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Issue 031 October 2013 www.themover.co.uk

TheMover



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CONFERENCE
2013



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TheMover

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THE MOVERS & STORERS SHOW + THE MOVER CONFERENCE

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LEADER

Apology to The Guild

.....
Steve Jordan, Editor



I have received a complaint that, in my leader of August 2012, I gave the impression that The National Guild of Removers and Storers may have been dealing unfairly with some companies that had claimed to be members of NGRS when they were not entitled to do so. That was not my intention. By raising the matter I was simply trying to encourage debate on the subject and not to portray NGRS negatively. I apologise for any misunderstanding that may have occurred as a result.

By the time you receive this issue of *The Mover*, the Conference (22/23 October) at Silverstone will almost be upon us. We do seem to have had some confusion about the booking procedure. To be clear, you need to book separately for the Movers and Storers Show (which is free if you book online or £20 on the day) and The Mover Conference (which costs £295.00 + VAT). The cost of the conference includes a full two-day programme, all your meals, a party in the evening and overnight accommodation. There will also be plenty of time left to wander around the exhibition. The easiest way to book is by going to www.themover.co.uk and following the link for the Conference.

In all the years that I have been helping to organise conferences for the moving industry, people have always claimed that the main reason for not attending has been the cost. With The Mover Conference we have kept the cost, and most of the frills, to a minimum in the hope of encouraging as many people as possible to take part. My thanks to all those who have already booked.

But we haven't cut back on the business content. We will have guest speakers from outside the industry and plenty of comment from those within. It's not going to be a sit-back-and-fall-asleep conference. Everyone will be encouraged to take part, give their opinions and learn from others. We will also have some expert comment from those in the know who will be there to give you good ideas for things to do as soon as you get back to your offices.

I look forward to seeing as many of you as possible at Silverstone.

Steve Jordan



● The three Richard Healey trucks at Truckfest.

Richard Healey takes first at Truckfest Scotland

Richard Healey Removals Ltd had a sweeping success at Truckfest Scotland 2013. The company attends the weekend festival every year and enters its trucks in to the competitions.

This year, Richard Healey Removals took along its two brand new DAF CF65 trucks and a lightweight 3.5 tonne Luton van. The two trucks, built for their lightweight and fuel efficient bodies with maximum capacity, were sparkling clean for the judges to inspect. The team worked on the trucks most of the Friday and Saturday, polishing the chassis, body and interior to perfection. After the judges examined the trucks, the company was delighted to hear that the two DAF trucks were in to the Grand Final. Barry Howitt and George Clements drove the trucks in to the main arena to join nearly thirty trucks lined up. They waited with baited breath to hear who had won the awards.

Healey's one year old DAF won 2nd Place Best Kept Working Rigid for both Truckfest and The Scottish Trucker Club. The newest edition to the Healey's Fleet, an 18 tonne truck featuring a tail lift, won the 1st Place Best Kept New Working Truck. This was an amazing result for Healey's and all the hard work the team put in to the truck before

After the judges examined the trucks, the company was delighted to hear that the two DAF trucks were in to the Grand Final.

the show paid off.

Richard Healey Removals is always moving forward and these new additions to the fleet enable the business to further expand and move in to new areas. The 1st place winning truck is purpose built for commercial removals and Richard Healey Removals is currently expanding on the commercial moving aspects of its business.

Richard Healey Removals would like to thank the staff that gave blood, sweat and tears to make the trucks spotless for the competition. It would also like to thank the organisers and judges at Truckfest and everyone who came along to the show.

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Probably the world's best value conference.

The Mover Conference takes place at The Wing, Silverstone, 22-23 October. At just £295 + VAT it is probably the best value conference in the moving calendar anywhere in the world.

The Mover Conference cuts out all the frills and just gets down to business. The delegate fee includes refreshments, lunch on both days, dinner in the evening and overnight accommodation. From there it's business all the way with a packed programme designed to help all moving companies make more money, run more effectively and make more contacts.

The Mover Conference is being run in association with the Movers and Storers Show, but they are not the same event. You need to book and pay separately for a delegate pass to the conference programme. But don't worry, there is still time if you book now. Go to www.themover.co.uk and follow the link.

Conference running order

Day 1 - Tuesday 22 October

Session 1: How to make more money with the resources you already have

Inspiration to help you try new ways of making money with the resources you have. They say there's nothing new under the sun, maybe not, but are you sure you are doing everything you can?

Session 2: Getting to know you

Everyone says that the true benefit of conferences is the networking opportunities. But some people are very good at talking to strangers, and some are very shy. This session will give everyone in the room the opportunity of introducing themselves to everyone else in a simple, non-threatening way.

Session 3: Keeping your vehicles on the road

It's no secret that VOSA is on the lookout for vehicles that really should not be on the road. But it's very easy, amidst turmoil of battle during a busy day, to overstep the mark. In this session the Enforcement Policy Officers from VOSA will explain their current policies and help you to stay on the right side of the law.

Session 4: Getting those leads

Lead generation and now price comparison sites have blossomed in recent years. But how do you know the good from the not so good? This session will help you learn what's what.

Day 2 - Wednesday 23 October

Session 5: Solving the PR and social media mystery

For most moving companies the concept of PR is a mystery. Why is it that your competitors are always being talked about in the press, but you never get a mention? Social media too, for many can be baffling. Just how do you use Facebook, Twitter, LinkedIn and the like to make your business better?

Session 6: Introducing the Alliance of Independent Movers

There's a new trade association in the moving industry: AIM, the Alliance of Independent Movers. The organisers will be interviewed to explain what they intend to do with their new creation, how it differs from what's currently on offer, and why your company might be interested in joining.

Session 7: Self Storage – is it right for you

There seem to be very few movers who have regretted making the decision to diversify into self storage. For those with the right facilities, and the ability to raise a little cash, it can be an easier way of making a living than removals. But it's not right for everyone. In this session Rennie Schafer, the new CEO of the Self Storage Association, will offer his advice to help you choose whether it's right for you.

Session 8: Customer satisfaction – the ultimate guide

Everyone in business knows that they need to keep the customers satisfied, but as an ex brothel keeper, Becky Adams has her own unique take on what's needed to keep them coming back. There is nothing smutty or salacious about Becky's presentation. Now that she has 'retired from active service' as she calls it, she has plenty of good advice for business people in all industries.

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NEWS: UK

ICM Gerson re-brands as Gerson Relocation

ICM Gerson has announced it is to rebrand its company as Gerson Relocation.

We're dropping the ICM Gerson brand name and moving to Gerson Relocation as part of the next growth phase of our business," said Niall MacKay, the company's Managing Director. "Our customers and suppliers have called us simply Gerson for some time now, and the re-brand makes sense on every level, for our clients, for our staff, and for our owners."

Gerson Relocation will invest substantially in the re-branding, including vehicle branding, website development, company materials and a comprehensive marketing programme.

Niall explained that the company has also recently invested in a new software operating system that includes a new reporting suite online for customers. "The re-brand to Gerson Relocation is part of a wider series of forward-looking changes that will position us for the future as well as recognising the strengths our brand has built up over the years," he explained.



● New Gerson Relocation branding.

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● AIM founder Scott Rust.

New trade association to launch at the Movers & Storers Show

The Alliance of Independent Movers is due to launch in October, but has actually been accepting members since August.

The early 'soft launch' was to attract a group of members that would offer their own ideas, feedback and constructive criticism. A steering group made up of members, external consultants and AIM staff will help to ensure the Alliance stays focussed on member and consumer needs.

AIM has a clear set of criteria for membership and a Code of Practice for its members to adopt. Prospective members are assessed for suitability and if they don't quite make it, AIM gives them a helping hand. Helping movers to meet the membership criteria is just the start of AIM's commitment to improving the industry.

The founder of AIM, Scott Rust said, "I wanted to create a trade association that is guided by its members. I wanted it to be available to removals businesses of all sizes and offer support and advice on all aspects of running a modern business. I think we've achieved that."

Among the services offered are those you would expect from a trade association, (business support, arbitration, sales leads, etc.) as well as help with internet marketing and advice on best practice for online advertising.

"The list of benefits is constantly evolving – driven by members' needs," said Scott, "but the most important thing is to get our message to the public. It is clear from reading comments and blogs on social networks that the industry needs a trade association that markets to the public. If the public doesn't know

what the logo stands for, then in their eyes at least, it has no value."

In addition to the member benefits and support, AIM will be marketing directly to the public. A team of Internet marketers and SEO (Search Engine Optimisation) specialists will be targeting the consumer directly. The goal is to make AIM a well known and respected brand, not just within the industry, but to the consumer as well.

"The list of benefits is constantly evolving – driven by members' needs, but the most important thing is to get our message to the public."

Scott Rust

The Alliance of Independent Movers will have a stand at the Movers & Storers Show on October 22 and 23 where you will be able to chat with Scott and other members of the team. Scott will also be interviewed at The Mover Conference, where you will have the chance to put your questions.

"Officially launching a new trade association to coincide with the first Mover Conference and the Movers & Storers Show seemed like the right thing to do," said Scott adding, "It promises to be a big day for our industry."

New trucks for Thomson Removals

Ayrshire-based Thomson Removals & Self Storage is adding two new Volvo trucks to its fleet to cope with rising demand and reduce the company's impact on the environment.

Thompsons recently took delivery of an 18 tonne, six-container Volvo and a 15 tonne four-container is due in December. The new 18 tonner can carry six 250ft³ storage containers and a crew of up to five people.

Owner Matt Thompson has been a big fan of the Volvo brand since buying his first 18 tonne vehicle in 2005. "I have only bought Volvo trucks since then," said Matt. "I find them very reliable and robust and I receive a first-class service from my local dealership in Ayr."

The truck bodies are by Unique Van Bodies (UVB) of Warrington. UVB's Terry Sinnott showed Matt around the workshop earlier this year. "I found the build quality on UVB's vehicles to be second to none, I had no hesitation in placing my order," said Matt.

In August Thompsons displayed their new Volvo at the Truckfest Scotland event in Edinburgh.

"We were delighted to be involved in Truckfest Scotland," said Matt. "It was a great advertising opportunity for us as a company and the first time we had shown a vehicle at a show. We are hoping to go back next year with the new vehicle which is due to arrive in December."



● The Thomson family at Truckfest with Ice Road Truckers Lisa Kelly and Alex Debogorski (far right).

