and go for a while as to whether he'd pull through but after spending four days in hospital Bob survived to tell the tale. Proof that Australians are tough.

Not all snakes are venomous. Bob's mate, the python (see photo) kills its prey by strangulation through constriction of its coils. The picture was taken by Bob's wife, LouAnne three months ago when she noticed it from a window, slithering around on their roof.

Snakes are not the only dangerous creatures in Australia. Touring British cricket and rugby teams, that attack Australian egos, are also known to be extremely hostile. International removal competitors can also fall into this category. Spiders can also kill humans and visitors to Bob's home are generally advised to wear shoes when walking around outside. Bob wouldn't say if Australian competitors were given the same advice.

Nuss Relocations is one of Australia's oldest and largest privately owned moving and relocation companies. It has offices in both Sydney and Melbourne and operates throughout Australia.



● Bob Nuss and, inset, the python currently inhabiting his roof cavity.

## Australian art at The Royal Academy

The exhibition includes pieces such as: Tom Roberts' *A Breakaway* (1891), Sidney Nolan's *Ned Kelly* (1948) and John Brack's *The Car* (1955) for the first time on UK soil. Indigenous Aboriginal art is also showcased.

Marking the first major survey of Australian art in the UK for 50

years, this exhibition spans more than 200 years from 1800 to the present day and reveals the fascinating social and cultural evolution of a nation through its art.

● Tickets can be bought at [www.royalacademy.org.uk/exhibitions/australia/](http://www.royalacademy.org.uk/exhibitions/australia/).

## FEATURE: AUSTRALIA



## Queensland calling

Tony and Majella Oro are the owners of what is arguably Australia's oldest removals firm, Whybirds Removals incorporating Whybirds International. By Ed Roberts.

**T**he small family company was first established in 1857, when the infamous Ned Kelly was only two years old. It was bought by Tony in 1995 when the Whybirds family wanted to move out of the removals trade.

Educated at The Queensland Institute of Technology in Brisbane, Tony graduated with a degree in Industrial Psychology. Following on from a HR career with Castlemaine Perkins and Queensland Independent Wholesalers, he bought a furniture transport business in Cairns, North Queensland. This was back in 1986 and since then he hasn't looked back.

Sometime later Frank Aspinall of Movements International joined Whybirds as a partner. He swiftly went about setting up the international division. These days Tony and his wife, Majella, own 100% of the company after they bought Frank's third ownership share back when he retired due to ill health. They all continue to enjoy a very close relationship. Tony told us that Frank has been so ill recently that he had not been able to pop into the office on a weekly basis to keep current with his friends and colleagues. He remains dear to many international movers and misses them immensely.

Along with Whybirds, Tony is also Managing Director of A&R Removals

and Keffords Removals. Between the three companies, they cover most of the major cities in Queensland. This has been a necessary development because the populations of each city demand a constant presence. For example, Tony explained, "Mt. Isa has a high population turnover because of the active mining trade in the region; Townsville is the territory's military hub; Cairns, where the company headquarters is based, is the gateway to the remote communities

**"We get a better understanding of our staff by arranging effective training programmes, smart routines and structure."**

**Tony Oro**

on the Queensland Peninsula, with its flow of officials such as teachers, police, fire and rescue and medical staff. Also a strong presence is needed in Queensland's capital city, Brisbane." More recently Tony and Majella have acquired a third share in Aussiemove International with offices in Adelaide South Australia and Darwin in the Northern Territory.

With an active eye on the larger picture, Tony sought to link with other companies

● Top left: Tony Oro at the IAM conference; top right, Tony and Frank Aspinall; centre: with the 2013 FIDI Golf Championship trophy; above right: part of the Keffords fleet.

across the nation by becoming a Partner of the Australian Movers Group in 1993. It has worked since then as a co-operative network that includes Whybirds associated companies: Keys Brothers (Western Australia), Aussiemove International (Northern Territory and South Australia), Nuss Removals (New South Wales and Victoria) and King & Wilson (Australian Capital Territory).

Tony surmised that his background in human resources (HR) had been of great benefit because it has given him a greater understanding of how people work and how to run a company. When asked to share his thoughts on why he thought Whybirds and its associated companies were different from other removal firms in Australia, he spoke about the importance of giving every job a personal touch. He elaborated by saying that employing good people and the need to treat them right was key. "A good business comes down to having good people around you. We get a better understanding of our staff by arranging effective training programmes, smart routines and structure. We have regular meetings where we'll spark up a barbecue, for instance. I believe communication remains ever important." He emphasised the importance of taking pride 'on-the-job'. Smart appearance of drivers and porters is another crucial ingredient.

"In Australia, the name for a removals man is a 'bug shifter'. I'm afraid it's the Australian way to come up with a funny name for everything, but jokes aside, I want to move away from that old cliché. We're no longer 'bug shifters', we're professionals." Through the international end of the business, Tony stressed that in many cases when somebody migrates to





Australia, the removals men are often the first 'natives' they'll encounter. "The impression that our staff make on somebody moving to the country must be positive because on a small level they're representing Australians. We're part of the welcoming committee, if you like," Tony continued.



**"In Australia, the name for a removals man is a 'bug shifter' We're no longer 'bug shifters', we're professionals."**

**Tony Oro**

Tony also went on to talk about the high staff turnover in the trade. "There's not a lot of access to skilled labour in Australia at the moment because of the continuing mining boom." He mentioned that on average, people stay in the removals trade for around three years. "The pay can be very lucrative in mining so it's a big draw for men and women within a certain age group. We can't compete with that." Tony does have a strong working backbone within the group as a number of his own and Frank's family members hold senior positions throughout Queensland.

