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Issue 066 September 2016 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover

The independent voice of the global moving industry.



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Armstrong's business model and why  
you should be interested. Page 26



# Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

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# TheMover

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## LEADER

## Never too old to learn

.....  
**Steve Jordan, Editor**



**T**he Movers and Storers Show is just around the corner. We have a preview in this issue. This year my brother, David, and I will be hosting the 'Learning Zone'. We haven't done it for a while and I am delighted to be back again.

The thing is that, after a few years in the business, it's very easy to become a bit blasé about learning. After all, if you have been working for a moving company for 20 years what more can there be to learn? But I don't think of it like that. The busier we are, and perhaps the more successful, the more important it is to keep up to speed with what's going on. After all, now it's not just you and a handful of hopefuls to keep fed; now you have a whole company of hard working souls and their families to keep in bread and water. You need to be sharp.

Over the years I have attended just about every moving conference and seminar in the business. I have been bored, appalled, delighted, entertained and educated in equal measure. But I have rarely, if ever, attended a conference and not learned something useful; something that made me do things differently or change my attitude.

But you might have to be patient. You never quite know when a moment of brilliance is going to hit you full in the face. You might sit through two, three or six uninspiring presentations only to be knocked into the next field by the seventh. And it's never the same for everyone. Something that gives you the greatest idea of your career might be completely missed by the rest of the audience: i.e. your competitors. Of course the converse is also true: if you are not there, what tasty gems will the opposition be picking up in your absence?

So that's why I really enjoy these events. You will definitely learn something useful, you just don't know what it will be until the end. Someone once told me that if he leaves a conference with just one useful idea, it was worth attending; after all, you can never 'un-have' an idea. Once you have had it, it's with you forever.

Please come to the show and, if you do, take the time to attend the Learning Zone. Don't be put off if the first topic is not to your liking. You never know when the next 'light bulb moment' will come along.

**Steve Jordan**



● The acquisition adds nine vehicles to the Group's existing fleet.

## White & Company acquires GoodMove

On Friday, 15 July 2016 White & Company PLC acquired the long established and respected BAR member GoodMove of Colchester.

**T**he acquisition includes a freehold warehouse capable of holding some 500 containers and increases the Group's substantial fleet by a further nine vehicles, in an area where White & Company has not previously had any presence.

Ian Palmer, CEO of White & Company, commented that the business is already run on an extremely professional and profitable basis and he was delighted that the sale and handover was so smoothly handled by the former owners, Guy and Lynda Luard, who will remain with the business in the short term.

Guy and Lynda are thrilled that GoodMove will continue to be in safe hands. Guy said, "We're particularly pleased that employment will remain the same for our loyal staff, many of whom have been with the company for many years. We are also grateful that White & Company

**We are also grateful that White & Company made the whole process so simple for us and feel that they will be able to move the business forward with the same focus on customer service..."**

**Guy Luard**

.....  
 made the whole process so simple for us and feel that they will be able to move the business forward with the same focus on customer service that has worked so well for us over the years".

  
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## NEWS: UK

## ONLY FOOLS AND MOVERS

**M**att Campbell from Kilmarnock Removals sent these pictures to *The Mover*. It seemed like a good idea at the time to display this classic vehicle in the office dressed in the company's new livery, but Matt hadn't reckoned on having to dismantle half the office to get it in. "Hopefully it'll catch people's attention and remind them to call us if they have any need for removals, storage or packing material. Anything that makes us stand out from the crowd can't be bad."

Indeed it can't. Anyway, this time next year we'll all be millionaires, Matt.



● Top: the freshly liveried Reliant; centre: crew dismantling the Kilmarnock Removals office; bottom: the visitors' eye view through the window.



● Brexit has affected the property market, for better or worse, across the whole country.

## Brexit impact on UK property

Post-Brexit, reallymoving.com has published a detailed analysis of its impact on the UK property market. Overall, both property prices and transaction volumes (seasonally adjusted) fell by around 8%, but there were wide regional variations.

**L**ondon, the Home Counties and Northern Ireland were the hardest hit. reallymoving.com's analysis of the UK property market showed that:

- Transaction volumes (seasonally adjusted) fell by 8%;
- Property prices are down by 8% across the UK;
- Transaction volumes are down by 44% in London;
- Scottish property buying prices are up 15%.

The analysis was based on the 35,000 people who registered for quotes for conveyancing, surveys and removals on reallymoving.com

in the four weeks before and after the Brexit referendum (27 May to 23 June, 2016 and 24 June to 21 July, 2016.)

Transaction volumes fell markedly, down 12% for the month post-Brexit compared to the month before. This was based on conveyancing and survey quote requests on reallymoving.com. Although some summer seasonal decline is to be expected, typically around 4-5%, this is a seasonally adjusted 8% fall, an unusually high volume drop.

Average property prices also fell sharply, dropping around 8%. This is a significantly larger month-on-

month change than has been seen at any point in the previous five years. Looking at the breakdown in prices and transaction volumes across the UK reveals striking regional differences. While London remains by far the highest priced region, prices fell 12% since Brexit, and property purchases were down 44%.

The number of property purchases fell in all regions, most strongly in London, the Home Counties and Northern Ireland, while Wales saw a drop of just 3%.

Although prices fell significantly in London there were even bigger declines in the North East of England and Northern Ireland, both fell 17%. But prices rose by 15% in Scotland, and by a more modest 7% in Wales.

International moves have increased markedly since Brexit, but only for moves away from the UK, which increased by 43%. Moves to the UK are broadly unchanged. The most popular destinations for international moves from the UK are to Spain, USA, Canada, Australia, Germany and Italy.

Rob Houghton, CEO of reallymoving.com said, "It seems clear that Brexit has had a marked impact on the UK property market. The drop in transaction volumes has been striking, particularly in London, the Home Counties and Northern Ireland. In the medium term we would expect volumes to pick up if the price falls are maintained, but it is clear that many prospective home movers are sitting tight until there's greater clarity over the post-Brexit economy and our likely new relationship with the rest of the EU."

reallymoving.com provides quotes for multiple moving services such as house removals, conveyancing solicitors, Chartered Surveyors and Scottish Home Reports, and allows customers to choose between local and national providers.

## BMB Removals chooses PPS for Travis Perkins project

**B**MB Removals from Northampton has worked with PPS Crate Hire on a new commercial project for Travis Perkins, one of the UK's leading suppliers to the construction and building industry. This is the latest project that the two companies have collaborated on in recent years.

BMB won the contract to move Travis Perkins into a new call centre. "Reputation is key on all jobs and we know that using PPS our customers will receive the correct crates, clean and ready

to use when we need them," commented Jason Burrows, owner of BMB Removals.

The project was conducted over a number of weekends. "The C2 crate was the ideal option for this project because it meant each staff member could keep their IT equipment and belongings in one crate," said Lucy Allsebrook from PPS.

Travis Perkins was delighted with the service and work and looks forward to working with BMB on future projects.





www.teacratepackaging.co.uk

## PHS Teacrate sells materials direct to consumers online

PHS Teacrate has recently relaunched its packaging website [www.teacratepackaging.co.uk](http://www.teacratepackaging.co.uk) to sell materials direct to consumers and small businesses.

**T**he company said it "will be an excellent resource for home movers or one-off users to obtain commercial-quality packing materials as and when needed".

PHS Teacrate said that everything that is required to securely pack for removals, delivery or storage can be found on the website. This includes plastic boxes, double-walled corrugated cardboard cartons, moving packs and packing accessories. Moving packs contain boxes, bubble wrap, packing paper, tape, and furniture and mattress protectors. PHS Teacrate is also supplying transit protection for IT equipment, mirrors and furniture; materials that would usually only be available through professional moving companies.

Customers are able to order online for next-day delivery or collect from one of seven depots nationwide. The company said that prices are very attractive and wherever possible, items have been manufactured with the environment in mind, using recyclable or sustainable materials. The website has been optimised for different platforms so is easy to use by consumers via a mobile, tablet or PC.

PHS Teacrate's Managing Director, Gordon Philip said, "We are very pleased to be able to provide an improved website for the packaging needs of small businesses and non-

**We have worked carefully to ensure that the site is easy to use and look forward to welcoming a whole new cross-section of customers to PHS Teacrate."**

Gordon Philip

commercial customers. Moving home or premises is hard enough without the stress of having to source suitable, removals grade packing materials. We have worked carefully to ensure that the site is easy to use and look forward to welcoming a whole new cross-section of customers to PHS Teacrate."

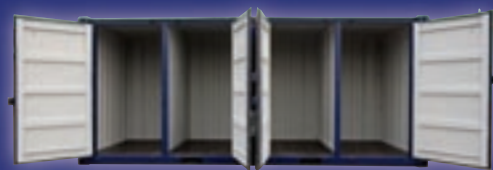
Recognising that this new competition might not be universally welcomed by UK moving companies, many of which obtain a valuable revenue stream from the sale of materials to customers, *The Mover* asked PHS Teacrate what it would like to say to its existing trade customers that might suffer from this new direct competition. At the time of going to press no response has been received.

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**INSIGHT: BREXIT AND UK EMPLOYMENT LAW**

## Brexit implications on UK employment law

The votes are in and we have a historic result with a seismic impact on the UK. The referendum has been a hotly contested campaign on both sides of the debate but now that the UK is leaving the EU, what implications will there be on UK employment law?

**A** lot of UK employment legislation is derived from the EU, for example discrimination rights, TUPE and family friendly rights such as maternity leave.

An exit from the EU theoretically would allow the UK to repeal all EU derived laws. It is very unlikely that this would happen and any changes would not happen

overnight as there would be a long transition period if any changes were implemented. Particularly as we already know it will take a minimum of two years for the UK to exit in any event.

Here we take a brief look at the possible implications of Brexit on UK employment law.