Anglo Pacific on camera at London's Opportunities Overseas Expo

International removals company Anglo Pacific took its TV cameras to the recent Opportunities Overseas Expo organised by Working In.



The event, held in London on 6 and 7 July enabled Anglo Pacific to capture on screen the value of meeting industry leaders in person before making any life-changing migration decisions.

Jason Diggs, Anglo Pacific's Sales Director, said, "As a company we've been attending migration Expos for more than 20 years, up to a dozen shows per year, and it gives us a chance to explain

face-to-face, in an informal environment, the removals process. People can ask where we ship, how we pack, about the customs process, anything they like, and arrange a free quotation at their home. They can also meet many migration experts in fields of recruitment, banking, visas and so on, gathering vital information before they embark on a new life. Granted, the vast majority of our business still comes through the

Internet, but these events offer a welcome personal touch."

Spencer Hawkes, General Manager of Working In UK, agrees, "I think one of the great things about coming to a show like this is that, for lots of Brits, the idea of moving yourself and your possessions from one side of the world to another is quite scary. When you come along to an Expo you get to meet people, people that you're going to be working alongside, people that are going to offer you a job, people that are going to change your lives for better and forever. It's nice to be able to meet them face-to-face and build up your confidence about that move. They're also going to find experts such as Anglo Pacific that will give them advice on whether they need a 20ft or a 40ft container or whether they can do it by excess baggage. They'll be able to meet somebody that they can trust, somebody

that's here in the UK and is going to help them make that move."

Despite England being in the throes of the most prolonged spell of summer heat it has seen in 16 years, the British and Irish Lions playing Australia and Bartoli and Lisicki battling out in the Wimbledon Ladies' Final, hundreds of people turned up to July's very busy Opportunities Overseas Expo. Other events attended by Anglo Pacific were the Australian Immigration Seminar in London in September and both Coventry and London in October, followed by Down Under Live Expo in Glasgow in October and the Opportunities Overseas Expos in London and Manchester, also in October.

● For further information on upcoming expos see www.anglo-pacific.co.uk/migration_events.htm. To watch Anglo Pacific's Expo Documentary, visit: <http://bit.ly/189OLYv>.



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INTERVIEW: RENNIE SCHAFER



● Rennie Schafer outside the SSA office in Nantwich.

Rennie Schafer: meet the SSA's new CEO

The Mover was eager to catch up with one of its key speakers from the upcoming Mover Conference 2013 in October. The Self Storage Association's (SSA) new UK CEO – Rennie Schafer – took time out of his busy schedule to talk about the future, industry changes and what benefits the organisation can bring to its members.

With 15 years of association management, including nine years as the CEO for the SSA in Australasia, Rennie and his family moved to the UK for new life challenges. As the self storage industry is about eight years younger in the UK than in Australia, he's risen to the task of increasing awareness of the Association within the industry and with the public.

The SSA, much like the BAR, brings communication and information sharing to its 400 plus membership as well as building a good working community in the self storage world. Rennie pointed out that membership has given confidence to members that there is somebody out there to keep them abreast of big changes in legislation and UK law (i.e. the introduction of VAT in 2012 to storage fees). This facility certainly helps smaller companies who don't always have the resources to keep up to date with the latest regulations. Courses and focussed industry sessions on self promotion, marketing and operations are also run by the SSA.

"A culture change is required. The public need to be educated about the product, before the brands."

Rennie Schafer

Rennie sees one of the major challenges for the industry is to educate the public about the self storage industry itself. This is because the culture of self storage in the UK and the rest of Europe is still relatively young compared to the USA and Australasia. The public are still getting to know what self storage is and what the facilities can bring to make their lives easier. For instance, people that may be temporarily downsizing or a firm that has storage issues may not yet realise that self storage is a very useful and cost-effective service. In today's climate of online shopping, self storage units with 24-hour access

can allow for a simple and cheap place to keep stock and run a small business from. It's a part of the SSA's remit to educate and promote the industry's values to its members so they can engage with their public at large. "A culture change is required," said Rennie. "The public need to be educated about the product, before the brands."

Rennie went on to discuss the SSA's membership Standard that endorsed self storage companies who meet entry level criteria. Companies that apply to the SSA receive a copy of the Standard and a site visit to make sure that both their operations and facilities comply.

The SSA is still working on its public profile but Rennie said that it's also up to individual self storage companies to promote themselves through their own marketing and advertising. "We want to be an inclusive association that welcomes as many companies across the full strata of self storage," Rennie added. "We want everybody from container storage operators to the industry giants. For the future, the

Self storage key facts

- In 2012, VAT was introduced on all self storage. This resulted in a slight decrease in rents because some operators have chosen to absorb the increases;
- The average net billed room rate has fallen by over 5% to £19.96 per square foot per annum;
- London has the highest billed room rate at £28.33 per square foot per annum;
- The average occupancy in mature facilities (complexes older than six years) has fallen from 70% to 68%.
- In London, the occupancy rate has fallen from 75% to 71%;
- Commercial lets increased from 39% to 42% this year;
- The average length of a hire for all customers has risen from 37 to 41 weeks;
- 81% of self storage firms plan to open new facilities in 2013. 11% have firm plans to expand. Within existing facilities, there is 1.6 million square foot of potential expansion space (this is equivalent to 30 football pitches);
- 79% of self storage companies expect to be able to increase their room rates for new customers next year;
- 81% expect profit margins to remain stable.



Facts extracted from The Self Storage Association UK Annual Survey 2013 compiled by Deloitte.

SSA hopes to foster a strong industry and look after our members so that they can give a good service with a working knowledge of UK legislation and standards."

Currently, the Association has 405 members across 750 sites in the UK. Domestic customers represent 67% of the industry at present with about one-third remaining for the commercial sector. There is, clearly, plenty of room for the commercial sector to continue growing.

Rennie Schafer will be speaking about the benefits of SSA membership and the self storage industry at The Mover Conference 2013 at Silverstone Race Circuit on the 22 and 23 October.

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NEWS: UK

PPS Crate Hire and Britannia Anchor Removals form distribution partnership

Crate hire specialist PPS Crate Hire has opened a new North West distribution depot in partnership with Manchester BAR member Britannia Anchor Removals.

The two companies will pool their experience to provide an efficient crate hire delivery and collection service across the North West. Britannia Anchor Removals is located at the hub of the region's motorway network, providing an ideal location for deliveries to central Manchester, Liverpool and the surrounding area.

Commercial Director Joanne Moss explained, "PPS Crate Hire has experienced steady growth in the region in the past year and this new NW local hub will only go to strengthen our position and enable us to continue to service the needs of our existing and potential customers as we look to expand."

Chris Smallwood of Britannia Anchor Removals acknowledged the arrangement by saying, "We are delighted to partner with PPS Crate Hire as their northern office."



● Chris Smallwood and Joanne Moss.

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● Ex-Servicemen and women have transferable skills for jobs within the civilian logistics industry.

The Logistics Guild and DHL help 100 soldiers gain their DQC

On 22 July the Logistics Guild, in conjunction with leading logistics company DHL, began an intensive five-day residential work placement experience for 100 soldiers with C+E driving licences to prepare them for careers as civilian drivers.

The response was overwhelming with 300 prospective candidates registering for just 100 places. DHL provided classroom and practical-based tuition as well as the civilian rigs for driving practice while the army allowed part of its base at Kendrew Barracks in Rutland to be used for manoeuvring practice and provided accommodation.

At the end of the Work Placement, 100 drivers completed their Driver CPC and gained a Driver Qualification Card.

DHL and the Logistics Guild believe that ex-Servicemen and women have great transferable skills and experience for jobs within the civilian logistics industry.

Dan Harrington, Regional Trainer

at DHL who ran the session said, "I know how important these opportunities can be, I am ex-military myself so I jumped at the chance to get involved with these guys."

The Head of Kendrew Barracks, Lieutenant Colonel Steve Lonnen MBE, RLC said, "This is such a fantastic opportunity for some of our departing service personnel to engage with a leading commercial logistics company and bridge some key knowledge gaps. This innovative and cost effective partnering agreement, whereby commercial businesses use their own vehicles within service establishments, can only be extremely positive and productive for all parties in the short, medium and long term."

8,200 attracted to the Guild's online job fair

An online Job Fair run by the Careers Transition Partnership (CTP) and the Logistics Guild, on 30 July and 6 August to help ex-servicemen and women seeking careers in logistics attracted 8,200 - a clear demonstration of interest in the industry. The event gave the participants the opportunity to talk to industry leaders and get advice from those who have already been through the resettlement process. There were also opportunities for participants to attend online webinars and send their CVs directly to prospective employers.

This digital interaction made it very easy for both the Logistics Guild team

and soldiers to communicate with each other and allowed users to either post to a central message board or privately message the professionals they wanted to speak to.

The Driver CPC course, which the Logistics Guild is currently offering to military leavers, gained a huge amount of interest.

The feedback on the day was exceptionally positive; everybody the Logistics Guild team dealt with was very appreciative for the advice they had received. The Logistics Guild also took over 100 CVs from participants and passed them on to the Logistics Job Shop.

Britannia Leatherbarrows rules the waves

In July, a team of brave employees from Britannia Leatherbarrows took to the sea to raise money for the British Heart Foundation (BHF).

The event was the 2013 Bournemouth Pier-to-Pier swim that spans the 1.4 mile distance between the city's main pier and Boscombe Pier.

Bournemouth-based employees David Bigglestone, Lewis Mills and Andy Pittwood were among the 2,000 participants. Britannia Leatherbarrows also provided one of its vans for the day staffed by Rob Dance and Pete Booth to transport the swimmers' kit between piers.

The team raised an impressive £220.00 - with all three swimmers completing the course in under an hour.

Andy Coles, event organiser for BHF said, "A big thank you is due to Britannia Leatherbarrows for their donation and the use of their van for the event. If everybody else manages to raise the same amount, BHF will smash their target."

You can still add to Britannia Leatherbarrows' total by visiting: www.justgiving.com/leatherbarrows.



● After the swim: (left to right) David Bigglestone, Andy Pittwood and Lewis Mills.

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reallymoving.com launches new Ombudsman service

On 1 October, reallymoving.com launched a free Ombudsman service for use by registered companies and their customers for moves booked through its price comparison site. The scheme is free to all registered removal firms and to customers who register online for a quote.