The future looks very bright for Whybirds, Tony even spoke about the possibility of joining EUROMOVERS. Sadly, the conversation about the future was coloured by his clear concern for his long-time pal and colleague Frank's health, whom he referred to as a brother. He also went on to share with us that he missed travelling with him to conventions and that he's looking forward to Frank being up and about in the near future.

Tony has proved that being the oldest company around hasn't had to mean that they're not able to evolve and change with the times. Whybirds has seen Australia change dramatically since 1857 and they've weathered the changes where others have faltered and given way to war, industry change and global recessions. We might only ponder what the next 156 years will bring.

On a lighter note Tony offers a friendly and jovial persona as some of the readers would attest to. He loves to play golf as often as he can and is proud to be the 2013 FIDI Golf Champion held in Greece as well as being in the winning team of the PMA of South Africa tournament in 2012. He looks forward to defending the FIDI tile in Singapore next year as well as the PMA tournament at Fan Court in South Africa in August.

## Allied Pickfords Australia: QUARANTINE MEASURES

Allied Pickfords Australia's Chris Killick spoke to *The Mover* about his observations regarding shipment traffic in and out of Australia.

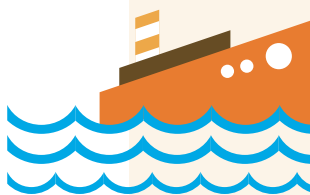


● Allied Pickfords Australia's purpose built facility in Canberra.

In recent years there has been a substantial increase in shipments from popular destinations across the globe including: the UK, Europe and Australia's major cities. This increase has seen a corresponding need for tighter controls on which particular materials are allowed into the country to protect its natural environment and ecosystems.

delivered to the customer." Allied Pickfords Australia has its own 'Customs and Quarantine' approved depots to facilitate the process.

The list of items and considerations for inspection for Australian Government Quarantine includes: outdoor furniture, bicycle tyres, golf clubs and shoes – all of which must all be completely clean and dirt free.



**"All commodities arriving in Australia are subjected to very stringent quarantine inspections before they are delivered to the customer."**

**Chris Killick**

"When moving to Australia, it is important to know that there is very strict BioSecurity Legislation," said Chris. "All commodities arriving in Australia are subjected to very stringent quarantine inspections before they are

Particular attention is paid to any wooden furniture that may contain the 'borer' insect. "The general rule of thumb, that we share with our customers is that if they want their household goods to gain smooth passage into Australia – they need to ensure that all their items have been thoroughly cleaned," added Chris.

Pickfords was established in Australia 80 years ago and now has 40 locations across the country. The company was recently awarded the Asia-Pacific International Moving Company of the Year, at the 2013 Expatriate Management and Mobility Awards (EMMA).



## NEWS: ON THE ROAD

## ROAD HAULAGE ASSOCIATION RECOMMENDS HGV TECHNICIAN LICENSING SCHEME

The Road Haulage Association has endorsed the IRTEC voluntary accreditation scheme that assesses the safety and competence of technicians working on commercial vehicles.

**T**he scheme provides a guide to hauliers seeking a supplier for HGV inspection, maintenance and repair services and provides independent evidence that the technicians in the workshop are trained and competent.

"The RHA Board has been keen to identify a standard that can assist members in choosing a provider and the IRTEC standard does just that," said RHA Head of Technical Services Ray Engley. "It also has the advantage of being a scheme in which the industry is closely involved, in terms of setting and maintaining the standard."

The IRTEC scheme was initially developed in the bus sector but has now been extended to cover HGVs. Engley continued, "Hauliers should always actively manage their vehicle maintenance arrangements, because they remain responsible in law for the condition of their vehicles at all times, regardless of who is carrying out the maintenance. In cases where standards do not meet regulatory requirements, or maintenance records are inadequately kept, it is the haulier's licence to operate that is at risk."

The IRTEC scheme adds further strength to the argument put forward by the RHA and others that HGV annual testing should be opened up to the private sector, rather than remain a monopoly activity of the Vehicle and Operator Services Agency.

The RHA has also welcomed the IRTEC workshop accreditation scheme, which is concerned with equipment and services as well as personnel.



● The scheme aims to provide evidence of the competence of technicians.



● FTA's Drivers' Walk Around Check app can be ordered online at [www.shop.fta.co.uk](http://www.shop.fta.co.uk).

## Driver walk around checks made easy with FTA app

The Freight Transport Association has launched a new Internet-based app which enables drivers to carry out their vehicle walk-around checks with the aid of an electronic device.

**T**he app is easy to use and is compatible with iPod, iPhone, iPad and a selected range of Android devices.

Using an electronic system cuts down on any errors or inefficiencies associated with paper inspections. It also complies with VOSA's safety and maintenance guide and is available in formats for trucks, coaches, buses and vans.

Implementing and using the FTA Drivers' Walk Around Check app, which is powered by Truckfile, is as simple as 'scan, inspect, transmit and track'. Quick reference bar codes are placed on the vehicle at key inspection points. These weather-resistant label tags contain information about the driver, vehicle, inspection point and the components to be checked. If defects or advisories are found they can be selected from a pre-defined list within the system, making it simple for a driver to report a problem.

Defects are alerted in real time and the driver confirms that the vehicle is safe to drive, or not, when completing the full check. This innovative product ensures the driver physically walks around the vehicle to complete the check (it also times the check) – something managers and supervisors will welcome to aid compliance with legislation.