### Rafia Ahmad

Rafia trained and qualified in a London City law firm and was in-house counsel for a London-based New York investment bank specialising in employment law for eight years. She joined Backhouse Jones in 2014 and advises bus and coach companies on all employment matters both contentious and non-contentious including tribunal proceedings, a range of complex HR issues, regularly drafts and updates employment documentation, advises on TUPE, corporate support; she is experienced in negotiating exit packages and regularly advises on the terms of settlement agreements.

### Transfer of undertakings

It is very unlikely that TUPE laws will be repealed however, there may be a push from businesses to persuade the government to make the changes so that it is easier to harmonise terms and conditions post transfer or perhaps reduce the heavy burdens of the information and consultation procedures.

## Freedom of movement is an EU principle which is likely to be abolished with Brexit.

### Holidays

The issue of holiday pay has been a contentious one for many years with many employers unhappy with the right of employees to accrue holiday whilst on sick leave. Recent unpopular European court decisions have also dictated UK working time laws concerning the inclusion of commission and non-guaranteed overtime in the calculation of holiday pay. It may be that Brexit would allow the government to consider changing the regulations so that they are more business friendly.

### Discrimination law

There is an appetite to limit the compensation employees may be awarded if successful in a discrimination claim. At present, compensation is unlimited. It is very unlikely any other changes can be envisioned for discrimination law purely on the basis that discrimination and harassment is not something the UK government would look to encourage.

### Immigration

Much of the workforce is multicultural; many from Eastern Europe in particular. Freedom of movement is an EU principle which is likely to be abolished with Brexit. Workers who currently reside in the UK are likely to stay but it would become difficult for newer economic migrants to enter. The current non-EU migrant system is points-based for skilled workers which may be the way forward for our European neighbours. This would also potentially mean more stringent checks carried out by the Home Office on employees' rights to work in the UK and therefore more potential audits.

### Conclusion

Whilst UK employment law is almost certainly not going to change significantly despite the election results, the UK political landscape will change dramatically and there is little information available for us to allow us to see too much in the future: so, watch this space ...



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## NEWS: UK



● Bishop's Move with Tad Zurlinden, CEO of the ARP.

## Bishop's wins at ARP

Bishop's Move has won the trophy for the Removal Company of the Year at the annual ARP (Association of Relocation Professionals) awards.

The award was made at a black tie dinner held at the Lansdown Club in Mayfair on Thursday 30 June, 2016. Gordon Kerr, Director of Employee Mobility at law firm Morton Fraser won the award for Outstanding Contribution to the UK Relocation Industry.



● Tad Zurlinden with Gordon Kerr.

The full list of winners:

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Bishop's Move

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Stacks Relocation

**Outstanding contribution to the UK Relocation Industry**  
Tad Zurlinden and Gordon Kerr

**Newcomer**  
Gabrielle Peters, myBPOS

## Harrow Green launches new training initiative

Harrow Green Ltd has recently introduced nationally recognised qualifications from the Institute of Leadership and Management (ILM) for its operational teams. The company says the initiative is already delivering strong results with benefits for both the staff and the company.

Working with Skills Team, an external training provider, Harrow Green has introduced a programme (over 12-18 months), consisting of training, skills development and applied workplace learning, leading to a

Level 2 NVQ Certificate in Team-Leading, a VRQ Certificate in Team Leading and Functional Skills in Maths and English at the appropriate level. Since the courses began, 31 staff members have qualified.

David Thompson, Harrow Green's Training and Quality Control Manager, said: "For a long time now I have wanted to find some appropriate accreditation for senior operative staff within the commercial relocation side of the industry. We're delighted with the success of the programme so far."

## Clockwork Removals celebrates its 20th anniversary

Clockwork Removals and Storage is celebrating its 20th anniversary this summer.

The company was founded by current Chairman Courtenay Morison in Edinburgh during the summer of 1996 with the intention of building a nationwide customer focussed business with a strong potential for growth. Clockwork now has over 180 employees and a fleet of more than 80 vehicles - achieved through both natural growth and acquisitions - to become one of the UK's largest removals companies, with branches stretching from the Highlands of Scotland to Southern England.

Courtenay Morison said, "It's been a long road with a lot of ups and downs! The fundamentals are still the same, we look after our customers and employ the best people, but the business has changed beyond recognition over the last two decades. We now have a structure and a strong platform for even more growth within Scotland, throughout the UK and internationally."

Human Resources Manager, Alasdair MacInnes, shared his views on employee development and opportunities within the company. "Clockwork Removals' success has been gained by achieving the highest industry standards and this is largely due to the efforts of our experienced and industry trained workforce. As the business has grown over the last 20 years, we have been able to attract excellent staff from both the removals industry and other market sectors. Many of our staff benefit from training and development activities and also

promotion opportunities and this enables them to enhance their career prospects with the company."

"We are actively involved in the Modern Apprenticeship Scheme; this provides training and qualifications for young people entering the industry. The aim is to provide long-term and rewarding jobs in our business and, so far, it has been a resounding success for both the company and the apprentices," said Alasdair.

**"It's been a long road with a lot of ups and downs! The fundamentals are still the same, we look after our customers and employ the best people, but the business has changed beyond recognition over the last two decades."**

Courtenay Morison

Clockwork's growth in the UK over the past two decades has been impressive and the company is now looking to expand its international offering.



● Clockwork was founded in 1996 and has become one of the UK's largest removers.



# Virtual home search from Crown

Crown World Mobility is set to offer assignees virtual home searches, part of a significant strategic global investment in IT.

**T**he company has announced that it will offer assignees a range of options to view properties abroad without having to leave their desk.

Crown World Mobility's Regional Director Peter Sewell said that this new innovation would be especially suitable for low-cost assignments or for people who have difficulty in making physical viewings.

Virtual Home Search allows assignees to receive all the components of a traditional home search programme, but without having to visit the destination. With the help of a Crown Mobility advisor the assignee can choose to view this via a live stream or access the recording at a later time.

This mix of traditional and ultra-modern approaches takes into account that many assignees are pushed for time but also ensures they are not left to do everything

**"With more and more transactions taking place on the Internet, this is what our customers expect and will soon be the norm ..."**

Peter Sewell

themselves without the specialist knowledge required to assimilate into a new cultural environment.

Peter Sewell said that these kind of technical solutions really appeal to people who are comfortable with digital technology and lower budget career development assignees. "But we have also seen higher level executives and their families take



● Crown World Mobility  
Regional Director Peter Sewell.

up this option rather than take a week out of work at a very stressful time in their lives. This saves the employee considerable time while the company saves on flights and hotel costs."

Crown has already introduced virtual home surveys during which a skilled advisor can assess the volume and cost of moving goods

via smart phone technology.

Assignees don't have to wait for a sales person to call and a quote to move will be available within the day.

"With more and more transactions taking place on the Internet, this is what our customers expect and will soon be the norm," said Peter. "It will be interesting to see where technology takes us next – but further development is inevitable."

## Editor's note

The concept of providing traditional relocation services via apps was discussed at length at the EuRA conference in Porto in 2015. Many felt then that this was a step too far and would not become popular. However this story from Crown demonstrates that the relentless march of technology is beginning to touch areas of the business that some had not thought possible in the past. There are other companies using technology in equally innovative ways. It won't stop here!

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## PROFILE: SCHEPENS INTERNATIONAL



# Schepens: living up to the

It was a warm day as I pointed my trusty Nissan down the M3 to visit Schepens International in Hampshire. I knew nothing about the company but just had a feeling that they had a story to tell. I was right.

I confess that I was on my way somewhere else and needed to fill up my day productively. I had looked for a company on my route and had a brief glance at the website. That was all it took.

You see, when choosing a company for a profile in *The Mover* I have just one criterion: they have to be extraordinary.

Schepens (pronounced with a hard 'k' sound as in school) impressed me immediately long before I even started my journey. On their website I liked their livery, their photography and their clever SEO. But it was more than that. They had a 'news' page; what's more, it was up to date. For me, as a journalist, that puts them in the top 5% of moving companies

worldwide before they've even said hello. I called to book the appointment and Janice in the office was helpful, friendly and bright. As soon as I rang off, my e-mail pinged with written confirmation. I was hooked!

As the M3 morphed into the M27 I was preparing for disappointment. I had rather built this company up in my mind and it



## PROFILE: SCHEPENS INTERNATIONAL

● Left: Paul (left) and Chris Schepens. Far right, from left: Dalton Condon, driver; Paul Schepens; Tracey Shearing, European Operations Manager; Chris Schepens; Janis Sherman, Office and Payroll Manager; Paul Springall, Yard Foreman.



# promise

was going to be tough for any modest mover to meet my expectation. The warehouse and office is, well, out of the way. It's on the edge of the New Forest on land owned by a stud farm. Not quite what I'd expected. The gate barred my way but opened smoothly and automatically to Janice's will when I announced my arrival. What was I to find?

Chris and Paul Schepens started the business in 2006 and followed in a rich seam of movers who went before them. Great Grandfather started Schepens and Wells in Loughborough, then his son took over as the company transformed into Bewley and Schepens. Martin Schepens, their dad, was a partner in Cestrian Removals in Chester. It was inevitable that the boys would follow suit. Wasn't it?

Well, no, not really. Chris joined the army aged 16, serving five years with the Royal Electrical and Mechanical Engineers (REME). Both boys harboured a desire to be pilots. But Paul had spent much of his formative years helping out his father (in the time-honoured fashion) and moving had got into their blood like malaria. And, just as stubbornly, it refused to leave. In 2004, Paul called Chris to suggest they set up in business together. "I was in Iraq at the time and anything seemed to be an improvement," said Chris. There were a few stumbles along the way but the new company started trading two years later.