● Rosemary Rogers.

reallymoving.com is an online price compare site where home owners can get quotes from an array of removal companies to help them with their move, and a lead generator for the removal industry. The new Ombudsman service is administered by Ombudsman Services in Warrington. The company is an independent, 'not-for-profit' organisation, founded in 2002, that provides ombudsman services for dispute resolution for a wide range of industries including communication, energy and property. It operates under appropriate legislation and regulatory authority.

reallymoving.com said that the new service has been set up to give customers confidence in the firms that are registered with the company. Any moving firm wishing to register with reallymoving.com also needs to commit to its code of practice and meet qualifying criteria including:

CCJ checks, insurance status and verification of membership affiliations and certificates.

"We want our users to know that they are registering their details with a reputable company that can put them in touch with quality removal firms," said reallymoving.com Director, Rosemary Rogers. "The new Ombudsman service enhances that proposition and gives customers a way of resolving disputes should they occur."

reallymoving.com has been providing its services to movers and their customers since 1999. Once registered, customers at reallymoving.com may choose from five removal firm quotes in their local area based upon information they submit in a brief questionnaire. On selecting their chosen firm they will be contacted by the company to discuss details. On completion of the removal, the customer is e-mailed a unique e-invite to leave feedback on their experience with the company they chose. There is also an opportunity to leave comments and rate different aspects of the service with a star rated system. Any questionable feedback is investigated thoroughly.

The new Ombudsman service was launched on the 1 October. Rosemary Rogers and the reallymoving.com team will be promoting the scheme at The Mover Conference 2013 and the Movers & Storers Show on the 22 and 23 October, at the Silverstone Race Circuit.

Southampton Europe's most productive container port

ABP's Port of Southampton has been ranked the most productive port in Europe and the number one performing container terminal in the UK, according to an independent industry study.



● CMA CGM Marco Polo on her maiden call at Southampton.

Based on confidential data charting more than 100,000 port calls at 400 ports during 2012, the analysis from the Journal of Commerce (JOC) put Southampton's productivity performance among the global elite.

The findings place Southampton at 20th in the world for productivity, the only port in Europe to feature in the top 20, with an average of 71 container moves per hour. This compares to 49 container moves per hour at the UK's other major container port at Felixstowe. The ranking comes as the terminal in Southampton, operated by DP World Southampton, is just over half way into a four-year improvement programme, using a teamwork approach and new technology to drive performance to new heights. The terminal now operates at rates of up to 177 moves per hour on the ultra large container vessels.

The terminal is also the subject of a £150m expansion project designed to ensure it can continue to handle the biggest ships in the world long into the future. As well as an extensive

dredging programme, the project sees the construction of a new 500 metre quay and the installation of four new cranes. The development is on course to open in January 2014.

ABP Port Director Southampton Doug Morrison said: "While it is fantastic to be recognised as the best in Europe, this is just the beginning for Southampton. We have put performance and productivity at the very heart of our operation and we are all committed to driving our service to the next level. I think it is this commitment that gives us the edge."

"We believe our performance is the key to retaining our existing business and, already this year, this approach has seen us successful in winning new business. There's been a huge amount of capital investment and hard work from the team here. We are all extremely proud of the reputation for customer service we have built but no one here is under any illusions that we can afford to rest on our laurels."

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NEWS: INTERNATIONAL

O'Neil looks to the cloud

O'Neil Data Tech, a wholly owned subsidiary of O'Neil Software, has announced its latest innovation for records storage and management: oneilCloud. The company says that it is a complete re-write of its existing system that takes advantage of cloud-based technologies. The new product was launched to the market at the company's recent oneilPartner Conference in Huntington Beach, California.

David Holt, the CEO of O'Neil Software, said that: "this means that you can access your database and carry out your daily record centre business, from virtually any device with a compatible Internet browser." The company says that additional benefits include faster implementation, infinite scalability, little or no up-front fees, and new functionality.



● Helen and Grant Jones.

Worldwide Movers Africa opens in Ghana

Worldwide Movers Africa has recently opened a new branch in Accra, Ghana, bringing its total number of branches across Africa to 15. The operation will be run by Dr. Grant Jones with the assistance of his wife, Helen. All enquiries for information and quotes to: grant.wwwmaf@icloud.com.

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● Left to right: Philippe Fernandes, Emmanuelle Harsch Vedovati, Fabienne Bourbonnaux, Patrick Decarroux, Yannick Dubois and Isabelle Harsch.

Looking to the future with Harsch

Bertrand Harsch, of Harsch in Switzerland, recently wrote to *The Mover* to introduce his new team, including his two daughters which, he says, represent the future of the organisation.

In particular, he wanted to introduce his daughter Isabelle, who he described as "a creative leader" as she prepares to step into her father's shoes as CEO.

"Through Isabelle's impetus many positive strategic changes are already in place within Harsch," Bertrand explained. These have included targeted hiring decisions, continuous learning developments and strengthening of internal structures and work organisation.

On the sales front, Ms. Fabienne Bourbonnaux has joined the team. Bertrand explained that Fabienne comes from the service industry, and her strong sales experience will reinforce the company's already high capacity to address customer needs.

Emmanuelle Harsch, Bertrand's other daughter is back at the company after spending precious time with her two boys (Eliott, four and a half years old and Gaspard, soon to be one year old). "She is now managing our relocation department and showing that it is possible to have a healthy work-life balance - accommodating family life with a successful professional career," he said. "I am really happy and proud to have two daughters in the company and recognise the increasing importance of the role that women must play in the business."

Early 2013 saw the arrival of Mr. Yannick Dubois who has had many years of experience in the international moving business. Bertrand said that he has an important role to play at Harsch,

using his experience in the moving industry and expertise in working with agents. "The quality of our agents and the strength of our relationship with them is a key to our success."

"I am really happy and proud to have two daughters in the company ..."
Bertrand Harsch

"The quality of our work remains one of our strongest assets," said Bertrand. "To respond effectively and efficiently to the important increase in business and to keep up with our quality, we have hired new staff members both in the move coordination department and in the warehouse team. At the same time, to ensure consistent and coherent high quality work, we have revised and renewed our internal training courses. These are largely inspired by our fine arts expertise. After having received special training in the successful transmission of skills and knowledge, two of our sales persons, who previously were lead packers, one in fine arts, Mr. Patrick Decarroux, and one in moving, Mr. Philippe Fernandes, are transmitting their know-how to their colleagues. This ensures that there is for us no difference whether we handle a Picasso painting or a household goods removal."

Bournes Relocation Solutions and UniGroup Relocation nominated for EMMAs

Bournes is pleased to announce that it has been shortlisted for The Forum for Expatriate Management European EMMA awards.

The awards celebrate excellence in global mobility. They are intended to celebrate excellence and innovation in global mobility programs as well as to recognise the performance of service providers in supporting the ambitions of corporate programs. Bournes has been shortlisted in the International Moving Company of the Year category. In addition, as a UK representative of UniGroup Relocation, it has also been nominated for the Most Innovative Use of Technology in Global Mobility (Programme Management) for its Redsky software platform.

These nominations in the European EMMA's follow nominations by UniGroup Relocation in the Americas and Asia Pacific regions demonstrating the global high standards of service provided by the Group's network. Categories where UniGroup Relocation has received nominations in Asia Pacific and the Americas include:

- Relocation Management Company of the Year;
- International Moving Company of the Year;
- Destination Service Provider of the Year;
- Most Innovative Use of Technology in Global Mobility;
- Best Vendor Partnership (UniGroup Relocation & Syngenta).

The shortlisted nominations will be assessed by an independent judging panel and the results will be announced at the EMMAs ceremony and gala dinner in London in November.



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INTERVIEW: JT & SONS RELOCATIONS



LUCK AND HARD GRAFT IN PERFECT BALANCE

An interview with Jenny and Timon Thorncroft of JT & Sons Relocations. By Ed Roberts.

Jenny and Timon Thorncroft (pronounced like Simon) own and operate JT & Sons Relocations. First established in 2008, the husband and wife team set up after forging long careers within the removals industry. Recently awarded the BAR Commercial Mover of the Year Award for 2013 they spoke about what the accolade meant to them, the obstacles that were encountered on their journey so far, and their plans for the company's future.

When quizzed about the origins of the company name there is a good degree of ambiguity. Jenny joked that when the company was doing well the 'JT' stood for Jenny Thorncroft, yet when it was performing less well it meant Jenny and Timon. In spite of the latter claim though, it would appear that their salad days are well and truly behind them.

Jenny explained that she had been in the removal trade since leaving school. Her first job was as a part-time secretary for an estimator at Robinsons in Bristol. Essentially,

she learnt the trade and got her estimation certificate during her tenure there. In 2002, she met Timon when she transferred to Bishops in Crawley. Timon has been in the trade for over 25 years. He began as a driver and worked his way up the ranks to senior management within 15 years. He met Jenny through friends when he was based at the Brighton office and they quickly became firm friends, and the rest, as they say, is history.

To start from scratch with no assets and very limited capital required both enterprise and strong spirit.

In 2008, they joined forces to start their own commercial movers firm, JT & Sons Relocations. 2008 was a year of global recession and a difficult time for businesses of all shapes and sizes, regardless of their trade. To start from scratch with no assets and very limited capital required both enterprise and strong spirit. With a blend of luck, good

timing, industry contacts and hard work, Timon and Jenny kicked off with a large contract bank-rolled with a personal credit card. Jenny admitted that there had been a few scary moments along the way but since the initial leap of faith, they hadn't looked back. Expecting a much lower closing figure for their sales in the first year, Timon and Jenny more than tripled their projections. Very admirable considering that all this was achieved

with said credit card, a borrowed dinner table, a second hand laptop and a hatchback car.

I was keen to learn that JT & Sons operates without their own fleet of lorries and vans. However, there is no sub-contracting, they have their own staff of 26 packers and porters (with their own JT uniforms) based at two small depots in London and

Leeds. Timon then hires drivers and vehicles from his contacts to complete the job in question. They both concur that if they had invested in their own fleet of vehicles when they set up they may have faltered. In hiring another company's vehicles and drivers they have been able to thrive whilst being enabled to support a fellow removal company.