The system keeps a full history of the checks, with up to 15 checks also kept on the hand-held device's history screen. The information is transmitted to a secure database and can be accessed 24 hours a day, seven days a week by an authorised user from any web browser.

The cost of the system is £22 plus VAT per vehicle for the first year (which includes a set of stickers) and £12 per vehicle for subsequent years. FTA's Drivers' Walk Around Check app can be ordered online at [www.shop.fta.co.uk](http://www.shop.fta.co.uk) or by calling 08717 11 11 11.

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## Charlie the hamster steers a Volvo FMX in new film

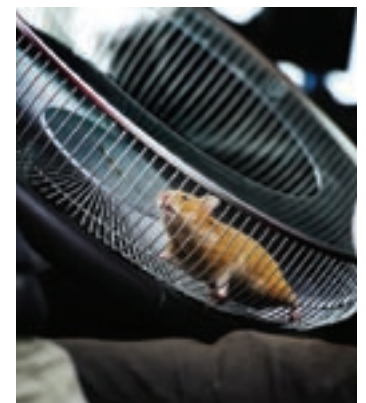
Volvo Trucks has released a film featuring a hamster – Charlie – steering a Volvo FMX up the side of a Spanish quarry.

**T**he aim was to demonstrate Volvo's Dynamic Steering system which uses an electric motor to replace the driver's muscle power, making it possible for the 60z hamster to steer the truck. This technology is unique in the automotive industry.

Jan-Inge Svensson, the engineer behind the development of the system's software at Volvo Trucks explained, "At low speeds, a heavily laden vehicle is so easy to manoeuvre that it can be steered with just one finger. When driving on the highway, this dynamic steering system offers unbeatable directional stability."

Charlie the hamster underwent several weeks of training prior to the test. "Charlie's our star! He demonstrated that he has the best strength, confidence and attitude to learning new ideas", said animal trainer Grace Dickinson.

'The Hamster Stunt' is one of many spectacular tests involving Volvo Trucks' new models. In the recent video 'The Hook', Volvo Trucks' President Claes Nilsson balanced on the front panel of a Volvo FMX as it dangles 70 feet above Gothenburg harbour. In 'The Ballerina Stunt', slackliner Faith Dickey balances between two Volvo FHs driving down a motorway (see *The Mover*, October 2012).



● Wheels within wheels - Charlie the hamster effortlessly steers the Volvo FMX.



**BUSINESS: UNIGROUP REBRAND**

● The rebrand includes van livery with logos that include descriptors like 'Relocation Network'.

## UniGroup Worldwide UTS rebrand announced

UniGroup Relocation Network's Global Managing Director Paul Bernardt took time out to update *The Mover* with some important changes and benefits that its new rebrand will bring to its members and clients.

**T**he network formerly operated as UniGroup Worldwide UTS before the name change.

The UniGroup UTS name was first created in 2002 as a strategic alliance between UTS International, the global network of moving companies, and UniGroup Worldwide (that originated from two of the USA's oldest removals firms – Mayflower and United – both established in the 1920s). As a result of the merger, UniGroup

Relocation Network members can now provide physical resources and customer services at nearly 1,200 locations across six continents.

Paul Bernardt explained that the rebranding has been a success with customers responding well to new logos and livery that portray the UniGroup Relocation Network as a reliable and friendly relocation entity. Paul explained that one of the reasons for the rebrand was the need for a more customer-friendly name and recognition that the

success of the relocation trade is becoming ever more reliant on the Internet and other communication technology. "Nowadays, more and more companies tend to relocate their employees by giving the individual a lump sum allowance – whereas long-term relationships with companies would often exist in the past – the client now has the flexibility to shop around for a company to fit the budget they've been given. These new clients are most likely to approach a relocation company via the Internet on a one-off basis. This highlights the importance of effective and targeted online marketing campaigns of which a rebrand can help to kick start," explained Paul.

Another good reason for the rebrand is to increase awareness and visibility of the group's services to prospective younger clients. For instance, the old logos on vans and buildings never used to be accompanied by service descriptors,

like 'Relocation Network'. In the USA, the different divisions of UniGroup operated under a number of names so they were all brought under one umbrella.

Paul also mentioned the benefits of becoming a member of the UniGroup Relocation Network. Membership allows smaller companies to retain autonomy and management style, whilst obtaining access to business that may not usually come its way. Members also become part of a bigger network that can help with insurance, billing, report generation, netting policies, global marketing assistance and security of payments. "We need to add value to the network for our members," said Paul. "One way we have achieved this is by streamlining and unifying our communication platforms. We've done this by connecting each of our members through RedSky. Smaller companies often need a common denominator and groups like ours can harvest growth for them."

UniGroup Relocation Network already has approximately 150 members globally. We asked Paul about the tipping point between membership exclusivity and market saturation. "Membership numbers tend to fluctuate and individual companies make decisions first and foremost in their best interest, such as a company sale or merger. So we are always pushing to increase our numbers. If we don't work on this constantly our membership will shrink. We also preserve a high business integrity which I think is a valuable commodity these days," Paul concluded.

The strategic alliance between the US-based UniGroup Relocation and the UniGroup Relocation Network resources have combined: 50,000 employees, a fleet of over 9,000 trucks; 3,000 vans; over 4,000,000 m<sup>3</sup> of office and warehouse space, alongside its extensive international network.

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## INSIGHT: TROLLING



## A troll's toll on a company

Selwyn Blyth, employment law specialist at Pinsent Masons, comments on the latest trolling backlash and the growing importance of social media policies in the workplace.