They bought their first truck secondhand for £1,250. But right from the start they were determined to do things properly and, as my first impressions had suggested, although the company is small, it breathes quality. "You either gear your business to doing something well or you go for cheapness," he explained. "I don't understand why some people use cheap materials, for example. Surely if they have poor materials they have high insurance claims and unhappy customers. It can't be good for business long term." Paul said he had experiences in the past of how to do things badly, he wasn't going to make the same mistakes. "We always use picture and TV cartons, for example. If you slide pictures into flat PK2s you'll inevitable damage and scuff the larger frames. We also always use carpet protectors whatever the quality or condition of the carpets. It's one rule for everyone."

It helps that both Chris and Paul have served their time on the road driving and packing. It makes the selling easier for them. Customers trust them to be straightforward. "Many people say they want the best price, but they don't: they want the best value," said Paul. "It's easy for us to manage their expectations because we have done the job ourselves. If you know how to sell things you can get work whatever size you are. It's definitely more difficult for sales people who have no experience of being on the road."

That connection with the crews has another benefit. "We try to make the job fun," said Chris. "Working until nine or ten at night, even if you are paid by the hour, is not fun no matter who you are. We try to arrange jobs so that doesn't happen and, because we've done it, we know."



**"Many people say they want the best price, but they don't: they want the best value. It's easy for us to manage their expectations because we have done the job ourselves."**

Paul Schepens

Schepens tries to do all the work themselves, not give it away. They run their own vehicles into Europe and take on the absolute minimum of hired help during the busy summer months. "We never take on too much work," said Paul. "It's easy to oversubscribe in the summer and end up doing a bad job. That's not what we want to do. Our sole aim as a business has always been to do it ourselves. If we take a job on we take ownership of it and it's done properly." The only exception to this is deep-sea groupage which they ship through John Mason.

The company now has seven vehicles, very smart Scania and Mercedes, and has built a good reputation locally. Its business comes almost exclusively from the Internet. The company joined BAR as soon as it was possible. Chris was, until recently, the chairman of the BAR Southern Area. "It's a good selling tool," said Chris. "To be in the BAR you have to meet minimum criteria. They go through everything during the annual inspections. That's got to be good." One criticism is that Paul and Chris would like to see more emphasis on training from BAR however, I believe, that is high on the Association's agenda.

The warehouse and office is small but tidy. Their ambition, sometime soon, is to find a freehold property, to develop more deep-sea work and to continue focussing on doing things right.

I was not disappointed. After 90 minutes in the company of Schepens I thought the reality lived up to the website's promise. Well done chaps.

## NEWS: INTERNATIONAL



● Left to right: Peter Gawthrop from QSS, Franziska Emming from Geuer International and Thomas Juchum from EUROMOVERS.

## Geuer International awarded ISO 27001 accreditation

Münster-based Geuer International has successfully undergone a certification audit for its Information Security Management and has been awarded ISO 27001 accreditation.

The external audit was carried out on 23 June by Peter Gawthrop of Quality Service Standards Ltd (QSS) Watford, United Kingdom. QSS is the preferred auditor for EUROMOVERS International, of which Geuer is a member.

To obtain ISO 27001 companies must demonstrate that their systems and procedures for dealing with customers' data are of the highest standards and that confidential information is safe in their hands. Geuer is also ISO 14001 and ISO 9001 accredited.

"Most of our work is with large corporate clients and they are naturally keen to make sure their data is secure," said Horst Geuer, the company's managing director. "Companies here in Germany are increasingly requiring their suppliers to be ISO certified and the 27001 standard assures them that their data will be handled properly at every stage, whether it's in transit, held electronically or in our archive storage facility."

"The process took around nine months to complete and was handled by our Administrator

Franziska Emming. Franziska made sure everyone in the company understood what was involved and took the necessary steps to bring our IT systems and procedures up to the required level to meet the ISO standard," said Horst.

**"Most of our work is with large corporate clients and they are naturally keen to make sure their data is secure ..."**

Horst Geuer

Geuer began trading in 1983 when Horst was a student and needed to make extra money during the holidays. He bought a Volkswagen van and started doing local removals in the Münster area. Now the company has almost 100 employees and specialises in laboratory and technical moves for large corporate clients both in Germany and internationally. Only around 20% of Geuer's business is in the private household moves sector.

Horst would like to hear from movers in other territories with a knowledge of high-tech and laboratory moves who may be able to partner with Geuer International in its corporate work. "It is quite difficult to find companies with the right level of expertise in this sector," said Horst. "We are particularly interested in companies operating in the US and Asia, but we would also like to speak to movers in other parts of the world whom we may be able to work with."

● [www.geuer.de](http://www.geuer.de)

## DKV helps with French minimum wage formalities

The French government now requires foreign, non-self-employed truck drivers whose journeys start or end in France, to carry proof that they are in receipt of the French minimum wage. Furthermore, every company that sends drivers to France needs a French authorised representative. DKV Euro Service is now helping its customers complete the necessary application forms and provides an authorised representative in France.

A 'deployment form' must be filled in by every driver who crosses the French border and is involved in cabotage transport. This does not affect transit traffic. The driver must have a paper copy of the deployment form in the vehicle. Further copies (physical or digital) must be deposited with the authorised representative in France and with the company that employs the driver. The driver must also carry a copy of their employment contract and proof of salary payment.

● For more information about DKV Euro Service visit [www.dkv-euroservice.com](http://www.dkv-euroservice.com).



● DKV is helping truck drivers to deal with French minimum wage regulations.

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# The Insurance Act 2015 demystified

The provisions set out in the Insurance Act 2015 impact all insurance policies purchased by removal and storage contractors who are based in the UK (including Marine policies).

It has been described by the UK government as “the biggest reform to insurance contract law in more than a century”. The Act came into force on 12 August, 2016. Specialist broker Basil Fry explains what has changed.

## Who does it affect?

The Act will be applicable to all commercial insurance policies in the UK which are purchased, renewed or amended after the noted effective date. This means that it is applicable to you, as a removal and storage contractor, and not your customers, regardless of whether you are using ‘Liability’ or ‘Deregulated’ trading conditions.

## The old regime

Insurance in the UK is governed by principles set out in legislation which was enacted over 100 years ago (Marine Insurance Act 1906), which includes disclosure/representations, insurable interest, warranties and general average. The legislation was designed to include only marine classes (i.e. hull and cargo) however the provisions were later deemed to apply to non-marine insurances too. The following requirements and remedies were set out in the Act.

## Pre-contractual disclosure

- The duty of ‘utmost good faith’ – the proposer must disclose all facts which are material, being those which a prudent

underwriter would need to know to fully assess the risk, i.e. the onus is fully placed on the proposer to make, without much guidance, a full declaration of what a hypothetical prudent underwriter may want to know. If you are deemed to have breached this requirement, the insurer can avoid the policy from the beginning with no return of premium.

## Warranties

- This is easiest to explain using an example. Say your policy contains a promissory warranty requiring you to set your intruder alarm while the premises are unattended. One evening your employee innocently forgets to set the intruder alarm and leaves the premises for the night. That night there is a devastating fire and your premises are severely damaged. Technically, under the old regime, the insurer is ‘discharged of liability’ from the moment the employee left the premises unattended without an intruder alarm set and they can avoid any claim for the fire damage repairs. In short, there is no need for a warranty to be connected to a loss and the discharge of liability is automatic following a breach.
- Insurers were also in the habit of adding a subtle condition to their policy wordings which converts the information provided by you at inception/renewal (i.e. the pre-contractual disclosure) into a warranty, potentially giving them further opportunity to unfairly avoid a claim.

## The new regime - what’s changed?

The new Act amends some of the provisions set out in the 1906 Act, as outlined below.

## Pre-contractual disclosure

- The duty of ‘utmost good faith’ has been replaced with the requirement to make a ‘fair presentation’. If information is innocently omitted the insurer cannot always avoid the policy entirely and a claim payment may be proportionately reduced. If the misrepresentation is deliberate or reckless the insurer can still avoid with no return of premium.

## Warranties

- The automatic ‘discharge of liability’ from a breach of warranty has been removed and a breach must also be connected to a loss for insurers to avoid a policy. Using the previous example, your insurers could not avoid paying for a fire damage claim following failure to set the intruder alarm (but they would be able to avoid a theft claim, or a claim for fire that was started by an intruder).
- Insurers are no longer allowed to convert the information provided by you (i.e. pre-contractual disclosure) into a warranty.

## What does that actually mean?

### What is a ‘fair presentation’?

This is the part which makes the most difference to you. The new Act follows some of the same principles and also introduces some new requirements.

- You must still take reasonable steps to ensure the information provided to insurers (via your broker) is, to the best of your knowledge, accurate and complete – nothing new here.
- The requirement for a ‘reasonable search’ for information is introduced. This means you must perform sufficient enquiries to build a picture of your risk, including gathering information from your senior management. This is particularly important if you operate multiple sites, or use third-party storage facilities. You must also highlight any special or unusual aspects of the business when providing the information to your broker. In practice this shouldn’t be too different to what you have done previously, the Act merely formalises the requirements.
- The Act introduces the need for you to also seek information from external sources, for example your accountant or solicitor, should it be appropriate, to satisfy

● You now need to conduct a ‘reasonable search’ for relevant information to pass on to your broker.





the 'reasonable search' requirement.

• As a minimum, you are required to provide sufficient information to prompt the underwriter to ask further questions. The Act also introduces the requirement for insurers to seek further information should they require it.

#### What should I do differently?

In practice, as removal and storage contractors, the information you provide to your insurers (via your broker) will not need to differ greatly under the provisions of the new Act (provided you were making a full and accurate disclosure of 'material facts' previously). Your broker should be asking you some extra questions when discussing your insurance requirements, as it is important that you have satisfied the new prescriptive requirements of the 'reasonable search'.

**In practice, as removal and storage contractors, the information you provide to your insurers (via your broker) will not need to differ greatly under the provisions of the new Act ...**

It is worth noting also that insurers are given the choice to opt out of the Act, either in part or in whole, thus reverting to the provisions of the old regime (Marine Insurance Act 1906), as outlined above. Your broker should be establishing the stance being taken by the insurers they use as this will dictate what you need to do to satisfy their pre-contractual disclosure requirements.