When asked about what separates JT & Sons' customer service from other like companies, Jenny mentions that the company's size has enabled them to tailor the service to the job. This has also given them an advantage in that they can give a personal approach, for example; clients can speak to the directors directly if the need arises. They also pride themselves on employing personable and approachable staff who will do their utmost to provide great service. Timon added that JT & Sons was also industry endorsed having gained the BAR BS 8522 Quality Standard within 12 months of setting up and have been prolific BAR members ever since. He mentioned that in an increasing

number of cases companies are now judged by whether or not they are members of BAR. On an immediate scale, Timon added that they really care about every job they do. Also, that they ventured that individual approaches to projects had actually saved their clients money; for instance they will often do a big clean up after a move has been completed.

"We are living proof that you don't need your own vehicles to succeed in the industry."

Timon Thorncroft

Earlier this year, all JT & Sons' hard work was recognised when they won the Commercial Mover of 2013 category at the BAR annual awards. This accolade endorsed their company, letting the industry know that they had well and truly arrived. In the future, the extra kudos will help to bring in more contracts and increase industry and public awareness of their brand. They also confirmed that membership requirement of industry bodies like BAR and CMG is a must because of these reasons. Timon was councillor at CMG until May this year and he reflected on the old days and confirmed that since he'd joined the removals industry 30 years ago both CMG and BAR have become more pro-active, hosted better presentations and meetings, were more inclusive when swapping new

ideas and that they now provided better help and guidance. They both stressed the importance of having the opportunity to make new contacts and maintain existing ones at their meetings and AGMs. Relationships are generally built at BAR or CMG meetings. These types of links have enabled rival companies to help each other, because potential competitors can become colleagues and allies through hiring out their resources. "This also ensures that you supply an exemplary service," Timon explained. "This is because you don't want to show yourself up in front of a friend and fellow mover in the trade. You have your rep to protect and maintain."

Five years down the line from JT & Sons' birth, Jenny confessed that lady luck had had her hand in events, but at the same time they would not have been able to succeed without their existing skills and industry savvy. She also mentioned that both herself and Timon were born under the same star sign of Leo that bestows passionate and proud yet caring qualities to all they put their

... all JT & Sons' hard work was recognised when they won the Commercial Mover of 2013 category at the BAR annual awards.

minds to. Timon also suggested that luck is generated by hard work. So in essence the JT & Sons' story so far has been shaped with 50% hard graft and 50% good luck.

The future is looking very bright for Jenny, Timon and the rest of the staff at JT & Sons. They are looking to expand and to build relationships with BAR associated companies in the north of England. They also share the importance of sticking to their existing business model by resisting the need to own their own fleet of vehicles. Timon underlined the point "JT & Sons Relocations are living proof that you don't need your own vehicles to succeed in the industry".

With their past successes stacked up and new challenges to conquer on the immediate horizon, *The Mover* magazine hazards a guess that the 'JT' in the company name will 'unofficially' stand for Jenny Thorncroft for a long time to come. Poor Timon!

Wit & Wisdom

Thoughts on life from the great and the good.

Quality first

"As I hurtled through space, one thought kept crossing my mind: every part of this rocket was supplied by the lowest bidder."

John Glenn

Certain cure

"The best cure for sea sickness, is to sit under a tree."

Spike Milligan

Princely chivalry

"When a man opens a car door for his wife, it's either a new car or a new wife."

Duke of Edinburgh

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● Above and opposite: Jenny Thorncroft.

NEWS: INTERNATIONAL



● Sebastian Laporta receives his ISO 9001:2008 certificate from Mario Roseney, Commercial Manager of SGS.

Ward becomes first in Chile with ISO 9001:2008

Ward Van Lines of Santiago, Chile, has achieved ISO 9001:2008 – the international quality Standard.

This important achievement is the result of the hard work carried out by the company during 2012 and the first few months of this year, in process management as well as in indicator analysis and quality standards. During the process, Ward worked with consultants to respond to the audits carried out by the Swiss SGS, certification agency, which, after reviewing the system in its entirety in June of this year, awarded the ISO 9001-2008 certification to the company. Ward claims to be the first relocation services company in Chile to receive such recognition.

This implementation offers numerous advantages to the

company. "We are convinced that this accomplishment only confirms the exacting quality standards that the company has always maintained, and which today can be translated into a guarantee of excellence at an international level," said Sebastian Laporta, the company's Deputy General Manager.

The certification brings many benefits: it helps to improve the performance of the organisation; standardises the activities of the personnel through documentation and the formalisation of procedures; allows measuring and monitoring of the processes being carried out; and increases efficiency by reaching client satisfaction objectives.

AIReS team raises funds to support military personnel overseas

AIReS team members in Pittsburgh Pennsylvania have recently completed a donation and fundraising drive to support US military personnel serving overseas.



● The AIReS team wearing their fund raising t-shirts.

Throughout the months of June and July, AIReS designed and sold special t-shirts featuring the American flag and the legend, 'AIReS Supports Our Troops' to staff members, friends and family. The funds raised were used to purchase some of the most requested items; chips, cookies, crackers, toiletries, shampoo, soap, deodorant and entertainment items such as books, movies and magazines, to be included in several care packages.

"I've always been a big supporter of the military," said Jenny Wylie, Immigration Specialist and one of the coordinators of the drive. "I have a lot of friends who served or are serving and feel it's

important to show our support because the men and women voluntarily serve to protect us and our country."

Beverly Caputo, Head of the Corporate Pep Squad who sponsored the initiative said, "I feel so honoured to live in the United States and to know that we have a strong military to keep us safe. The military fundraiser was a special project to honour and recognise the great sacrifice that the men and women who are currently deployed make every day. AIReS' staff will proudly wear their military t-shirts to demonstrate their support of the troops, and we hope the troops enjoy the items collected as a small token of appreciation."

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

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

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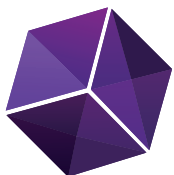


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INSIGHT: EMPLOYEE BENEFITS



● Employers can keep staff happy with benefits such as savings on travel and extra annual leave.

Retaining your best people

James Malia, Managing Director of P&MM Employee Benefits, explains what is on offer to help companies keep their best staff from moving on, and why they should be investing more in employee benefits.

Why do business owners need to move with the times?

Employee benefits are now relatively widely established as part of the employment remuneration package and are becoming ever more important in employment strategies. Employees expect, as standard, benefits packages that help them maintain a certain lifestyle. In the moving industry in particular, where a lot of physical labour is required, they want to be able to strike a good work/life balance and expect their bosses to help them achieve this. That is where the new breed of employee benefits schemes are invaluable to businesses owners – and their staff.

Not only do employee benefits help employees gain greater satisfaction from their work, they also offer invaluable opportunities to save money. The workforce can reap the rewards, while at the same time business owners can make huge savings on National Insurance. More benefits mean a more attractive workplace for employees and make it easier to retain the most talented staff. Moreover, the more employee benefits a business puts in place, the more they help to improve the bottom line.

Employee benefits are seriously underestimated

It is essential for all business owners who have not yet done so to look into the advantages of benefits. Those who do are usually pleasantly surprised by the range and variety – and the cost; they are often cost neutral for employers.

Providing staff with the ability to enjoy activities that are important to them, or help them save money in their personal lives is far preferable to a small taxed cash bonus that is expensive for the business and underwhelming for the employee. Benefits can make a real contribution to lifestyle choices or leisure activities – creating that all important ‘feel-good’ factor which inspires loyalty.

So what's on offer?

There is a huge range of employee benefits available, suitable for all kinds of businesses and many of these are low cost ‘off-the-shelf’ packages that take all the pressure off trying to manage the component benefits for business owners.

Off-the-shelf reward and benefit solutions mean that benefits schemes are now accessible. Flexibility in schemes such as the Essentials range means that different levels can

be accessed and there is the added advantage of monthly payment plans and no long-term contracts or set-up fees.

For example, some of the benefits on offer through the Essentials range include money off at retailers, on holidays and cinema tickets, as well as gym membership; and salary sacrifice schemes such as childcare vouchers, cycles to work, mobile phones and extra annual leave.

Moving forward

Now, more than ever, is the time for businesses to start introducing employee benefits if they have not done so already. There are signs of progression in the economy and that means that very soon there will be much greater movement in the job market and the battle to keep or attract the best staff will heat up.

The up-turn in the job market means that the employer/employee dynamic is changing. Over the past few years employers have had their pick of the best talent, with more and more people leaving university with great skills and training unable to find jobs. Now that the doors of employment are opening again it is the turn of employees to pick and choose where they want to work.

Only the businesses that offer the most impressive packages to employees will be able to attract the top talent. It is therefore crucial for all ambitious businesses to offer the best working environment with the best benefits.

● Visit www.pmmemployeebenefits.co.uk for more information.

James Malia

James is Managing Director of P&MM Employee Benefits; he has been working for the company for three years. P&MM is an award winning services agency that specialises in creating business to business and business to employee programmes that promote performance improvement. P&MM maximise the potential of your employees, drive engagement with your channel partners and improve sales of products and services.



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THE MOVERS & STORERS SHOW 2013 EXHIBITION GUIDE

Silverstone Circuit, Northamptonshire
Tuesday 22nd and Wednesday 23rd October


A word from the organisers

Since 2008 we have been committed to providing UK removals and storage companies with a top quality trade exhibition, and at some points during the recession that seemed like a real labour of love to us! However, there's a buzz of excitement around the show this year, and we don't think it's just because we're hosting the 2013 show at Silverstone. Things seem to

be improving at last, and so we're looking forward to a busy event full of optimism and above all great suppliers, information and ideas that will help you run your business successfully. We have lots of new exhibitors for you to meet and plenty to keep you entertained for a few hours, so remember to sign up for your free tickets in advance – be a part of it this year.