**T**rolling', a phrase once reserved for those with a digital know-how, has made its way into mainstream media with the recent plight of Caroline Criado-Perez.

As the country shares in a mutual distaste for those who hide behind their computer screens to abuse and intimidate, calls for the naming and shaming of offending individuals have never been stronger.

And just as the criminal is some mother's son; the troll is very likely someone's employee. So what are the repercussions for a company whose employee is uncovered as an Internet troll?

If the attack is toward a fellow colleague, then the lines in the sand are pretty clear. In this instance, the employer would have fair cause to discipline or sometimes dismiss the employee for bullying or harassment. Even if the employee was to argue they were doing it in their own time, on their own device. The fact a very clear link between their actions and the impact on their relationships at work can be demonstrated should rule in favour of disciplinary action on the part of the employer.

If an employee was found to be abusing anybody else – whether in the public eye or not – under the same circumstances (in their own time, on their own device) it can become more difficult to show a link to the workplace such as damage to a company's reputation.

Trolls may regard their right to abuse

as a human right. But what they should remember is freedom of expression is only a qualified concept. With regards to employment, the threat to a brand or company's reputation is enough to quash, or at least challenge, such a right.

**Trolls may regard their right to abuse as a human right. But what they should remember is freedom of expression is only a qualified concept.**

Employers need to consider measures that protect them should such an incident arise.

When e-mails replaced the office fax machine, employers made concerted efforts to develop company policies that governed how employees were to use company e-mails and Internet, covering the bases of inappropriate behaviour.

With the rise in social media channels, and the fast-paced nature of the digital world, employers risk having inadequate provisions for dealing with those employees whose behaviour on social media threatens the company's reputation or their relationships with colleagues, customers or clients.

What is equally important is having training in place to educate managers on how to communicate these policies to all employees, perhaps as part of an induction

programme. This training ensures all employees are aware of the ramifications should they be linked to any activity, which threatens to bring the company into disrepute, irrespective of whether they do it in their own time, on their own device.

Once resigned to living under bridges, 'trolls' now walk amongst us, hidden behind the perceived protection of a tablet or computer screen.

It's only a matter of time before the worst offenders are smoked out, similar to the naming and shaming of football hooligans in 1998, when employers sometimes dismissed employees for damaging their reputation when 'outed' in the press.

In the meantime, companies across the country will wait with bated breath. The smart ones will also be setting clear social media policies and putting training procedures in place in preparation.

### Selwyn Blyth

Selwyn Blyth is a Partner at Pinsent Masons with broad experience in all areas of employment law. His particular areas of interest are training HR and line managers on key issues such as managing absence, disciplinary and grievance processes, TUPE and managing employment tribunal cases and discrimination law, with particular expertise in the complex field of disability discrimination.

● Visit [www.pinsentmasons.com](http://www.pinsentmasons.com).





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## INSIGHT: FLT REGULATION CHANGES



# FLT regulation changes: what they mean for you

Earlier this year, the Health & Safety Executive (HSE) issued its long-awaited update to fork lift truck safety guidelines entitled: *Rider-operated lift trucks. Operator training and safe use. Approved Code of Practice and Guidance (L117)*.

By Owen Delaney, Technical Manager, Fork Lift Truck Association.

**T**he revised documentation is aimed at employers and those responsible for ensuring safe operations, including those who are in control of worksites. The aim is that employers must meet their legal obligation to ensure that all operators receive adequate training.

L117 outlines the main legal requirements relating to the operation of lift trucks, and contains the Approved Code of Practice (ACOP) and guidance on operator training for stacking rider-operated lift trucks. Importantly, the revised version of L117 clarifies the law for employers and gives the HSE greater powers. While their ability to intervene, and bring a company's safety up to scratch, is nothing new, they can now charge for the privilege. The new standard fee is £124 per hour to resolve material breaches of the law.

The new documentation incorporates some of the information contained in *Safety in working with fork lift trucks (HSG6)*.

With the updated L117 come four key considerations for those responsible in ensuring safe operations:

### 1. Refresher training

Reassessment allows employers the opportunity to identify and address such lapses before they lead to potentially serious accidents. The new guidelines recommend automatic refresher training or a retest after a set period of three to five years to ensure employees remain competent. There is no legal requirement for fork lift truck operators to receive refresher training at specific intervals. When set refresher training is adopted, managers and supervisors must still monitor performance.

Online re-assessment tools, such as Virtual Risk Manager – FLT, enable users to quickly and objectively identify the most at-risk operators, and issue refresher training accordingly. For more information on the benefits of this tool, visit the FLTA website: [www.fork-truck.org.uk](http://www.fork-truck.org.uk).

### 2. Supervisor training

The importance of supervisor training is covered by the Health & Safety at Work Act (HSW). However, it is now considered so important, that the L117 now mentions it too. It's important to note that, unlike

some other guidelines, this is a solid requirement:

The HSW Act requires you to provide adequate supervision. It is essential that supervisors have enough training and knowledge to recognise safe and unsafe practices.

### 3. Daily or Pre-shift checks

The revised guidelines state that, at the beginning of each shift, operators should check their lift truck in accordance with the vehicle handbook, and document the findings. Any defects identified which could affect the safe operation of the vehicle must be reported to a supervisor to ensure they are fixed.

Resources to assist in vehicle checks are available through the FLTA online shop.

### 4. Medical considerations

Disabilities (mental or physical) do not automatically disqualify an individual from being a fork truck operator. Fitness for such work should be evaluated on a case-by-case basis, through risk assessment and medical advice.