As you will see, if an insurer opts to revert to any aspect of the old regime it would be disadvantageous to you. Here at Basil Fry we have ensured that all of the major insurers that we use are not opting out of any part of the Act, ensuring the utmost protection for our clients.

If you have any questions, or require any further information, please contact us, or your broker.

#### Adam Kellaway

Adam joined Basil Fry in 2006, where he became an account executive and achieved a First Class Honours degree in Insurance and ACII status. He left the company in 2012 to gain experience in the City of London, including working in the offshore energy sector at Marsh, as part of the underwriting team at QBE and at Lloyds of London. Adam has recently returned to Basil Fry as a technical broker responsible for policy wording advancement and product development. He can be contacted on 01372 385 985 or at adamk@basilfry.co.uk.



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## NEWS: INTERNATIONAL



● APM Terminals report smooth transition to VGM compliance

## Smooth transition to VGM

APM Terminals has reported a smooth transition to the new Safety of Life at Sea Convention (SOLAS) Verified Gross Mass (VGM) Regulations.

**T**he company says that export cargo loading has proceeded without incident at the facilities within the APM Terminals Global Terminal Network.

From 1 July, 2016 it has been necessary for all shippers to provide a Verified Gross Weight (VGM) for all containers prior to loading. The purpose of the VGM regulations is to assure the safety of the vessel, as well as dockworkers and other cargo handlers, by preventing overweight

or otherwise misrepresented containers from jeopardizing shipments or container movements.

APM says that all of its terminals' gate operations are operating normally, with vessel schedule integrity remaining unaffected by the new VGM compliance. "APM Terminals is committed to assisting our customers to comply with the new SOLAS VGM regulation with as little impact to the supply chain as possible," said APM Terminals VP of Operations Jack Craig. "I

would like to say thank you to all our supply chain partners whom we have had an extensive dialogue with over the last months to ensure that our VGM Data Management services are as seamless as possible."

**"We encourage shippers to consider our VGM Generation services as they offer an additional option to shippers and minimal disruption to trade flow ..."**

Jack Craig

While the majority of VGM data is being transmitted through Electronic Data Interchange (EDI), there are still some areas where manual processing is required during this early implementation phase. VGM Generation services at 46 locations across the APM Terminals portfolio have been phased in since mid-June, with thousands of containers already weighed for export loading. "We encourage shippers to consider our VGM Generation services as they offer an additional option to shippers and minimal disruption to trade flow," said APM Terminals Head of Inland and End User Services, John Trenchard.

## New office for Globe in Bangalore

**G**lobe Moving in Bangalore has moved premises. "Our new office will be a key instrument in serving you better and enhancing your journey with us," said Ajit Venkatesh, Director. "Drop by sometime — our big move will only help you move better."

For more information about Globe Moving see *The Mover*, June 2015, Page 22.

The new office address is:

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● Ajit Venkatesh.

## Green Initiative Award for Arpin Van Lines agent

According to a report by the Environmental Protection Agency, more than 11.6 million tons of furniture is thrown away in the United States every year making it the least recycled item in US households.



● Left to right: Justin Silverman, Mark Silverman, Rachel Silverman and Nathaniel Silverman with the Green Initiative Award.

**P**eople moving house often add to the problem by leaving behind tons of furniture they do not wish to carry

with them to their new homes. However, one mover in Westborough, Massachusetts, recognised this growing

environmental problem and resolved to do something about it.

"Only one-tenth of one percent of all discarded furniture is recycled," said Mark Silverman, President of Mark's Moving and Storage, an Arpin Van Lines agent. "However, much of this furniture is still in usable condition and could be spared from the landfill if it is given a new home."

Silverman started a free service that collects discarded and donated furniture from customers and distributes the items to those in need, rather than adding more refuse to landfill sites.

Once the programme took off, Silverman started a not for profit organisation called Mark's

Northeast Furniture Foundation. Since 2011, the Foundation has donated over 2,700 pieces of discarded furniture to needy families. That adds up to 150 tons of furniture, and at more than 44,000ft<sup>3</sup>, it is enough to cover a football pitch nearly a foot deep with refuse. The effort has earned media attention and spotlighted the larger issue of furniture disposal.

Last month, the Foundation received the 2016 Green Initiative Award from the Newton-Needham Chamber of Commerce, an honour given to innovative companies that provide environmentally sustainable services. Charity, The United Way has also recognised the Foundation.





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## RELOCATION: THE AFTER EFFECTS



● Even after the relo company has done its work, families who have relocated can still find themselves facing serious issues.

# When the relo stops

Taking an international assignment is tough. For the spouse, and the children, it's often even tougher. But there is a service that can help. What's more, it's one that you can earn from. Interested?

**N**icola Meier is a coach. She specialises in helping expatriates, and especially their spouses, re-discover their lives when they follow their partner on an overseas assignment. Her company, Inspired Expat Coaching, has developed what she calls her 7-Step Re-start process. It's not relocation; that's what relocation companies do. It's what happens when the relo service stops and reality kicks in with new challenges to be mastered. Could this be a new revenue stream for you?

**"It seems scary but the moment we are in charge we can give our life the direction we want. The next step is then to get clarity about the direction for our life and how to move towards that goal ..."**

Nicola Meier

She knows what she's talking about. She has lived an expatriate life, moving every three years throughout Asia, America and Europe. Every time she had to manage the cultural differences and

re-start her life to give it direction and meaning. "My husband's company did support us with a moving company and most of the time with a relocation agent to find the right home and school. But then I was on my own," she explained. "And the real journey began with questions: What is possible for me now? What do I want? How can I make that assignment one that I enjoy not endure? How can I make the guilt I feel about taking my kids out of their comfortable environment, worth it?"

Nicola has had the big job: 60-hours a week, leading million euro projects. Then there was nothing. "I could not define myself any longer by the success I had at work, instead I had to develop my own view on success." She worked her way through it and, eventually, took charge of her life again. In so doing she realised that others were suffering in the same way. The business opportunity was obvious.

Today she provides her 7-Step Re-Start process to expatriates directly or offers the service to relocation companies that recognise that their customers often need more long-

term help than their standard relo package provides.

"To see opportunities and not threats people need to take responsibility for their lives," Nicola explained. "Do they take charge or give the responsibility to someone else? It seems scary but the moment we are in charge we can give our life the direction we want. The next step is then to get clarity about the direction for our life and how to move towards that goal – overcoming all obstacles on the way. Without that mindset of taking charge and seizing the opportunities, the assignment fails."

● If you would like to find out more about the 7-Step Re-Start process, e-mail Nicola Meier at [nicolameier@inspiredexpatcoaching.com](mailto:nicolameier@inspiredexpatcoaching.com). It's a service that your customers probably need more than they would admit to. If you team up with a coach specialising in this area this could become a value added service that many of your competitors are yet to recognise.



● Nicola Meier.



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## NEWS: INTERNATIONAL



● MAN was not fined by the Commission.

## European commission fines truck manufacturers for breaking antitrust rules

The European Commission has found that MAN, Volvo/Renault, Daimler, Iveco, and DAF broke EU antitrust rules.

**T**hese truck makers colluded for 14 years on truck pricing and on passing on the costs of compliance with stricter emission rules. The Commission has imposed a record fine of €2,926,499,000 (€2.9 billion).

MAN was not fined as it revealed the existence of the cartel to the Commission. All companies acknowledged their involvement and agreed to settle the case.

Commissioner for competition, Margrethe Vestager, said: "We

have today put down a marker by imposing record fines for a serious infringement. In all, there are over 30 million trucks on European roads, which account for around three quarters of inland transport of goods in Europe and play a vital role for the European economy. It is not acceptable that MAN, Volvo/Renault, Daimler, Iveco and DAF, which together account for around nine out of every ten medium and heavy trucks produced in Europe, were part of a cartel instead of competing

with each other. For 14 years they colluded on the pricing and on passing on the costs for meeting environmental standards to customers. This is also a clear message to companies that cartels are not accepted."

The decision relates specifically to the market for the manufacturing of medium (weighing between 6 and 16 tons) and heavy trucks (weighing over 16 tons). The Commission's investigation revealed that MAN, Volvo/Renault, Daimler, Iveco and DAF had engaged in a cartel relating to:

- The factor y price of trucks;
- The timing for the introduction of emission technologies for medium and heavy trucks to comply with the increasingly strict European emissions standards (from Euro III through to the currently applicable Euro VI);
- The passing on to customers of the costs for the emissions technologies required to comply with the increasingly strict European emissions standards.

The Commission's investigation did not reveal any links between this cartel and allegations or practices on circumventing the anti-pollution system of certain vehicles (commonly referred to as "defeat

devices").

In setting the level of fines, the Commission took into account the respective companies' sales of medium trucks and heavy trucks in the EEA, as well as the serious nature of the infringement, the high combined market share of the companies, the geographic scope and the duration of the cartel.

Under the Commission's 2006 Leniency Notice, MAN received full immunity for revealing the existence of the cartel, thereby avoiding a fine of around €1.2 billion. For their cooperation with the investigation, Volvo/Renault, Daimler and Iveco benefited from reductions of their fines under the 2006 Leniency Notice. The reductions reflect the timing of their cooperation and the extent to which the evidence they provided helped the Commission to prove the existence of the cartel [see *The Mover*, May 2016, page 28, 'The dangers of anti-competitive conduct'].

The total fines imposed are shown in the table below.