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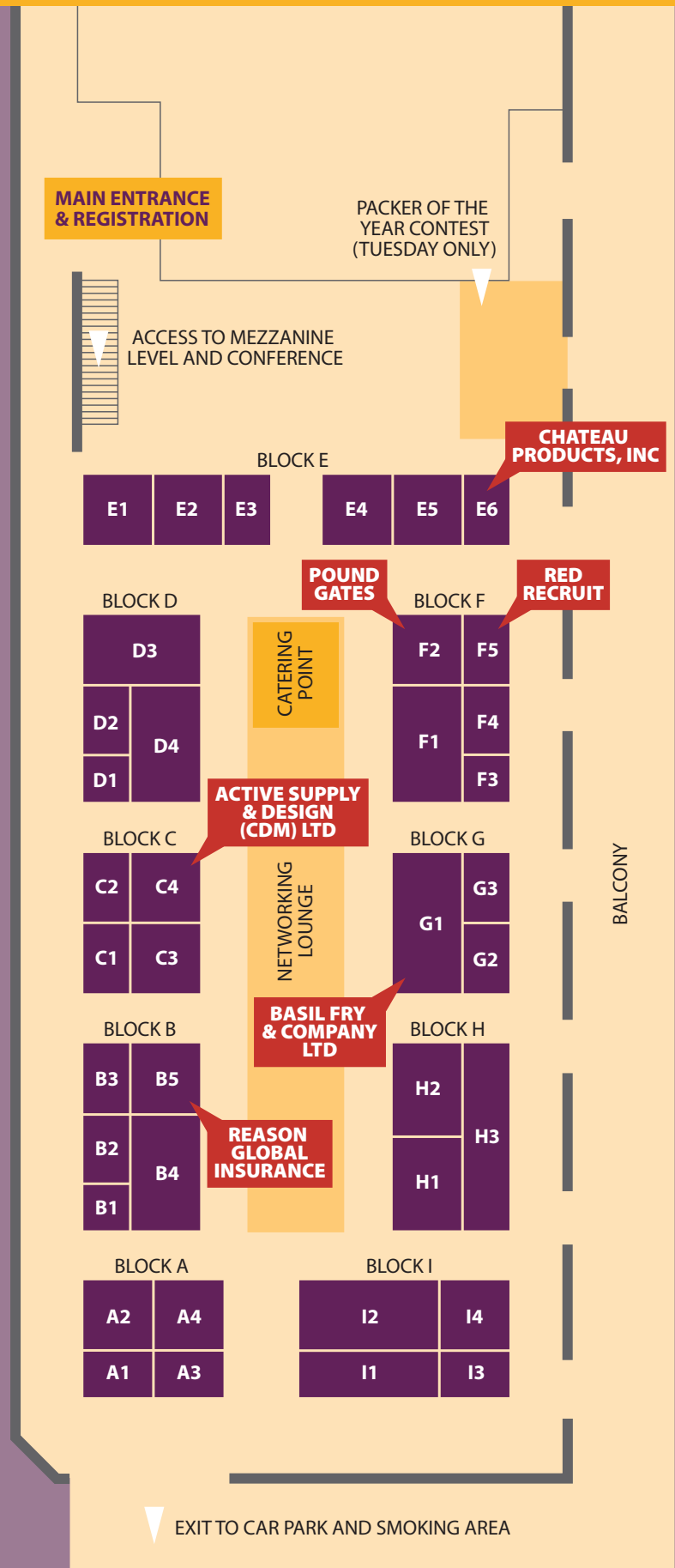


THE MOVERS & STORERS SHOW 2013: **EXHIBITOR LIST/FLOOR PLAN****Exhibitor List**

Company name	Stand
Abrahams Cases & Crates	F3
Active Supply & Design (CDM) Ltd	C4
Administer Software	D2
A Haywood & Sons Ltd	D3
Alliance of Independent Movers	E3
Anglo Pacific World Movers	A2
BAR Services	F1
Basil Fry & Company Ltd	G1
Bespoke Bodies	
Buildabrochure	H1
Buzzmove	B4
Chateau Products, Inc.	E6
Currencies Direct Ltd	D4
DKV Euro Service	C3
Excess International Movers	I4
Gliderol Self Storage Solutions Ltd	H2
Kidds Services	I1
Kuboid	E2
Lion Containers Ltd	C2
Mac's Truck Sales Ltd	
MoveScene	I2
MoveMan Pro	A4
Nolte Construction	B1
Northgate	
PHS Teacrate	E5
Pound Gates	F2
PPS Crate Hire	E1
Quality Service Standards Ltd (QSS)	D1
www.reallymoving.com	F4
Reason Global Insurance	B5
Red Recruit Ltd	F5
S Jones Containers	B3
Self Storage Association UK	C1
Simply Shredding Ltd	A1
Simpson Packaging Group	H3
StorMan Software	G2
The Mover Magazine	E4
Toyota Material Handling UK	
Twenty Ci Ltd	B2
Transdek UK Ltd	A3
Unique Van Bodies	
VUE	G3
White and Company PLC	I3

Garage Exhibitors

Bespoke Bodies
Mac's Truck Sales Ltd
Northgate
Toyota Material Handling UK
Unique Van Bodies

Floor Plan

THE MOVERS & STORERS SHOW 2013: **WHAT'S ON?**

What's On?

As well as a wider range of exhibitors than ever before, the Movers & Storers Show has all the additional attractions you've come to expect.



Silverstone Tours

This year each of our exhibitors have Silverstone Experience Tours to give away free over the two days of the show. These tours last over an hour and include the track, the winner's podium, race control room and much more. There are hundreds of tours to be snapped up, so put your name down with an exhibitor ASAP!

Simpson Packaging Packer of the Year Contest (Tuesday only)

How quickly and efficiently can your team pack wrapped effects into a constricted area? Last time Britannia Bennetts won the title – could you beat them? The prize is £100 cash and a £100 Simpson Packaging voucher, along with a winner logo and vehicle stickers. For an entry form e-mail: info@themoversandstorersshow.co.uk.



Exhibitor Information

The range of exhibitors waiting to meet you at this year's show is wider than ever. As usual, you can find a range of packaging, uniform, insurance, software and self store conversion suppliers among many others, but there are also lots of new faces. We have fuel cards, wooden crates, recruitment services, containers, shredding franchises and truck accessory suppliers, all displaying their products. Browse the following pages for the full list of exhibitors.

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Administer Software Limited

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THE MOVERS & STORERS SHOW 2013: **EXHIBITOR INFORMATION****Large Scale Exhibitors**

As well as the traditional exhibition hall, this year we have taken over the pit lane garages and the paddock area to display trucks, forklifts and containers. What better setting could there be to discuss the latest products from Unique Van Bodies, Mac's Trucks, Toyota Material Handling, Bespoke Bodies, S Jones Containers and Lion Containers? Get down there and check it out!

The Basil Fry & Company Networking Lounge

The perfect place to have a coffee, do some business and catch up with your industry colleagues. Always at the heart of the show and always buzzing with atmosphere.

**The Mover CONFERENCE 2013****The Mover Conference**

The Mover Conference will be taking place alongside the Movers & Storers Show on 22-23 October. Topics for discussion will include: increasing profits, generating enquiries through social media, self storage, vehicle operations, and an interview with the industry's new trade association, the Alliance of Independent Movers.

The conference is open to all, price £295+VAT including accommodation. There is still time to book your place.

Go to www.themover.co.uk

Alliance of Independent Movers

The Alliance of Independent Movers is the new trade association designed with the modern removals company in mind. As well as marketing directly to the public, AIM offers its members support and advice to help them grow their businesses. AIM officially launches to coincide with The Mover Conference and the Movers and Storers Show on 22nd October, 2013.

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STAND
E6

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T: 07739 774111

E: Valerie.Bamping@dkv-euroservice.com

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M: 07836 646227

E: martin@macstrucks.co.uk

W: www.macstrucks.co.uk

**MoveScene**

MoveScene.com is the website the removals industry has been waiting for and deserves. Much of MoveScene is under wraps until it goes live on October 22nd. We can reveal MoveScene includes a totally free advertising section, industry news, advice and unique features specifically designed to benefit removal businesses. The full version has it all, see for yourself, logon October 22nd!

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The MoveMan Pro suite of products provide removal office software solutions suitable for companies ranging from one user to multi-branch companies. MoveMan is designed to save you time and money through reducing administration and repetitive tasks, whilst increasing your professionalism. Unique features such as drag and drop, web data imports and mobile survey solutions can all help streamline your business.

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F2

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E: joanne.moss@ppsequipment.co.uk

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Contact: Chris Waymouth

T: 01923 699480

E: chris.waymouth@bar.co.uk

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Self Storage Association UK

The Self Storage Association UK (SSAUK) is a member Association which fosters the development of the self storage industry on an ethical and professional basis. We increase public awareness; stimulate industry growth; remain up to date with relevant business trends and provide dynamic events and education to members. If you are interested in offering self storage please visit us.

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E: admin@ssauk.com

W: www.ssauk.com



THE MOVERS & STORERS SHOW 2013: **EXHIBITOR INFORMATION****Simply Shredding Ltd**

Simply Shredding Ltd is a nationwide alliance of branches offering confidential shredding services. For a minimal annual fee Simply Shredding will provide training and all sales and marketing assistance to allow its branches to offer shredding as an additional revenue stream without the need to invest in expensive shredding and baling equipment. Shredding is an ideal diversification for all removal companies.

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W: www.simply-shredding.co.uk

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**The Mover Magazine**

The Mover is the independent magazine for the global moving industry. It's distributed free to the UK moving industry, by e-mail to a further 4,000 industry professionals overseas, and can be read online at www.themover.co.uk. If you're in the moving industry *The Mover* is essential reading; if you're a supplier, it's the place to advertise your products and services. Contact Steve Jordan.

T: 01908 695500

E: editor@themover.co.uk

W: www.themover.co.uk

TheMover

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Toyota Material Handling offers a single contact for all your materials handling needs with products and services to be a strong business partner. Toyota offers new & used trucks, short-term hire, operator training, parts and service support. Products include; counterbalance forklifts, hand pallet trucks and powered warehouse trucks.

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Guernsey: 01481 736868 - Steve Hammer

Portsmouth: 02392 663221 - Danny Burton



NEWS: ON THE ROAD

RHA Legal Services a big hit with members

In 2012 the Road Haulage Association, in partnership with solicitors Backhouse Jones, formed RHA Legal Services to provide a comprehensive support, representation, legal advice and assistance service exclusive to members of the RHA.

The cost is, according to the RHA, 'modest', and based upon the number of vehicles operated. RHA said that the scheme has been so successful that in its first year, RHA Legal Services was a finalist in the Commercial Initiative of the Year category at the 2013 Trade Association Forum Best Practice Awards.

According to RHA Director of Operations, Richard Ellithorne: "Put simply; if you and your business are frustrated by compliance – whether it's dealing with employment or regulatory issues, prosecutions or just looking for advice, RHA Legal Services is there for you when you need it".