Guidelines recommend that operators possess a standard of

fitness equivalent to that required of an ordinary driving licence. However for more technical work, it is suggested that lift truck drivers possess a level of fitness equivalent to that of a Heavy Goods Vehicle (HGV) licence holder.

● **The Fork Lift Truck Association is the UK's independent authority on fork lift trucks. For more information on joining the Safe User Group call 01635 277579 or visit: [www.fork-truck.org.uk](http://www.fork-truck.org.uk).**



***Rider-operated lift trucks. Operator training and safe use. Approved Code of Practice and Guidance (L117) is available to buy or download at: [www.hse.gov.uk/pubns/books/L117.htm](http://www.hse.gov.uk/pubns/books/L117.htm)***





● The FTA says it's essential that industry is consulted on how best to introduce tolls on the new A14.

## £3.00 toll for HGVs using new A14

Proposals to toll part of a new 22-mile £1.5 billion upgrade of the A14 between Cambridge and Huntingdon have been unveiled by the Highways Agency.

**T**he proposal is to charge light commercials around £1 to £1.50 on the planned new 12-mile bypass around Huntingdon, between Swavesey and Ellington, and up to £3 for each trip made by heavy commercial vehicles. It is suggested that the tolls should operate seven days a week between 6.00am and 10.00pm.

While the upgrade of the road was welcomed by the Freight Transport Association, it said it was essential that industry was properly consulted on how best to introduce the charges. Malcolm Bingham, Head of Road Network Management Policy at the FTA, said, "FTA members realise that without tolling it will be difficult to raise the necessary funding for new infrastructure, but our members want to ensure that any tolling that is put in place is reasonable."

The FTA says a range of criteria need to be met in each case where government looks to help fund the cost of new infrastructure with tolls in the future. Alternative non-tolled routes always need to be available to traffic, it says, while lower charges should also apply to cleaner or lighter vehicles using the routes.

It wants to see more long-term planning of road building, and subsequent potential tolls, detailed by government, and says other road charges and fuel duties should

be reduced as the charges are introduced.

All money raised by a toll should be ring-fenced and used to maintain the route in question, it says, while a harmonised UK-wide system for tolls should be used. The FTA

**"FTA members realise that without tolling it will be difficult to raise the necessary funding for new infrastructure, but our members want to ensure that any tolling that is put in place is reasonable."**  
Malcolm Bingham

suggests the automatic number plate reading cameras being introduced on the Dartford Crossing next autumn is an ideal solution as it removes the congestion caused by toll plazas.

Work on the 22-mile project is expected to start in 2016 and be completed in 2019/2020.

## 'Flash-For-Cash' warning for motorists

A new insurance scam targeting motorists is sweeping across Britain.



● Beware motorists 'flashing' to allow you to pull out.

**C**riminals running 'cash-for-crash' fraud rings have employed a new tactic dubbed 'flash-for-cash'. According to an article published by the BBC, criminals are now flashing their lights to grant you right of way from a junction. However, as you exit, the driver speeds forward deliberately causing an accident.

The adoption of this new scam results in a 'your word against mine' situation when it comes to apportioning the blame in court.

This latest warning comes from Asset Protection Unit (APU), a company that assists the police and the insurance industry with fraud investigations.

The APU's Director of Investigative Services said, "By appearing to offer the right of way, the criminal simply continues the journey into a collision, holding the victim at fault for turning across from which, of course, cannot be denied under law."

Unfortunately, 'flash-for-cash' and 'cash-for-crash' incidents are not limited to those directly involved.

According to Dave Hindmarsh, a Detective Inspector from the Metropolitan Police, these scams cost insurance companies around £392m a year.

Insurers recoup their losses by adding an extra £50-£100 on every driver's premium – a financial cost for everyone. This is another

example of criminal gangs becoming sophisticated by exploiting loopholes in the insurance claim system.

**"Never assume that flashing headlights is a signal inviting you to proceed. Use your own judgement and proceed carefully."**  
Highway Code

The Highway Code says, "Only flash your headlights to let other road users know that you are there. Do not flash your headlights to convey any other message or intimidate other road users. Never assume that flashing headlights is a signal inviting you to proceed. Use your own judgement and proceed carefully."

One way of combating the problem is to install a 'black box' accident recording system such as those supplied by Vision Techniques. These devices are mounted on the windscreen of the vehicle and effectively act as an independent witness in the event of a collision.

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

## NEWS: ON THE ROAD



● Runaway vehicles often result in accidents.

## AVOID VEHICLE TAMPERING

Following a number of reports of runaway vehicles causing serious accidents, Vision Techniques, a company specialising in vehicle safety products, is suggesting that fleet operators consider fitting VT Ident™ to help prevent unauthorised vehicle use.

Using Radio Frequency Identification (RFID), VT Ident™ is a personnel tag-based vehicle security and control system that prevents unauthorised access to and use of vehicles.

The company says that VT Ident™ is an intuitive system comprising a cab control unit and driver tag reader, which is fitted in the cab of the vehicle, while drivers get personnel tags to wear, each one with a unique ID. These tags give wearers the authority to access the various parts of a vehicle, such as the ignition, the brakes and any equipment present on the vehicle. In this way, VT Ident™ can negate the risk of brake failure, and prevent unauthorised individuals from starting, moving or tampering with the vehicle or its applications. This might be particularly useful in the moving industry where drivers spend a lot of their time in the house away from the vehicles.

● For more information visit [www.vision-techniques.com](http://www.vision-techniques.com).