### Editor's note

**Presumably the prices industry pays for these trucks will now increase to cover the cost of paying the fines!**

Manufacturer	Reduction under the Leniency Notice	Reduction under the Settlement Notice	Fine (€)
MAN	100%	10%	0
Volvo/Renault	40%	10%	670,448,000
Daimler	30%	10%	1,008,766,000
Iveco	10%	10%	494,606,000
DAF	0%	10%	752,679,000
<b>Total</b>			<b>2,926,499,000</b>

## RHA vows to pursue compensation for truck cartel victims

**T**he Road Haulage Association (RHA) has sought legal advice and intends to honour its commitment to its members by pursuing the case for compensation from the truck manufacturers who have been identified as being involved in a coordinated truck price fixing cartel.

RHA Chief Executive Richard Burnett said, "We consider ourselves duty-bound to acknowledge and act upon our members' wishes. They have made it clear that they feel aggrieved at the news of a truck pricing cartel and are looking to us to represent them."

The Association's Board of Directors (comprising member-elected individuals from RHA member companies) met recently to discuss the European Commission's £2.5bn fine. Their unanimous decision was that the Association should progress compensation claims on behalf of its members.

RHA National Chairman Jim French, Director of

PD Portcentric Logistics, said, "This is a serious issue for the haulage industry – both for hauliers in general and our members in particular. The road transport sector works to extremely tight margins and the truck itself is the largest capital investment our members make. Therefore they are looking for compensation from the manufacturers. The process for such a large number of interested parties is complex but we have been in discussions with our legal advisors so that we can progress the matter further."

Concluding, Mr French said, "We are keen to maintain the amicable and close working relationship we have always enjoyed with the truck manufacturers, as they have with their customers. We would seek to act in a way which resolves the interests of our members as swiftly and as appropriately as possible."



● Richard Burnett.





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## PREVIEW: THE MOVERS & STORERS SHOW 2016



# Countdown to the Movers & Storers Show

Organiser Keith Merrett explains what's in store for visitors to this year's show.

**T**here is only a short time between now and the 2016 Movers & Storers Show at Hangar 42, Bruntingthorpe (Tuesday 1 and Wednesday 2 November) although it seems just a short time ago we were waving goodbye to the exhibitors at the 2015 Silverstone show last September. Time flies!

**We love our new venue because it has everything possible you'd expect from a modern exhibition hall. Bruntingthorpe itself is what we like to describe as the coolest place you've never heard of.**

2016 is proving a monster year for 'reasons to visit' the show which is now in its ninth year. We moved to our new venue with enough space on just one floor for both exhibitor stands and the display of vehicles. We love our new venue because it has everything possible you'd expect from a modern exhibition hall. Bruntingthorpe itself is what we like to describe as the coolest place you've never heard of.

It has been used by, among others, *Top Gear* in the memorable car football match between a VW Fox and a Toyota Aygo. The whole site is immense and covers 670 acres which includes a test track, one of Britain's longest runways, a car auction house, garage and fields and fields of nearly new prestige vehicles awaiting delivery. It nestles in the Leicestershire countryside just a few miles away from the M1. To make sure you don't struggle finding it though we will be having AA road signage from every direction, so just follow the signs.

We've been busily working behind the scenes to make sure the 2016 event is one to remember. We have a really great line up on all fronts from exhibitors to trucks and from competitions to seminars. New for this year is Britain's Strongest Removalist competition kindly sponsored by Britannia Movers and made possible by the patience and dedication of Reeves of Petersfield. You may have read Charlotte's story in last month's *The Mover* about the trials and tribulations of putting this kind of event on?

We're pleased to say we are now ready to take entries for this fabulous competition overseen by Faye Jordan, one of the strongest women in Britain. Entrants need to be fit and healthy, work for a UK

mover or self storage business and be strong enough to carry out three disciplines. They are:

- Dead Lift
- The Lorry Load
- The Truck Pull

You can find out more from our website [www.themoversandstorersshow.co.uk](http://www.themoversandstorersshow.co.uk). Go to the competitions page for details of each discipline, the rules of entry and of course the entry form.

Our ever popular Packer of the Year competition is back again, same rules, i.e. how quickly can you pack 200 cubic feet of furniture and cartons and can you get it all into the storage container? This is a real race against the clock where accuracy is as important as speed. Last year's winners (second year in succession) were MGR Removals of West London. They worked well as a team and on the day managed a very respectable result. Again, details and entry forms are now on our website so just look for the competitions page and decide if your team are up to the challenge.

We are also pleased to offer you the chance to drive an ex-London Transport 'bendy-bus' or maybe hurtle around the proving track in a Vauxhall VXR ... a more competitive car than you might at first think. We'll also be providing a couple of



## PREVIEW: THE MOVERS &amp; STORERS SHOW 2016



● From left: the Truck Pull; Faye Jordan; The Learning Zone; Emma Lanman of Van Girls, winner of the 2015 AIM Domestic Mover of the Year 2015; Hangar '42, the show's new venue.



# 2016

other 'walk-by' competitions for you that are free to enter without advance notice, lots of fun but still providing plenty of challenges.

The Learning Zone is also back. This year we are delighted to have it sponsored by *The Mover* magazine who will be taking an active part in the proceedings. There are always new things to discuss and new ideas to test. This year will be no different with an exciting programme being worked on as we speak. One session we can tell you about will be with Scott Evans, co-founder of Pink Self Storage. Scott has approached self-store from a different perspective that reflects his background as a serial entrepreneur and self-styled technology addict – all this at age 25!

Just around the corner from the Learning Zone, in the next aisle, you can pop in to the Web & Social Media Clinic sponsored and run by our friends at Buzzmove. They have transformed the concept to provide a 'drop in' series of 10-minute Masterclasses as well as one to one meetings to discuss specific issues. You may have been reading their thought provoking series of articles in the Movers & Storers Newsletter about apps that are available to improve your business strengths and maybe increase sales. In an age of constantly changing

IT opportunities this clinic may provide you with some insight into E-marketing tools and how to apply them

The show wouldn't be the Movers & Storers Show without the popular meeting space we like to call 'The Café & Networking Zone'. This year Reason Global Insurance kindly agreed to sponsor this area and as always when the guys from Brighton are involved – they will create something unique. Hopefully they'll provide you with a soothing place to rest those aching feet and catch up with your friends, contemporaries and piers.

I suppose the big news for many of you will be the fact that the 2016 show will host the most removal lorries ever assembled under one roof! Please allow plenty of time to visit every one of them and of course, all the other exhibitors who have committed to exhibit their wares for you.

Finally, we are hoping to bring back the Truck of the Year Competition. As we go to print we are still in discussions with a possible sponsor for this mighty event.

This year we will be raising money for the Poppy Appeal, British Legion and are hoping to match or even beat last year's figure of £3,291 raised on behalf of the Macmillan Nurses. Each stand will have a collection tin and if every one of you

commits to 10p or 20p per stand visited we can easily beat that figure!

Just space for me to thank our stalwart sponsor of badges and lanyards – Albert Haywood & Sons who year in, year out ensures we are able to provide state of

**One session we can tell you about will be with Scott Evans, co-founder of Pink Self Storage. Scott has approached self store from a different perspective that reflects his background as a serial entrepreneur.**

the art badging, and also to confirm the registration page is now open at [www.themoversandstorersshow.co.uk](http://www.themoversandstorersshow.co.uk) with entry free to anyone working directly in either the moving or self-store industries. Doors open on the Tuesday and Wednesday (1 and 2 November) at 09:30 and as a reminder, if you don't register by Monday, 31 October we will charge you admission on the door, so please get on line and fill out the registration page.

## INTERVIEW: TODD WATSON



# In search of TALENT

Todd Watson is one of the moving industry's young high performers. But what makes his business successful and what does he think are the biggest challenges for the industry? Steve Jordan interviewed him to find out.

**H**e's 42 and the third generation in a 60-year-old, family-owned business that's really going places. He's Todd Watson, CEO of Armstrong Relocation in the USA - and he might be looking for you.

The current business was founded by Todd's grandfather, Jim Watson and his great uncle Clyde Springer in the 1950s.

They bought an existing enterprise and kept the name because it began with 'A' and was at the front of the phone book: a big consideration in pre-Internet promotion. Todd's father, Tom Watson, joined the business in 1970 and his cousin, Karen Fields [Clyde's daughter], joined the business full time in 2001. Both are still co-chairmen of the company.

In the 1970s Tom was one of the first in the US to operate a 'pack and load' model, against the trend at the time. This required the company to pack and load its own jobs rather than use an origin agent and allowed Armstrong to benefit from the most profitable part of the transaction while controlling the consignment door to door.





**“I have been in my father's shadow ever since I was a kid. I'd come into the office when I was four or five years old.”**

Todd Watson

The 1980s saw the company move into the international side of the business with a very boutique offering. And in 2013, the purchase of Crown Worldwide Moving & Storage in California totally changed the scale of the company's international capability through freight forwarding. Today, Armstrong turns over around US\$200m annually through 25 US locations. All its international work is performed on an agent-to-agent basis, providing its clients access to the highest quality services at the best price.

“I have been in my father's shadow ever since I was a kid,” said Todd. “I'd

**“So now, all of the different businesses that we own are operated by an equity partner who owns 25% of the stock.”**

Todd Watson

come into the office when I was four or five years old. The greatest advantage I have had is my relationship with my father because of his ability as a leader, teacher, mentor and businessman. No matter what he was doing I have wanted to do the same.”

Todd started working at the business in 1991 as a high school student sweeping the warehouse and helping with the packing and loading. He joined the company full time after graduation in 1996, spending five years in operations followed by another 11 years in sales and business development. He became the company's CEO over three years ago.

The company has grown through acquisition right from the early days. But, it is the somewhat unusual business model that has proven to be the key to its success. “Our first expansion was in 1969 in Louisville, Kentucky,” explained Todd, “and we have stuck to that original model for acquisition ever since.” Armstrong insists that the person operating the business after acquisition holds 25% of the equity in the company. “So now, all of the different businesses that we own are operated by an equity partner who owns 25% of the stock.” He believes that this is the element that has provided the company with its advantage.