RHA Legal Services now has over 2,000 members and has received over 1,200 phone calls asking for legal

advice and assistance. Employment issues continue to rise with frequent calls regarding TUPE and disciplinary issues and the regulatory department at Backhouse Jones has been busy with a whole range of topics including public inquiries, clandestines and overloading.

Concluding, Richard Ellithorne said: "We were pleased when, on the closure of one case, the member in question called to "express his appreciation for all the hard work and professionalism shown by RHA Legal Services in our VOSA enquiry ... the solicitor dealing with the case showed empathy towards us and helped us through a difficult time and his leadership and advice has enabled us to reach a satisfactory conclusion. We would have no hesitation in using his services again and recommend him highly".

Higher fixed penalties introduced in August

The Department for Transport has increased fixed penalties for motoring offences from 16 August, 2013. The increases were introduced following a public consultation in 2012 and included road safety groups and police services.

As well as affecting motoring offences, these changes also increase graduated fixed penalties and financial deposits for vans, trucks and buses. Offences against roadworthiness, loading and drivers' hours rules will result in higher penalties at the roadside.

- A £30 fine will rise to £50;
- A £60 fine will rise to £100;
- A £120 fine will rise to £200;
- A £200 fine will rise to £300.

VOSA Chief Executive Alastair Peoples said, "These new penalty levels are intended to ensure penalties reflect the seriousness of the offence and are consistent with those in other areas of offending. I know the majority of operators and drivers work within the law, but those that don't need

to know there are increased financial consequences and they should reconsider if it's worth the risk."

Increases will also be made to the maximum deposit taken at the roadside from offending overseas vehicles. Penalty points will not change.



● Alastair Peoples.

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REPORT: BRITANNIA CONFERENCE

Britannia Conference 2013

The 2013 Britannia Conference held at the Marriott hotel in Port du Monaco in April was a great success despite the heavy rain that persisted for most of the four-day event.

The conference began with a sumptuous evening barbeque held in the grounds of the hotel where delegates enjoyed prawns, lobsters and other fancy fare giving everyone a boost, even if the weather was not quite what had been expected for a conference near the French Riviera!

After the barbeque things went into overdrive when the mellow lounge music was replaced by a DJ playing pumping disco tunes causing a brief burst on the dance floor. As always there was a great atmosphere as members of the Britannia family far and wide caught up with each other, shared stories and experiences and got the conference off to a perfect start.

Every year the Britannia conference business session tries to serve up something new. There are certain mainstays that are always there to look forward to such as an address from Mark Tresler, Britannia's MD or an update on exciting new sales and marketing ventures from Britannia Sales Director Gavin McCarthy. The main message from Monaco's business session was how developing technology and stronger analysis can help improve your business. Britannia's new marketing developments kept step with this theme by including an upgrade of the mobile friendly website for

smartphones, iPads and other tablets as well as a new online quote function all announced earlier in the day.

Ben Kelly of Alphawave weighed in with an astounding presentation showcasing Googleglass the latest development from the Google empire. These lightweight glasses will allow the user to download anything from the Internet literally with the blink of an eye as well as communicate, access social media

The main message from Monaco's business session was how developing technology and stronger analysis can help improve your business.

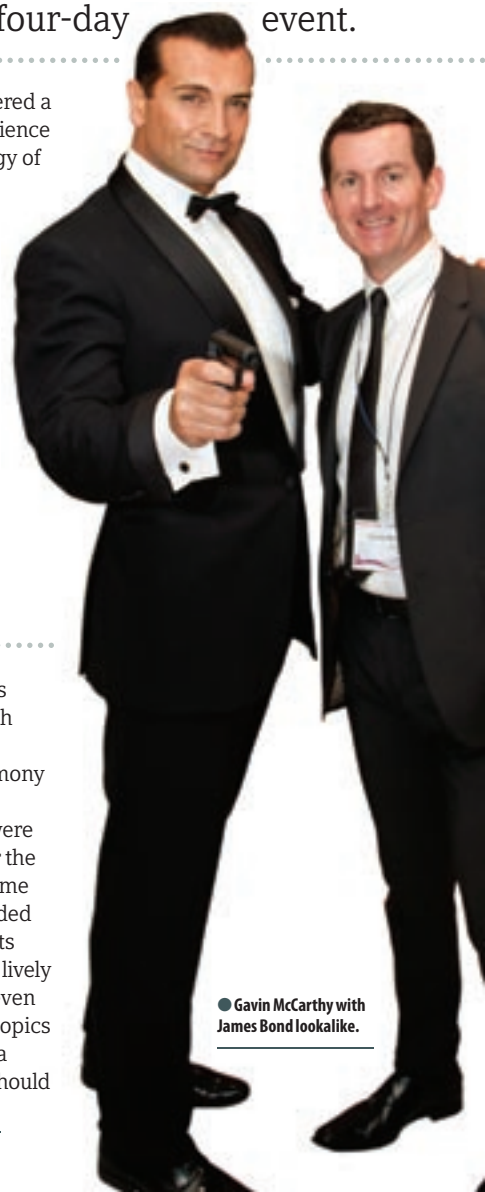
and record photos and video content via voice activated software. Due for launch later in 2013 the glasses are expected to cost around £1,000 per pair. An enthusiastic discussion followed Ben's presentation where delegates tried to work out how to integrate the glasses into every day removals. The general consensus was that not even this fantastic invention could ensure crews' timekeeping improved or prevented surveyors from having afternoon naps in the laybys around the UK!

After lunch delegates reconvened for the afternoon session where Jon

Bradshaw of Meetology delivered a rousing presentation on the science of meetings and the psychology of sales. Jon's insights into time management and regulating time spent in meetings at the expense of delivering results for your business struck a chord with everyone. The basic principle that people tend to buy from someone they like was a simple message that is often overlooked. Jon's

enthusiasm for his subject was contagious and left people with plenty of food for thought.

After a lengthy awards ceremony where the great and the good performers within Britannia were rewarded for their efforts over the previous year, the Question Time panel fielded questions, provided views and discussed comments from the floor. This is always a lively discussion and this year was even more feisty than normal with topics covered such as 'what makes a successful conference?' and 'should corporate clients attend the



● Gavin McCarthy with James Bond lookalike.



Britannia Conference?'. Compere Stuart Almandras was ably supported by his panel – the three area Chairmen Robert Goodwin (Northern area), Judith Bennett (Western area), Steve Almandras (Southern area) and John Luker on behalf of Britannia's suppliers and affiliates. There were also notable contributions from somebody snoring from the back row as well as Britannia's new member in Slough represented by David Brent.

An upbeat and enjoyable Business Session was brought to an end by a rousing speech from Mark Tresler who announced the good news that the state of Britannia was healthy and robust with a positive future outlook and the even better news that the bar was now officially open.

After three fantastic days in Monaco, the conference finally closed with a spectacular gala dinner. Held at the world famous Café de Paris in Casino Square; Britannia took over the first floor of the restaurant with wonderful views of the square, the casino and the Hotel Louis XV. With a setting like that, the James Bond themed evening was entirely appropriate with all attendees

brushing up in black tie and ball gown for the culmination of the event's festivities.

The conference was then treated to a wonderful three course meal rounded off by a highly competitive James Bond quiz. Afterwards Mark Tresler officially closed the conference and congratulated all on a highly enjoyable event. Attendees were escorted over the road to the casino to try their hand on the tables and enjoy a few more drinks at the

... the James Bond themed evening was entirely appropriate with all attendees brushing up in black tie and ball gown for the culmination of the event's festivities.

elegant bar. Everyone was given a head start at the casino with a casino chip kindly donated by one of the conference sponsors, Reason Global.

A terrific evening eventually came to an end when coaches brought delegates back to the hotel for a final bedtime drink before saying goodnight and goodbye to Monaco the following morning.

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NEWS: PRODUCT

Carton board challenges wood

Industries in all parts of the world are now thinking of replacing traditional transport packaging solutions made of wood and plywood with almost equal products made of substantially lighter and easily recyclable paper board.



The Finnish Eltete Group, a spearhead developer and manufacturer of pallets and transport boxes as well as other transport packaging products based on paper board, has its own factories in 15 countries and a sales network reaching in excess of over 60 countries. "But since we can't keep pace with the growing demand alone, we are also offering turnkey production lines for the open market," said Marko Virtanen, Eltete's Sales Director of Technology. "The beauty of our products is that they form a modular system. Dimensions and other specifications are easily adaptable according to the customers' demands."

Eltete has been on the market for almost 40 years. The company started by producing edge boards to protect and support products and is now conquering the world with automatic lines producing

● A pallet production line bound for Japan is tested in Eltete's premises in Finland before dismounting and shipping.

paper board pallets at a pace of ten or more pallets a minute. Virtanen said: "When you combine a pallet with a transport box that both are made of carton and can take several tons, you can really talk about an environmentally friendly transport packaging solution."

The package as a whole consists of honeycomb boards, stabilising edge boards with a couple of different profiles, glue and paper cores to stabilise the feet. "It may sound easy, but in practice it is impossible to make similar products with the same quality and low price per unit without using our technology," Virtanen claimed.

In the beginning of June Eltete shipped an automatic production line for producing paper pallets to a

Japanese paper roll core manufacturer that is broadening its line of business into logistics. "We have had a business relationship with the company regarding other products for a decade, but the new plant will be a totally new line of business for them," Virtanen said. "With relatively small additions to the pallet production line it is possible for them to manufacture boxes for example, since they will already have many of the production modules ready at hand."

Eltete TPM Ltd (Transport Packaging Materials) is a global carton board converter and supplier of 100% recyclable TPM. With 21 production sites in 15 countries, Eltete TPM is one of the leading producers of edge boards and advanced transport packaging solutions (TPS) in the world.

● For more information visit: www.eltete.com.

Manitou launches new articulated range

The French Manitou Group has recently launched its new EMA II range of articulated site forklifts: a complete range of seven models which combine ease of use with efficiency to optimise storage capacity.

Louise Laumet, Marketing Manager for the company said that the introduction of the new range was: "A direct response to users' needs for storage capacity optimisation. The EMA II can comfortably work in very narrow lanes with a working height of over 12 metres." The trucks in the range are versatile and compact and suitable for indoor and outdoor use.



● Manitou's EMA II range of articulated site forklifts.