## New Volvo FH Voted International Truck of the Year 2014

A year, almost to the day after its launch, the new Volvo FH has been elected International Truck of the Year 2014 by leading commercial vehicle journalists, representing 25 magazines throughout Europe.

The Truck of the Year award was received by Volvo Trucks' President Claes Nilsson at a ceremony at the Comtrans exhibition in Moscow.

Summing up the jury vote, International Truck of the Year Chairman Gianenrico Griffini commented, "Volvo Trucks has delivered a completely new heavy-duty truck, which, with its innovative cab, hi-tech driveline components and advanced maintenance

solutions, sets a new benchmark in the automotive industry."

The all-new FH is a truck built with the driver in mind and the focus on improving the operator's profitability. It boasts important innovations in all crucial areas: fuel economy, ergonomics, handling, active and passive safety, and time-saving features.

● Below: Volvo Trucks' President Claes Nilsson with the International Truck of the Year 2014 award.



## Multi-car crashes could be history by the end of the next decade



● The Isle of Sheppey crossing pile-up.

Experts at Thattham Research - the motor insurers' automotive research facility - believe that multiple vehicle accidents such as the pile-up on the Isle of Sheppey crossing last September could be mitigated or avoided altogether with the widespread use of new automatic braking technologies.

Thattham has been researching and testing Autonomous Emergency Braking (AEB) systems on behalf of insurers for the last three years and has already undertaken an in-depth study of crashes and their causation factors.

A number of major vehicle manufacturers are already providing AEB technologies on their vehicles and such is their effectiveness, as shown in the Thattham test, that international safety body Euro NCAP will incorporate the test as part of its overall vehicle safety standard in 2014. UK insurers are already offering favourable insurance groupings on vehicles fitted with AEB as standard.

"The evidence from our testing is undeniable and combined with a growing body of real-world research and evidence we firmly believe that AEB and other ADAS (Advanced Driver Assist Systems) have a critical role to play in avoiding both common low-speed shunts that can cause injuries such as whiplash, and mitigating some of the horrendous injuries and fatalities that we see as result of higher speed pile-ups," said Peter Shaw, Chief Executive of Thattham Research.

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## PHS Teacrate launches new improved Personal Crate

PHS Teacrate has launched a new personal crate called the LC1. PHS Teacrate developed the new design in response to market feedback highlighting a demand for smaller and more secure crates.

Unique to PHS Teacrate, the new LC1 personal crate has several 'designed-in' features that translate into a number of benefits for the end user and also for the mover.

The personal crate, a staple piece of equipment in commercial moving, offers compact portable storage and security for an employee's personal effects including desk contents and desktop items such as stationery, mugs, brochures and magazines.

The new LC1 personal crate from PHS Teacrate is compact, ergonomic, robust and secure and offers enhanced benefits over the previous model:

- Convenient size and weight with contoured ergonomic handles for easy end user handling;
- Enhanced security through closely interlocking lid tabs and integrated openings with guide channels for security seals;
- Robust rounded and reinforced corners on the lid and rim;
- Raised hinge towers and lid stops help safely locate containers when stacking;
- With the same compact capacity (25 litre) as the previous model, the new LC1 has similar external dimensions at a reduced weight of



● The PHS Teacrate LC1.

- 1.74kg (previously 1.87kg);
- Appealing bright blue colour (rental stock).

PHS Teacrate's significant investment in product development and manufacturing has allowed the supply of thousands of new LC1 personal crates into PHS Teacrate's branch network to be made immediately available to customers throughout the UK.

As is the case with all PHS Teacrate's rental products, a next day delivery service applies on the rental of the new LC1 personal crate. Customers interested in purchasing the new LC1 crate can specify their choice of colour and have the crates branded with their company logo.

● For further information e-mail [sales@teacrate.com](mailto:sales@teacrate.com).

## Wit & Wisdom

Thoughts on life from the great and the good.

### Delegation

"Wood burns faster when you have to cut and chop it yourself."

*Harrison Ford*

### Money doesn't matter

"Having more money doesn't make you happier. I have 50 million dollars but I'm just as happy as when I had 48 million."

*Arnold Schwarzenegger*

### Non believer

"I don't believe in astrology. I am a Sagittarius and we're very sceptical."

*Arthur C Clarke*

### Little known fact

"The first piece of luggage on the carousel never belongs to anyone."

*George Roberts*

## Scientists discover 'black holes' at sea

A series of giant 'black holes' have been found at sea by pioneering university researchers in the USA and Switzerland.

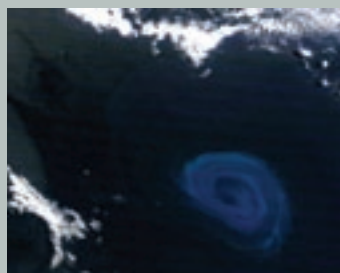
So has the riddle of the 'Bermuda Triangle' finally been unravelled? Not quite, but early signs show that these mysterious aquatic vessels could be used to transport possible future oil spills and limit the impact on the melting ice caps.

Research professors from ETH Zurich and the University of Miami have identified several such 'black holes' in the southern Atlantic Ocean. What's more - their findings conclude that the discovered eddies are the mathematical equivalent of their intergalactic counterparts.

We now know that the mild winters that we enjoy in Northern Europe are due to the Atlantic Gulf Stream.

However, the climate is also determined by these huge eddies - that can be as large as 150km across - that rotate and drift across the ocean. The university teams have discovered that the number of eddies is on the rise, increasing the northbound volume of warm sea water. It is thought that this action could stem the negative impact of melting sea ice at the Arctic.