Demographics have also been helpful to Armstrong. In the 1970s, many of the baby boomers started businesses. Now 40 years later, they are selling. But, Todd is particular about which companies he buys. “I want to buy successful businesses

*continues over*

**INTERVIEW:** TODD WATSON

*continued from previous page*

and put capable leaders in place to run them. It's so much easier to make a good company great than to try to build a company that is distressed."

So his job is to find suitable companies for purchase and then choose the right equity partners to lead them—that's the challenge. When a company comes along that fits the profile, Todd does not want to be limited by lack of human capital. He says that it's hard to attract top, quality people into the moving industry. In the face of competition from the giant pharmaceutical and finance sectors, for example, the moving industry is not seen as being sexy. "We try to make it as exciting as we can to attract top talent." That said, Armstrong's business model helps to attract talent because the compensation can be three to five times what a general manager could usually make. "We are bringing great people onto our team," said Todd, "and our need to do so continues to increase."

Todd said that he is not just looking for academic achievement when searching for recent graduates with leadership potential. While collegiate academic

success is important, even more important is having the right attitude. He said that he prefers coachable candidates who have integrity and common sense and can be trained in the Armstrong way.

"It's not a hard business to learn, but you need to understand the people and the history," he explained. "It's still very much a relationship business; it takes time, exposure and experience."

The company identifies potential, young professional leaders and places them into summer internships. "It's not an internship where they are making copies; we put them in operational seats where they have to interact with crews, drivers, leaders, teams, and presidents," said Todd. "As we work with these people we can see if they have an aptitude, and if they do, we work to perpetuate our relationship with them."

The people problem is not the only uncertainty within the moving industry. Todd is very much aware that the industry, in common with all others, is changing faster than it has ever done in the past. He says that he is always on the lookout for technology that will help streamline the business but the physical act of moving

will always be a manual process that requires top quality service. "Technology can't make that go away," he said. "What we need to watch for is disruptive technology; to see if someone such as FedEx with deep resources comes into our space. I am very interested in technology that can drop costs out of the business, but I don't see any significant change in business risk out there today. I don't want to be naive and say something couldn't happen, but I don't perceive that now."

At this time Armstrong has no plans to expand its brick and mortar internationally, and it prefers to continue to trade with its trusted overseas agents. But as it continues on the acquisition trail, it is likely that a strategic opportunity will come along with a company that has already branched outside the US. Until then, its search for home-grown talent will continue.

● **Learn more about Armstrong at [www.armstrongrelocation.com](http://www.armstrongrelocation.com), and contact Todd Watson at [toddwatson@goarmstrong.com](mailto:toddwatson@goarmstrong.com) for further information on agent trade opportunities.**





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## NEWS: INTERNATIONAL

## European Commission bans GRIs

The Freight Transport Association (FTA) says the European Commission's adoption of new pricing rules for shipping lines will modernise the industry and bring it into the 21st century.

**T**he new legislation follows a three-year EU investigation into price signalling – the announcement of general rate increases – which was highlighted by FTA. Members of the Association's British Shippers' Council first raised concerns about the uncompetitive behaviour in 2010 and a dossier was submitted to the Council to support the claims.

The shipping lines involved agreed to significantly change their pricing behaviour, which is reflected in the Commission's decision under Article 9(1) of Regulation 1/2003 declaring the binding commitments offered by the lines – most notably that they will cease to publish General Rate Increase (GRI) announcements.

FTA's Director of European and Global Policy, Chris Welsh, said: "FTA welcomes the Commission's decision. It closes another chapter in



● Chris Welsh.

the liner shipping industry by ending inappropriate liner conference-type pricing arrangements. We welcome recent statements by some lines to modernise their existing pricing arrangements as a result of the Commission's commitments decision, thus bringing shipping into line with normal business practices."

Fifteen shipping lines were involved in the EU enquiry and all agreed in February to cease announcement of general rate increases – instead publishing actual prices to customers on an individual basis. This was put to a 'market test' for a month to allow interested parties to comment before the Commission announced its decision.

During the enquiry, the Commission made 'unannounced' visits to 14 shipping lines. In its preliminary assessment, it expressed concern that the practice of price signalling could allow the lines to explore each other's pricing intentions and to coordinate their behaviour.

Mr Welsh said: "This new ruling will bring transparency to pricing in the liner shipping industry and will hopefully remove the need for our members to resort to court proceedings for competition damages."



● Asian Tigers Mobility in Singapore.

## Asian Tigers Mobility Singapore achieves STP-Plus

Asian Tigers Mobility Singapore has achieved 'Secure Trade Partnership (STP) Plus certification' by Singapore Customs.

**T**his means that the company, and its Mutual Risk Agreement (MRA) partners worldwide, is less likely to have shipments inspected by customs.

The company was the first in Singapore to be certified as an STP supplier. The STP is a voluntary certification programme administered by Singapore Customs to help companies adopt robust security measures to enhance the security of the global supply chain. It is consistent with the World Customs Organisation (WCO) SAFE Framework of Standards to secure and facilitate global trade.

The Highest Level of Security - STP-Plus certification is only awarded to companies who have attained the 'Premium' band under the TradeFIRST assessment, which comprises five levels of facilitation and auditing for compliance directly by Singapore Customs officers.

This could be likened to the USA C-TPAT Tier status of II and III. Tier III being the highest security status, and accorded to C-TPAT Partners who exceed programme requirements and have implemented supply chain security best practices based on the risk assessments they conducted.

At present, Singapore has MRAs with Canada, Republic of Korea, Japan, China, Taiwan, Hong Kong and the United States.

## Triple passes for Arpin employees

**A**rpin Group has announced that three of its employees have earned their Certified Relocation Professional (CRP(R)) designations through Worldwide ERC(R): Bridget Ritchie, Vice President, Global Business Development - Corporate Accounts; Christina Seskey, Director, Business Development - Corporate Accounts; Curt Smigel, Director, Business Development - Corporate Accounts.

The annual exam was on May 18, 2016 with 147 of Worldwide ERC(R) members earning their CRP(R)

designation, a 75% pass rate.

"For those looking to build a career in workforce mobility, earning this designation is an essential step along the way," said Debra Mills, the chairman of the review board. "Passing takes dedication and a focussed effort. Recipients have not only demonstrated a commitment to professional development, but a solid understanding of the complex variables that make up our industry."

The CRP(R) programme was introduced in 1990 to formally

recognise relocation professionals' knowledge of the US domestic workforce mobility process. There are currently over 3,400 Worldwide ERC(R) members who hold the CRP(R) designation. CRPs(R) are required to earn 30 recertification credit hours within each three-year period following their initial certification, ensuring they remain current on evolving industry trends.

A complete list of the 2016 CRP(R) recipients and further information is available at: [www.worldwideerc.org](http://www.worldwideerc.org).



● Bridget Ritchie.



● Christina Seskey



● Curt Smigel.



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## SHIPPING: EXPANDED PANAMA CANAL



# Will the expanded Panama Canal mean lower rates for shippers?

The newly expanded Panama Canal officially opened for business on 26 June with the appropriately named *MV Cosco Shipping Panama* making the inaugural transit through the 80km waterway.

**T**he expansion marks the end of a US\$5.3 billion nine-year construction project aimed at boosting cargo volumes and facilitating greater trade between the Americas and East Asia. The original canal was built by the US government. It took ten years to build and it was opened in 1914.

**“We are very pleased with the first month of operations at the expanded canal since the Inauguration...”**

Jorge L Quijano

The expansion involved building a third set of locks which allows the canal to accommodate vessels of up to 13,000 twenty foot equivalent units (TEUs), up from 4,400 TEUs previously, including the vast 12,000 TEU-plus ‘neo-panamax’ containerships. As much as 79% of global cargo-carrying capacity will be able to access the canal, up from 45%, saving neo-panamax-class vessels up to 14 days transit time on round trips. The state-owned Panama Canal Authority (ACP) predicts the expansion will generate annual revenues of US\$2.1 billion.

As of 2 August, the ACP said 69 neo-panamax ships had passed through the canal, with 40 containerships, 24 LPG tankers, as well as two liquid natural gas and vehicle carriers. The Authority added

that so far it has received 250 reservations and counting for the expanded canal, including seven cruise ship reservations.

“We are very pleased with the first month of operations at the expanded canal since the Inauguration,” said Panama Canal Administrator and CEO Jorge L Quijano.

The canal’s extra capacity should, in theory, bring lower rates for shippers. Walter Laffitte from Canal Movers in Panama City is convinced it will be beneficial. “With this expansion the world commerce will benefit with fewer transshipments and a direct effect on the economies of scale,” he said. “This will impact us as international movers and our customers with shorter transit times and lower costs.”

However, the scheme is proving controversial with some industry experts predicting that safety concerns could result in insurance premiums wiping out any savings. London-based risk management consultancy PGI Intelligence issued a press release on, 7 July; an extract is below:

*Despite the huge advantages offered by the canal’s expansion, there have been growing concerns over safety issues associated with the introduction of neo-panamax vessels along the waterway. Industry bodies have warned that at 427m long and 55m wide, the new locks are too small for the neo-panamax. The largest vessels can measure up to 366m long and 49m wide, leaving a distance of just 6m*

*across the width of the canal and 61m length-wise, much of which will be taken up by tugboats on either end of the vessel to guide it through the lock. A joint study by the International Transport Workers’ Federation (ITF) and Brazil’s Fundação Homem de Mar (FHM) found that under windy conditions the manoeuvrability of vessels would be compromised, making accidents likely due to the lock’s narrow dimensions.*

*The prospect of an accident involving such large vessels and cargo loads presents significant financial risks for shippers and insurers. An accident would also impose indirect costs as a result of delays to scheduled transits through the canal. Insurance agency Allianz Global Corporate & Specialty released a report in June 2016 which estimated that the expansion will see an additional US\$1.25 billion worth of insured goods pass through the canal in a single day, based on the average value of US\$20,000 per TEUs. The report called on shippers and insurers to take active risk mitigation measures to assess and spread the impact of an accident involving a neo-panamax vessel, as a single event could result in much larger losses than typically seen in the shipping industry.*

The full PGI report can be read at [www.riskportal.pgintl.com](http://www.riskportal.pgintl.com).