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PROFILE: BESPOKE BODIES



Shedding the weight

In the intensely competitive world of moving, every commercial advantage, every efficiency can give you the edge. Steve Jordan interviewed Bespoke Bodies from Warrington, a company that believes its ultra-lightweight bodies can reduce costs and increase payload to help you make more money.

John Sturt has been building vehicle bodies all his working life. Since starting work as an apprentice he has built everything from horseboxes to F1 race car transporters and, somewhere along the line he has put together more than a few removal trucks. Today he, and his wife, Margaret, the company's Managing Director, run Bespoke Bodies from their location in Warrington. The new facilities (they only moved in a year ago) include extensive workshops and yard space, more than sufficient to meet the needs of the moving industry. More importantly, the company has been given a Letter of Conformity for Whole Vehicle Type Approval that, starting this month, is compulsory for all commercial vehicles.

Having made a conscious decision to focus on the moving industry, John and Margaret have recruited from within to ensure that they have not only the design and building expertise but also the specialist experience to understand exactly what moving companies need. Tony Bailey joined the business recently having previously held the position of fleet manager at Pickfords. As the Removals Specialist and Director of Asset Management, he contributes his extensive knowledge of what the customer wants having previously bought more moving vehicles than



● One of the vehicles built by Bespoke Bodies with the lightweight composite panel (top); John Sturt and wife Margaret (above); and John with Tony Bailey (below right).

most. In September, Chris Siddle, previously with MI Bodies, joined the team as Manager for Removals Vehicles. It's a strong combination.

John and his team believe that they have developed a way of building a better lighter vehicle for movers that will give them more space, better payload and lower costs. Although, using Bespoke's methods, a typical 10 tonne vehicle could cost up to £1,500 more to build, the body weight comes in at around 750kg lighter thereby increasing the payload and providing a fast payback on fuel alone.

The key is a new type of ultra lightweight composite panel with

PVC honeycomb sandwich strengthened and stiffened with bonded aluminium inserts. John believes it to be both stronger and more durable than any other material, but he said that there's a lot more to it than just using lightweight materials. "If you make something lighter it's got to carry more weight so it has to be stronger too," he said. "It's a question of bringing together the knowledge gained over many years with an understanding of the new materials and how to use them."

Losing 750kg on a 10 tonne body has a lot of advantages. When running empty, not dragging ¾ tonne of extra weight saves a lot on

fuel. But there's more to it than fuel saving. The extra payload could mean the difference between getting a load on, or having to send a second vehicle; it might allow you to add a tail lift and still retain an adequate payload to keep the vehicle practical; there's less chance of inadvertently overloading the vehicle and incurring the wrath of VOSA; the vehicle is safer and handles better; and brakes, suspension and tyres last longer.

Mike Andrews, Managing Director of Britannia Bradshaws, has recently invested in three vehicles from Bespoke Bodies. "We gave Bespoke a very tight deadline and they really worked hard to meet it," he said. "There was a bit of slippage, which we expected, but the company tackled any snagging we had with the same enthusiasm that they approached the whole contract. We have saved many hundreds of kilos in body weight which we know will reduce the risk of overloading and save fuel for us. The finish on the vehicles is lovely too. We are really pleased."

Not only are there day-to-day savings, Tony Bailey said that the new material outlasts other materials, does not require regular five-yearly refurbishments like many other systems and there is no steel in the bodywork so no risk of rusting and consequent de-lamination: this significantly reduces whole life costs. "It's not just practical, it looks great too," he said. "The inside has smooth, clean lines that will really impress customers."

To achieve its Whole Vehicle Type Approval, Bespoke Bodies has to follow a strict procedure and have processes in place to make sure that a vehicle conforms to all relevant regulations. "For example, we need to have the skills and the necessary interfaces to link the electrical CANbus system on the chassis with the bodywork," said John.

Every moving company needs to maximise its efficiency and reduce costs as much as is practicable. Could losing 750kg on a vehicle be the edge that could really make a difference?





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NEWS: PEOPLE



New senior appointments at AIReS

AIReS has appointed Holly Maurer-Klein as Director of Human Resources at its Global Headquarters in Pittsburgh, PA.

Although new to the relocation industry, Holly has spent her career working in HR including running her own firm dedicated to resolving the human resources needs of rapid-growth companies. Her desire to work as part of a dedicated internal team and contribute to long-term initiatives influenced her decision to join AIReS.

Holly said, "I'm excited for the opportunity to interact with a committed, passionate group of people working towards a shared goal. I look forward to creating effective working relationships with team members and initiatives that help AIReS recruit and retain great employees."

AIReS' President Jeff Wangler said, "Adding a senior HR professional like Holly allows us a great opportunity to bring together the HR function along with recruiting and retention goals. Holly will be instrumental in achieving our goal of being the employer of choice in the relocation industry."

Holly has also been named a 'Recommended Speaker' by the Society for Human Resource

Management and is the author of several published articles and essays.

In a further move Pamela Dunleavy, SCRP, GMS, has been appointed Vice President of Sales. Pamela will lead the sales and marketing teams and strategically develop new business opportunities. She has worked in the relocation industry for over 30 years and held a number of positions, from consultant to client services. "My experience has afforded me the opportunity to view relocation from nearly every aspect of the process," said Pamela. "I am most excited to be the part of an organisation that knows who they are and has the vision to achieve the kind of results that our market demands."

"We are truly excited to have this industry veteran join our team," said Jeff Wangler. "Her experience and success speak for themselves. She shares our guiding principles and will help AIReS reach the next level."

Pamela has achieved her Senior Certified Relocation Professional (SCRP®) and Global Mobility Specialist (GMS®) designations through the Worldwide Employee Relocation Council®.

Rob Capiola joins sales for AIReS

AIReS' Central Regional Office in Pittsburgh has announced the appointment of Rob Capiola as its newest account manager.

Rob joined AIReS in 2011 as a Relocation Specialist, and was eventually promoted to Team Lead, and then Client Service Manager. "I actually had another job offer when I accepted the position at AIReS. What drew me to choose AIReS was the career growth potential that I saw and also the company culture that could be felt even during the interview process. It is great to be able to look back knowing that you made the right decision."

Commenting on the new appointment AIReS' General Manager, John Casuccio said: "We are excited to have Rob join the sales ranks. Rob has worked his way up through the company holding various operations roles, most recently as a Client Service Manager. This previous operations knowledge will further our consultative selling capabilities in this Midwest Region."

On what excites him most about his new position Rob said that he



● Rob Capiola.

looks forward to getting out there and making new contacts and selling a product that he truly believes in. "AIReS does an amazing job of being customer focused," he said. "We hire the right people who actually care about their relocating families and we are willing to modify whatever is necessary to meet a client's needs. I think this separates us from our competition."

Rob has already begun calling on clients in Indiana, Michigan, and Ohio.

New joint MDs for Team Relocations UK



● Angela Jackson (left) and Susan Buchanan.

Team Relocations has announced that as a result of continued growth and expansion of the UK business, Angela Jackson and Susan Buchanan have, with immediate effect, been promoted to joint Managing Directors of the

Company's UK relocation activities.

Angela joined Morton Fraser Relocation in Birmingham (acquired by Team) in 1994 from her previous career as an estate agency branch manager. Angela, an ERC accredited Global Mobility Specialist, has gained a wealth of experience during her time with Team in both domestic and global relocation. In addition to her managing duties, Angela oversees the account management of some of Team's largest global clients.

Susan started her career in the legal profession as a legal executive and in 1993 joined Morton Fraser Relocation as a relocation co-ordinator. Based in Team's Edinburgh office, Susan, also an ERC accredited Global Mobility Specialist, rose rapidly through the ranks and in 2007 was promoted to the role of relocation services director. Susan specialises in providing support to client HR and relocating families meeting their individual needs and expectations for a wide range of domestic and international mobility services.

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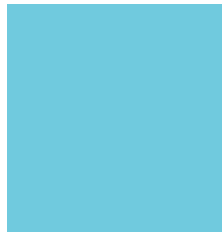
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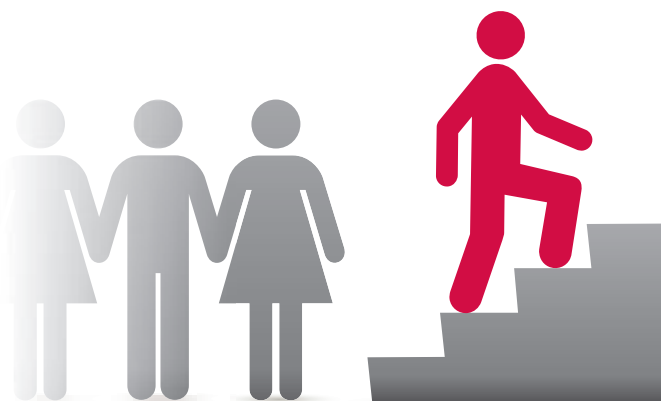
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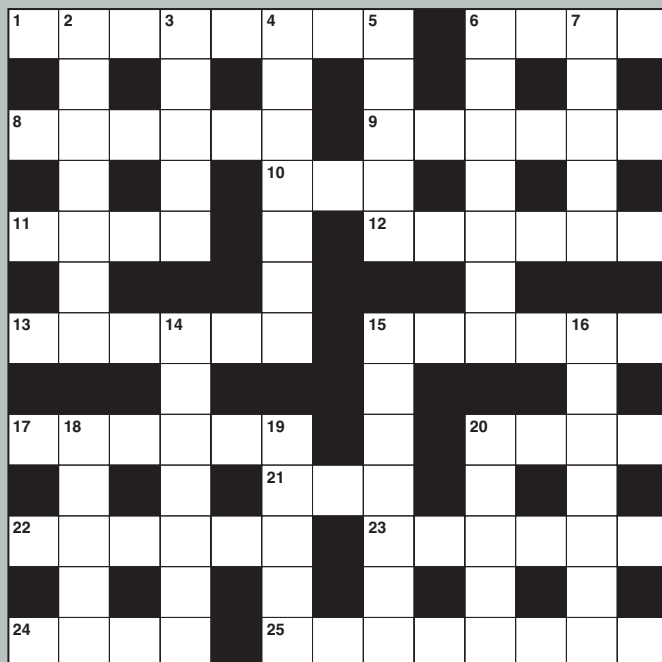
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PUZZLES/NEWS: PEOPLE