These aquatic black holes can only be located by satellite imaging due to their scale. They can be pinpointed by looking for rotating and drifting masses of water - called Aghulas Rings. They are stable and function in the same



● An Aghulas Ring seen from a satellite.

manner as a transportation vehicle. They could hold foreign bodies, organisms or oil in their grip without yielding them to the outer body of sea. Even temperature or salinity levels could differ from the

### What are 'black holes'?

Black holes are traditionally objects in space with a mass so great that they pull everything that comes close to them, deep down inside. Nothing can escape, not even light particles.

surrounding water. 'Passengers' could travel around in closed loops with no way out indeterminably. The researchers have identified seven Aghulas Rings that have transported the same body of water for over a year without a single leak. Nothing escapes from the inside of these water orbits.

## NEWS: PEOPLE

## New Relocation Director for Interdean Germany

Interdean Germany, part of the Santa Fe Group, has announced the appointment of Juliane Gruethner as the company's Relocation Director Germany.

Juliane started her career with Ernst & Young Human Capital department and has held in-house positions in various international companies, industries and countries during the last 15 years. She joins Interdean from Fresenius Kabi where she acted as Manager Global Assignments.

Juliane is heading up the relocation service department and will be responsible for the account



● Juliane Gruethner.

management and implementation of new, large client accounts as well as managing various client relationships on a contractual level.

"Juliane will be a great win for our

company," said Dirk Ellermann, Managing Director Germany.

"With her experience and HR business knowledge she will lead our growing relocation department to the next level of expertise. We are happy to have her on board."



● Mick Jackson.

## Change at the top of Skills for Logistics

Chief Executive Mick Jackson is stepping down from Skills for Logistics as the organisation looks to implement a new strategic plan that creates a greater emphasis on deeper commercial activities over the next five years.

Mick will be replaced by his deputy, Ross Moloney, whilst the Board review the appointment of a new Chief Executive.

Commenting on the change, Paul Brooks Chairman of Skills for Logistics stated: "Mick has been an outstanding servant for Skills for Logistics and a passionate champion for skills development in the logistics and wholesaling sectors of the UK. Mick has led our organisation through a period of substantive change in UK skills funding and over his five years in post has turned Sfl into one of the top funded SSCs in the UK. We wish him well in his future endeavours and thank him for the personal sacrifices he has made to

keep our sector uppermost in the governments mind for skills investment. All of the team wish him well for his next career move."

Mick Jackson commenting on the changes said: "The last five years in particular has been an incredible journey as we have transformed Sfl from a poorly performing SSC to one of the best-funded. However in discussions with the Board I felt that there was a need for someone to be able to commit strongly to the new strategy for the next five years and I didn't feel that was appropriate for me."

"We have put in place a great team and I know in the short-term the organisation is in capable hands and I wish my colleagues the very best for the future."



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## The White & Co Mystery Mover



Well of course, it was Bob Clarke from John Mason last month. Anyone who has been on the receiving end of one of Bob's tall stories will know what his fellow diners were going through at the time. It was David Bunting, a fellow competition victim, who was first with the correct answer, winning him a White & Company Red and Black watch. If you'd like to be a winner too, just identify the rather pensive chap in the picture above. Too easy! Answers to [editor@themover.co.uk](mailto:editor@themover.co.uk).

## Adith joins Asian Tigers

Adithya Firgantara joined Asian Tigers Mobility Indonesia in June 2013 and he jumped right into the middle of the most busy season fearlessly! "I was very impressed with the office atmosphere on the first day that I joined in. Everyone was moving at a very fast pace, yet cool, calm and calculated," he explained.

With eight years' experience in HR, he is happy to broaden and utilise his knowledge by joining a



● Adith Firgantara.

different industry to that in which he has worked before. He embraces and welcomes the challenges and tasks ahead.

Adith lives in Depok with his wife and his two children.



## Bill Beuthin takes a break

After 45 years in international removals, Bill Beuthin is taking a break. He has semi-retired to his home in Normandy in France.

**H**e leaves the day-to-day running of Worldwide Movers Tanzania in the capable hands of the General Manager, Damas Bayanga and his experienced management team.

As a co-founder, Director and one of the main shareholders, Bill sees opportunity everywhere and remains a key element to the

steady growth and success of Worldwide Movers Africa. The Group will continue to benefit from Bill's oversight, advice and experience; however, he will no longer be involved in the everyday operations of the business.

Anyone wishing to trade fishing stories is welcome to contact him at his old e-mail address.



● Bill Beuthin.

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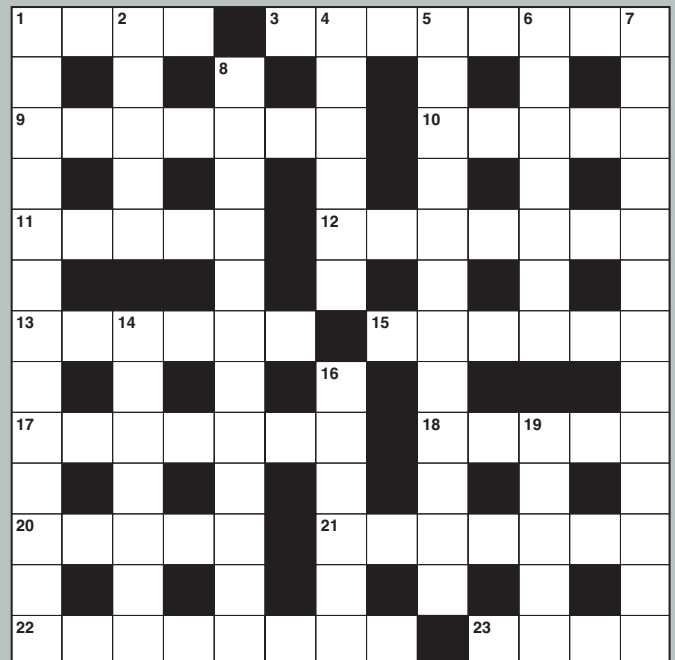
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## Puzzles