In a statement at the end of July, CEO Jorge L Quijano said that to date there has been only one official incident in the new locks, despite reports to the contrary.





● From far left: *MV Cosco Shipping Panama* was the first vessel to use the expanded canal; an aerial view of the completed expansion; work began on the expansion in September 2007.



The incident occurred on July 21 when an 8,500 TEU containership belonging to China COSCO Shipping made contact with one of the walls at Agua Clara Locks, causing a gash in the ship's hull. The incident did not interrupt traffic through the lock or the Canal, and the ACP added that it has not received a claim related to the incident.

**“With this expansion the world commerce will benefit with fewer trans-shipments and a direct effect on the economies of scale...”**

Walter Laffitte

As with any major civil engineering project – and they don't come much bigger than this – there will be teething problems and those who cast doubt on the viability and wisdom of the enterprise. However, dramatically expanding the capacity of one of the world's most economically important trade routes must surely in the long term be a positive step. No doubt there will be setbacks along the way, but it is likely that future generations will look back on 2016 as a milestone year in the development of international shipping.

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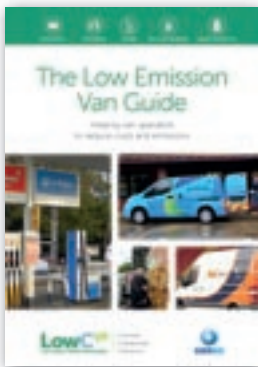
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## NEWS: ON THE ROAD



## Low emission guide for van fleets

The UK Low Carbon Vehicle Partnership and Cenex have updated their Low Emission Van Guide and accompanying Van Cost and Carbon Calculator (VC3) to provide fleet managers and policy makers with the very latest data on how to make cost and CO<sub>2</sub> emissions savings.

The Low Emission Van Guide is aimed at operators of small to medium-sized fleets of commercial vehicles (up to 3.5t gross vehicle weight). It has been updated to include user-defined payload data, bio-fuel blends, and more.

Steve Carroll, Senior Technical Specialist at Cenex, said: "The current month-on-month growth in UK van registrations is good news for the motor industry, but this means UK van parc CO<sub>2</sub> emissions are also on the rise. As some UK cities are looking to set up clean air zones by 2020 by imposing charges on polluting vehicles, it is an ideal time to inform van owners of their alternative options to diesel. The Low Emission Van Guide and web tool make essential reading for operators who want an understanding of the key low emission van options available."

Gloria Esposito, Head of Projects at the Low Carbon Vehicle Partnership, added: "The updated Low Emission Van Guide clearly demonstrates the business, environmental and operational case for using low emission commercial vehicles. Fleet managers can access case studies showing the cost savings achievable through the use of low emission fuels and technologies, and access information on the low emission van market, government policy, infrastructure and assistance."

## How many urban access regulations are there in Europe?

As of mid July 2016, there are 506 access regulations on the [www.urbanaccessregulation.eu](http://www.urbanaccessregulation.eu) website.

### 470 urban access regulation schemes

Some of these are in the same cities, for example in London there are schemes for coaches, lorry control, the safer lorry scheme, the low emission zone (including the Ultra Low Emission Zone), and the congestion charge.

### 248 access regulations

These include a number of odd/even number plate regulations in Bergen, Madrid and Paris. The LEZs in Rome, Milan, Florence, Pavia and Athens also have odd/even number plate aspects. For more information visit <http://urbanaccessregulations.eu/urban-access-regulations/overview-of-key-access-regulations>.

### 208 low emission zones

#### 13 road charging schemes

Durham, Gothenburg, Stockholm, London, Valletta, Milan and seven Norwegian cities.

#### Nine future (and confirmed) low emission zone schemes

Oberosterreich, Antwerp, Brussels, Prague, Regensburg, Bergen, Oslo, Trondheim and the London Ultra Low Emission Zone.

### One Italian summer only access regulation scheme

Maiori, in July and August every year.

### Five Italian winter only low emission zones

Where there is a permanent and winter LEZ they are covered above under LEZs.

In addition, many schemes will tighten their standards in the future.

To find out more about when and where schemes are implemented, look at the CLARS Quick Guide for all schemes, where you can search urban access regulations and traffic restrictions by country, vehicles affected, type of scheme and date of implementation.

Information courtesy of CLARS.



## New 20mph speed limit in central Edinburgh

Drivers in the centre of Edinburgh face a £100 fine and three penalty points if they exceed the new 20mph speed limit, the first phase of which came into force on 31 July covering much of the city centre, from Queen Street to the Meadows.

According to a report on the BBC News website, Lesley Hinds, Edinburgh's transport convener, said, "Slower speeds bring many benefits to the urban environment, making streets more people-friendly, promoting active travel (and thereby improving public health) and reducing the risk and severity of road collisions. The majority of Edinburgh residents support our 20mph scheme and we know that other local authorities in the rest of Scotland are closely monitoring our experience."

However, Neil Greig, IAM RoadSmart Policy and Research Director is unconvinced of the value of the scheme. "It's a blanket approach. On some streets, 20mph is a speed that you might aspire to rather than need to limit yourself



● Edinburgh city centre street.

to. But there are others where it looks and feels safer to go over 20, and that's potentially confusing because drivers take their cue from the environment."

"If you look at the evidence, what seems to work is measures like speed bumps and narrower roads. Covering whole areas in one 20mph limit and putting up some signs is a

cheap way to do it. We'd rather see investment made in dealing with the streets where there will be the most benefit," said Neil.

The rollout of 20mph speed limits across Edinburgh will be carried out in six phases:

- Zone One - City Centre and Rural West (South Queensferry, Kirkliston, Ratho, Currie and Balerno) 31 July, 2016;
- Zone Two - North. Speed limit applies from 28 February, 2017;
- Zone Three - South Central/East. Speed limit applies from 28 February, 2017;
- Zone Four - North West. Speed limit applies from 31 July, 2017;
- Zone Five - West. Speed limit applies from 31 July, 2017;
- Zone Six - South. Speed limit applies from 31 January, 2018.



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# Shine a light on dark data – and utilise its hidden value



In a world where the explosion of data is already becoming a huge challenge, the big questions are how do you get it under control and how can you derive benefit from it? John Culkin from Crown Records Management offers advice.

**D**ark data. It's a catchy title which intentionally makes you think of dark matter, the invisible force in space that has never been directly observed, but is something astronomers tell us has a significant impact on everything around it.

Gartner – a leading information technology research and advisory company – defined dark data as “information assets that organisations collect, process and store during regular business activities, but generally fail to use for other purposes”

– and that hints not only at waste but also at wasted opportunities.

There's no doubt that holding unnecessary data ‘just in case’ is going to prove expensive for businesses in future as technology continues to progress and the Internet of Things – a proposed development of the Internet in which everyday objects have network connectivity, allowing them to send and receive data – takes hold.

In the future the amount of ‘excess’ data being generated will become an

increasingly serious issue both in terms of how much it costs to store and the inherent risks it contains.

Perhaps that's why some people believe dark data is a negative force and its rise is inexorable.

Of course there are costs and risks associated with not understanding and managing it – and yet, by finding and exposing the data and finding all the places it hides, easy gains can be realised, too.

The bottom line is organisations need to know what dark data is and where it is.



## The bottom line is organisations need to know what dark data is and where it is. If you don't understand it how can you possibly be in control of it, let alone realise value hidden in it?

unknown future insight can be found using future analytical technology. Perhaps it is stored away out of a mistaken belief that keeping more data means a company is less likely to lose something. Or because a business believes data is like a rare book and its monetary and nostalgic value might increase.

All of these misconceptions lead to a hoarding of dark data which is unnecessary and inherently risky. Having a proper information management system in place to prevent the storage of too much dark data is crucial. Here are some pointers on how to get started:

### Ten top tips to prevent dark data accumulating in your business:

- 1 Don't accept that because data storage is cheap everything can be kept.
- 2 Create policies for 'on-boarding training' (when staff join the business) and for what happens to data (including data on local drives, laptops, shared drives, removable devices and mobile devices) when staff leave.
- 3 Understand which regulations require what data to be kept for how long. Don't keep it longer than necessary unless clear benefit can be derived from it.
- 4 Don't believe all data in enough volume is 'Big Data' and therefore has value. Much of it will not be useful in big data projects, especially as it's often unstructured and in various formats.
- 5 Ensure defensible deletion (a comprehensive policy to reduce both storage costs and the legal risks associated with storing too much data) is used actively.
- 6 As new systems or applications are adopted, consider what data they accumulate and how it is used. Don't have debugging log levels run at too high a setting or longer than necessary to find problems.
- 7 Just because you can get data and store it, don't do so without a valid reason.
- 8 Charge cost centres for storage. If it's free, the data addiction will only grow and there is little incentive to reduce it.
- 9 Have an e-mail management system that is centralised and does not use local '.pst' files, that automatically delete messages as per the organisation's policy.
- 10 Remember newer forms of data such as voice, video, mobile text or social media data. Much of this data will be in the cloud - often put there by creative departments without contacting IT first, and is therefore hidden.

Having taken steps to get dark data storage under control, the next step for businesses is to start to think about data in a completely different way and to understand what is already stored and what value it contains.