Puzzles

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8 Assessed (6)
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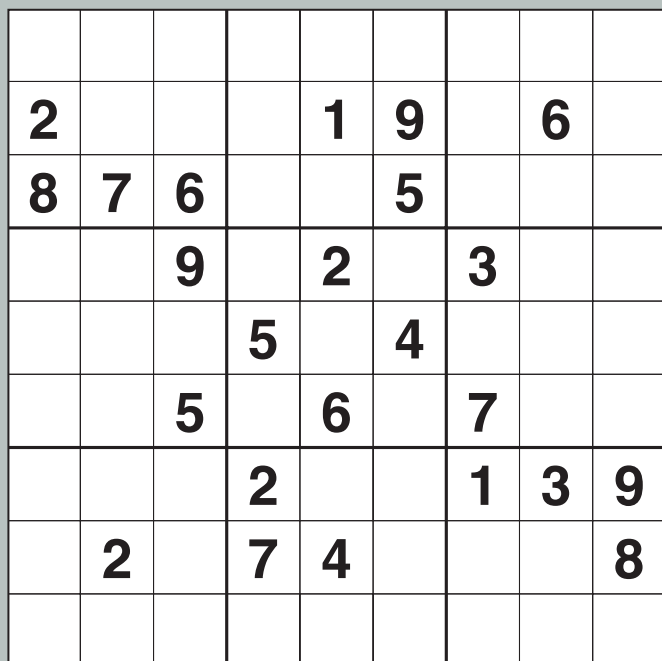
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22 Assurance; composure (6)
23 Pertaining to a nerve (6)
24 Ice mass (4)
25 Vertical flues (8)

DOWN

- 2 Flatter (7)
3 Large bird of prey (5)
4 Interminable (7)

- 5 Type of leather (5)

- 6 Interlacing (7)
7 Pale brownish-yellow
colour (5)
14 Assume (7)
15 Dry red table wine of Italy (7)
16 Simple song for a baby (7)
18 Push back (5)
19 Having three
dimensions (5)
20 Particle that holds
quarks together (5)



● Des Stickland (right) and Andrew Simpson.

Des Stickland retires from Wridgways

Des started with Wridgways at the tender age of 16, 44 years ago, as a keen and enthusiastic warehouse worker. He would wake at 4am every morning and commute two hours across Melbourne to start a full day of packing, loading and moving furniture. Known for his quick wit, innovative ideas and no fear of saying it as he found it, young Des quickly made his mark and rapidly climbed the ranks. He later drove a removals truck, but his ideas for customer service were recognised and he secured a role in the office taking sales calls. He was subsequently promoted to sales manager, then state manager, general group manager for international services, company general manager then CEO.

Des was something of a visionary. For example Wridgways registered a website domain in 1998, three months ahead of global giant Google, after Des declared to the marketing team, "Hey this Internet and e-mail thing is going to catch on, let's register and see where it goes!"

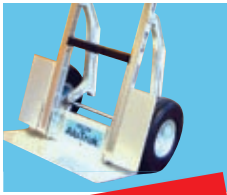
He also generated new divisions for the company, expanding the company into business relocations, corporate relocation, project management, furniture fittings and equipment (FF&E) services and more. He also opened fully equipped branches in Karratha, Kalgoorlie and Mackay; all strategically spread across Australia. Des also saw the company through the purchase by Ansett Transport Industries in 1975, again by TNT in 1994 and he also led the management buy-out and floated the company on the Australian stock exchange in 1999.

Today Wridgways is a proud member of the Santa Fe Group. Sadly, Des has now decided 'it is his time to move on'.

To step into his shoes Wridgways announced the appointment of Andrew Simpson as CEO Wridgways Australia. Andrew has 25 plus years' experience in the relocation and moving industry with additional in-depth knowledge of the records management business. This experience is highly relevant to the strategic growth plans of the Santa Fe Group and Wridgways in Australia.

Lars Lykke Iversen, Santa Fe Group CEO commented, "We are very excited to have Andrew join our organisation in this high profile leadership role. Wridgways is already considered a market leader and so we need someone who can bring the right combination of experience and strategic vision to support our future growth plans in Australia and around the world. Furthermore, his sales and marketing experience coupled with his collaborative management style will surely take Wridgways to the next level as we strive to maximise our growth potential in this key market for our Group."

Andrew will work out of the company's Melbourne office. "I am extremely pleased to be joining Wridgways at this exciting time for the Group," he said. "I really believe in maintaining a positive working environment and so I am also looking forward to getting to know all of our team members and learning how their positive momentum impacts our wonderful customer base."



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NEWS: PEOPLE

PPS Group appoints new Business Development Manager

Crate rental specialist PPS Group has announced the appointment of Steve Penney as Business Development Manager.

Steve has many years' experience in the sales and marketing of plastic pallets and containers, gained at Mailbox Mouldings, Arca Systems, Craemer UK and more recently rm2SA. Steve's new role will focus on developing new business for returnable transit packaging as well as servicing PPS's expanding customer base.

Director of PPS David Peggie said, "We have known Steve Penney for many years and with his wealth of experience and professional sales skills involving returnable transit

equipment, we are confident that his contribution and involvement will assist the PPS Group in going forward."



● Steve Penney

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The White & Co Mystery Mover



Congratulations to Graham Puddephatt from Reason Global Insurance who correctly spotted one of the world's most prolific conference goers, Ole Jensen from AMJ Campbell in Canada last month. Graham is now the proud owner of a White & Company Red and Black watch. This month we return to Europe. But who is the young man in the middle who's entertaining his fellow diners with one of his legendary tall stories? Answers to editor@themover.co.uk.

Fresh face at Anglo Pacific

From the beginning of July there has been a fresh, yet experienced, face in the role of Shipping Manager at Anglo Pacific.

Charlie Robinson joined the company three years ago and has spent the past two years in the shipping department acquiring the skills for the role he now has. Charlie will be responsible for all freight that comes through the business in London, making sure the whole process runs as smoothly and cost-effectively as possible. He will also keep the Anglo Pacific sales teams up to date on rates being offered by all the shipping lines to supply customers with the most competitive pricing.

"This market is extremely competitive, especially with the Internet allowing newcomers to sell on price alone," said Charlie. "Our mission is to maintain market share, not only through competitive pricing but also by offering a superior service supported by our ongoing commitment to a unique

Money Back Guarantee for trade shippers. I thrive on responsibility and look forward to having my own team to encourage and lead."

Like many of Anglo Pacific's employees, Charlie cites contented staff as a major reason for staying loyal to the company. "The key to a successful business is most definitely the staff," said Charlie. "From the warehouse guys through to the directors, we have a great team at Anglo Pacific which makes it a pleasure to work here. The amount of support I have received since getting this promotion has been fantastic."

Anglo Pacific's Managing Director, Stephen Gray said, "We are confident that Charlie will maintain the high standard of service that our customers and valued colleagues around the world expect and have come to rely upon."

Crown World Mobility announces new Director of Global Immigration Services

Crown World Mobility has announced the appointment of Said Boskovic as Director of Global Immigration Services. Boskovic will be working in partnership with Crown's Key Accounts Services team and regional directors and be responsible for developing global immigration practice and direction for Crown's immigration services. He will be based at Crown's San Francisco office.

Boskovic has over ten years' experience in the immigration industry and has held previous roles

in prominent law firms and one of the Big Four accounting firms. His management experience in client services included responsibility for developing best practices for global immigration processes in more than 75 countries. He also worked closely with program leaders in immigration, compensation, global benefits, legal, tax and finance. He was responsible for developing and implementing immigration strategies and compliance programs for individuals as well as mid-size and large multinational companies in a wide range of industries.

Boskovic graduated with distinction from the University of Split in Croatia and holds a degree in International Trade and Economics. His extensive and varied global immigration experience, continued education and language skills provide him with a deep understanding of the complex issues in the industry.

Got an event coming up?

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



DIARY DATES/PUZZLES

DiaryDates

E-mail your Diary Dates to nikki@themover.co.uk

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14 – 15 October 2013, London, UK

The Movers and Storers Show, including The Mover Conference

22 – 23 October 2013, Silverstone Circuit, UK

FEDEMAC General Assembly

25 – 27 October 2013, Sofia, Bulgaria

LACMA Convention

14 – 19 February, 2014, Costa Rica

IMC 3rd Annual Convention

26 – 29 March 2014, Bangkok, Thailand

IAM 52nd Annual Meeting

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

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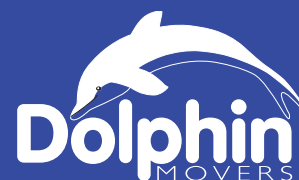
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Memb No: D052

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Mem No: D052

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The Mover Advertising Rate Card 2013

Booking advertisements

E-mail 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.

Overseas subscriptions

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 or contact Nikki Gee on +44 1908 695500 to subscribe.

Copy dates

Booking of adverts: 1st of the month preceding publication.
 Artwork for adverts: 8th of the month preceding publication.

Enquiries

All enquiries to:
 Nikki Gee, The Words Workshop,
 26 Swanwick Lane, Broughton
 Milton Keynes MK10 9LD.
 Tel: 01908 695500; Email: adverts@themover.co.uk

PLEASE NOTE:

Advertising rates cover the cost of advert insertion only. Advertisers should provide their own advertising artwork. The Mover can generate new or amend existing artwork for an additional charge. All advertising must be paid for in advance by credit card.

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

	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
DISPLAY			
Full page	£945	£920	£895
Half page	£600	£585	£570
Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
MARKETPLACE*			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
CLASSIFIED			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
INSERTS			
Loose inserts (per 1000 A4 supplied)	£160	n/a	n/a



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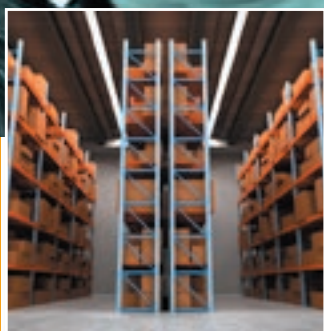


We've been in the business for
35 years and offer frequent
sailings on all routes to major
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We'll arrange shipment on the vessel
promised and nominate reliable FIDI
agents at destination. With depots in
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wherever you are located.

At Anglo Pacific we understand
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that your goods are handled
professionally from start to
finish.

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get the facts.



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