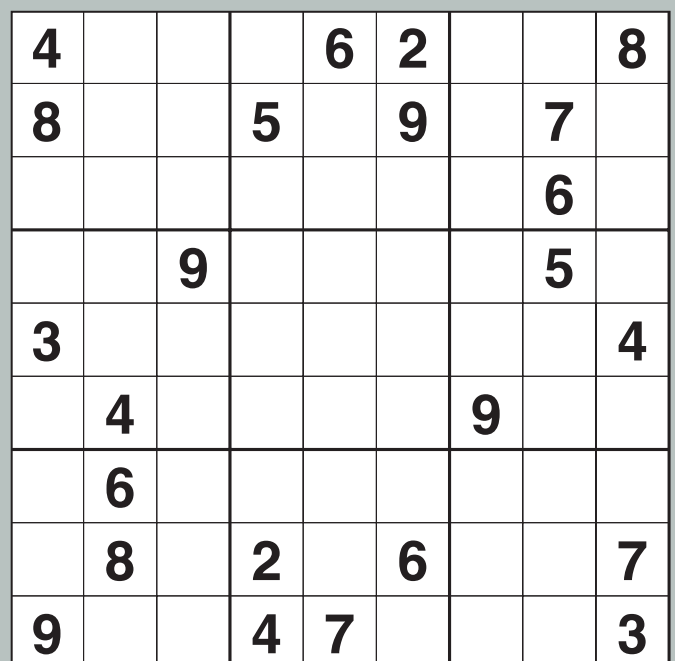


### ACROSS

- 1 Unattractive (4)
- 3 Range of colours (8)
- 9 Display of excitement or fuss (5-2)
- 10 Secluded places (5)
- 11 Head of a town (5)
- 12 Value greatly (7)
- 13 Circles a planet (6)
- 15 Penetrate (6)
- 17 Part exchange for something new (5-2)
- 18 West Indian dance (5)
- 20 Strong lightweight wood (5)
- 21 End products (7)
- 22 All people (8)
- 23 Circular movement of water (4)

### DOWN

- 1 Uneasy (13)
- 2 Truck (5)
- 4 Takes fright (6)
- 5 Pleasantness (12)
- 6 More spacious (7)
- 7 Naughtily (13)
- 8 Use of water in medical treatment (12)
- 14 Printed alphabet with raised dots (7)
- 16 Innate (6)
- 19 Shape (5)



## DIARY DATES

# FreeLineageAds

Lineage ads up to 20 words for sales and wants are free in *The Mover*.  
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# DiaryDates

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Diary Dates to  
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### LACMA Convention

14 – 19 February, 2014,  
Costa Rica

### IMC 3rd Annual Convention

26 – 29 March 2014,  
Bangkok, Thailand

### FIDI Annual Conference

30 March – 2 April, 2014,  
Singapore

### OMNI Annual Conference

4 – 8 April, 2014,  
Bali

### EuRA International Relocation Congress

9 – 11 April, 2014,  
Edinburgh, UK

### EUROMOVERS Conference

9 – 13 April, 2014,  
Rome, Italy

### Young Movers Conference

1 – 3 May, 2014,  
London, UK

### BAR Annual Conference

15 – 17 May, 2014,  
Glasgow, UK

### IAM 52nd Annual Meeting

7 – 10 October, 2014,  
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# Did you know?

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

In the year 2000, Pope John Paul II was made an Honorary Harlem Globetrotter.

Cars coming from The Strand to the famous Savoy Hotel in London must travel on the right, not left – this is the only place in Britain where this happens.

There are 45 miles of nerves in the skin of a human being.

Dendrology is the study of trees.

The Fierce Snake or Inland Taipan has the most toxic venom of any snake. Maximum yield recorded (for one bite) is 110mg. That would probably be enough to kill over 100 people or 250,000 mice.

A poem written to celebrate a wedding is called an epithalamium.

The box jellyfish is considered the world's most venomous marine creature. It has killed more people than stonefish, sharks and crocodiles combined since records began.



## Puzzle solutions

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

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

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E-mail [adverts@themover.co.uk](mailto:adverts@themover.co.uk) or contact Nikki Gee on 01908 695500 for more information or to make a booking. All prices are subject to VAT at the current rate.

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The Mover is distributed free of charge to UK movers. Annual subscriptions are available in Europe and the rest of the world at a cost of £100 per year. E-mail [adverts@themover.co.uk](mailto:adverts@themover.co.uk) or contact Nikki Gee on +44 1908 695500 to subscribe.

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### Enquiries

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Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
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1 unit mono	£420 (1 year)	n/a	n/a
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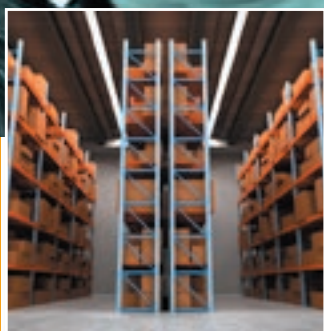


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- ◆ Money back guarantee in the event of delayed delivery (terms & conditions apply)
- ◆ Continuous receiving in London, Manchester and Glasgow
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