Here are some tips on how to shine a light in those dark corners and to make data work for your business:

### Five ways to shine a light on dark data and get value from it

- 1 Use File Level Analysis software, to analyse the content of data rather than just its creation and expiry date. It can help a business understand information content, type, size and location.
- 2 Map data sources generated by internal systems or received from external sources - this is about documenting 'where' and 'why' the data lives and how it was derived.
- 3 Have an Information Governance programme in place supported by the most senior management levels and practiced every day.
- 4 Plan to delete data from a database at specified times in the future. Even if you retain responsibly it's easy to run out of time. Adjust your backup and disaster recovery plans so they no longer backup copies of unnecessary data.
- 5 Talk and communicate with people because not everything will be officially documented or known about. Work-arounds and short-term fixes often become routine in the business place, so make people aware of the impact of not being able to manage everyone's data effectively. It affects everyone.

Only after taking these steps can businesses begin to find, understand and derive benefit from data they previously looked on as nothing more than an expensive waste product. Shining a light on dark data is just the start - but it's a very good one.

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**John Culkin**

John is Director of Information Management at Crown Records Management.

If you don't understand it how can you possibly be in control of it, let alone realise value hidden in it?

Perhaps the first place to start is to understand why so many businesses keep dark data in the first place.

Hiding dark data away seems to be not just planned but instinctive, as if it's down to human nature. People fill their attics and garages with 'useful' things that could be needed in the future. The corporate equivalent is when people say 'keep the data just in case'. How much money around the world is wasted due to those few words?

Perhaps data is being kept 'in case it is needed in the future' - assuming it can be found at the time of need, of course. Or because a company believes some

## CONSUMER: ADVICE BOOKLET



● Passing on the benefit of her experience: Lisa Rogerson.

## Moving advice for customers from a serial mover

Lisa Rogerson was very nearly born in a removals truck. Her dad was working for Pickfords at the time and took her mum to hospital in the lorry. Since then she became an army wife and has, so far, moved home 16 times. That makes her qualified to give advice to people who are moving, so she's written a booklet all about it.

**T**he idea is to offer the booklet to moving companies, who want to provide their customers with the best advice possible. It's available in A4 or A5 formats and is packed with sage advice and a step-by-step guide to help anyone through the moving process. For a small extra charge Lisa will include the mover's advert on the back cover. "The booklet will undoubtedly be passed onto friends or family, so the ad really is a good idea," said Lisa.

"People are often anxious, even scared, when facing moving home," she said. "A bit like new brides-to-be have a wedding planner, I have written a step-by-step guide to moving home. Including all my top tips and reminders that often get forgotten."

Lisa has grown up in the industry with her grandfather starting a moving company with a horse and cart. She said the reviews of her booklet have been wonderful from both customers and moving men who benefit because the customers are much better prepared on moving day. She also says that the booklet can help movers get more work. "Customer service is so important - if you have something that sets you above your competitors, you will always be remembered!"

The booklet is available, with the mover's advert on the back, for a price of £15 for just a single copy down to just £5 per copy (based on a purchase of 1,000). Lisa will donate a percentage of the sales price to Help4Homeless Military Veterans.



● More information is available at [www.helpformovers.uk](http://www.helpformovers.uk). To place orders contact Lisa Rogerson at: [lisa@helpformovers.uk](mailto:lisa@helpformovers.uk).

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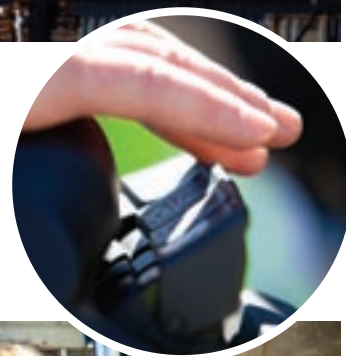
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## NEWS: PRODUCT



● One of Safepac's Mitsubishi EDiA fork lifts at work in the yard.



● From the top: Nick Pearson takes delivery of his Mitsubishi EDiA fork lifts from Eastern Forklifts; the solar panels on Safepac's warehouse roof; EDiA fork lifts feature fingertip controls; the charger from which the trucks get their power.

## Safepac chooses sunshine power for fork lifts

Nick Pearson from Safepac Professional Movers has replaced his diesel fleet of fork lifts with Mitsubishi electric models powered by solar energy from panels on the warehouse roof. When the sun shines, the fuel is free.

**S**afepac performs house removals for the US military and the RAF, which means its fork lift operations need to run with military precision. So when Nick approached Mitsubishi dealer Eastern Forklifts last year about upgrading his diesel fleet, he had no plans to switch from diesel trucks to electric, but after taking a Mitsubishi EDiA on a trial basis, everything changed.

### Electric vs diesel

"Traditionally, truck users feel obliged to replace diesel with diesel, but the new Mitsubishi EDiA range of electrics delivers higher performance – including acceleration, maximum travel and lift speeds – than most IC engine models, and they're also cheaper and cleaner to run," explained Paul Brierley from Eastern Forklifts.

Nick Pearson said that the company is "very heavy" on fork lifts, working them very hard for long periods, so he had always opted for diesel trucks in the past. "Our 16-hour days involve moving large 8x8x4 feet

**"We wanted to keep our operating costs to a minimum so we put solar panels on the roof of our warehouse to power the electric charger for the trucks."**

Nick Pearson

wooden house removal crates weighing 1,600-1,800 kilos, so when it came to upgrading our fleet, high performance and long shift lengths were key," he explained.

### The ramp test

"We have a 1 in 10 loading ramp, which is the real test for us because you're using much more torque and energy," said Nick. "But the EDiA went straight up all day long, no problem. It had pretty much the

same performance as our current diesels, so that helped us make our decision."

### Free fuel

But it was the potential for slashing truck running costs that proved the ultimate decider. "We looked at electric versus diesel progressively from a cost point of view," said Nick. "We wanted to keep our operating costs to a minimum so we put solar panels on the roof of our warehouse to power the electric charger for the trucks. In summer, when there's more daylight, we plug the truck in and get a free charge, so the run of the fork lift is pretty much for free. Environmentally it's cleaner, with less carbon and dust affecting household possessions and staff, and we even sell some electricity back, so we're very happy."

● To find out more about the award-winning Mitsubishi EDiA Forklift Truck range or Eastern Forklifts, call the Greenline on 0845 371 3048, contact [info@red-diamond.co.uk](mailto:info@red-diamond.co.uk) or visit [www.mitsubishi-forklift.co.uk](http://www.mitsubishi-forklift.co.uk).







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## NEWS: PEOPLE

## Leo Ots leaves the moving industry

Leo Ots has advised that he has now left Ziegler in Switzerland.

He said that he had had a wonderful 40 months with a group of professional people. "I enjoyed working with them and everybody under my general management level, steering the company in the right direction with positive growth results," he said.

Leo thanked his partners and friends, especially those he had worked with as part of OMNI (Overseas Moving Network International). He said that receiving the OMNI tonnage award on behalf of Ziegler at the annual conference in Florence in



● Leo Ots (right) receives the OMNI tonnage award from OMNI President Willy Toedtli in April 2016.

April was one of the highlights of his year.

He said that he has no immediate plans for the moment but that moving is in his blood and he is "nearly sure" that he will be back in the industry one day.

## Lars takes an appointment with Graebel

Graebel Companies has appointed Lars Lykke Iversen to its Board of Directors.



● Lars Lykke Iversen.

Iversen recently retired from the Santa Fe Group, where he served as CEO for 27 years and built the firm into a major global mobility services provider.

"Lars brings such a unique skillset and perspective to Graebel's Board," said Bill Graebel, CEO of Graebel Companies. "He's lived and worked all over the world, understands the challenges and dynamics of delivering best in class relocation services across these markets, and is also uniquely attuned to the opportunities that lie ahead of us. He will be a key strategic partner as we think about the growth and evolution of our company on a global basis."

Lars' career spans more than 40 years in the relocation and transport industries. Prior to his tenure at Santa Fe Group, he served in a number of executive finance roles at East Asiatic Company (EAC) as well as at Johnson Walton Steamships. He's served as the president of the Overseas Movers Network International (OMNI), as a Board member for the Worldwide Employee Relocation Council (WERC), and also as a Board member of FIDI Asia, an international alliance of movers and relocation service providers. He's been inducted to the Hall of Honor by the International

Association of Movers and also received a Meritorious Service Award from the WERC.

Born in Denmark, Lars served in the Danish Queens Guard, holds a degree in economics and business administration, and completed additional professional training at leading European business schools and the International Institute for Management Development (IMD). He's lived in Hong Kong, the United Kingdom, the United States and Canada and is fluent in both Danish and English.

"Having known and been a partner in business with Bill for many years, I am honoured to join the Graebel Board of Directors," said Lars. "Graebel's service delivery model is second to none. I look forward to contributing my global knowledge and experience in working with Bill and his outstanding team, as they take Graebel to the next level in the global mobility market. I believe much opportunity lies ahead for Graebel."

In July Lars also joined Alfa Quality Moving & Relocation Group of Companies in Denmark as a Director of the Board (see *The Mover*, August 2016, page 42).



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## The White & Co Mystery Mover

Fancy nobody spotting the ever-radiant Susie Bär (now Susie Bär-von Verschuer) from Fermont in Germany last month. Thanks to all those who tried and got it wrong. This month it's easier – sort of. Who is pictured here? The man on the left is easy and might be enough for you to win on his own, but who is he talking to? That's the tie breaker! The first correct answer out of the hat will win the now famous White and Company Red and Black watch. Answers please to editor@themover.co.uk.

## Dijkshoorn Euromovers appoints BDM



● Hans Schumacher.

Dijkshoorn Euromovers has appointed Hans Schumacher as business development manager for the international and corporate market. Hans brings over 20 years of sales and business development experience, mainly within the automotive sector. He will be responsible for the international and corporate sales activities at the Dijkshoorn Euromovers Rotterdam (Vlaardingen) office.



## New head of airfreight for Kuehne + Nagel

The Board of Directors of Kuehne + Nagel International AG appointed Yngve Ruud as a new member of the Management Board effective from October 1, 2016.

**H**e will assume global responsibility for the business unit Airfreight Logistics and succeeds in this function Tim Scharwath who will leave the company in the course of the next year.

"We are very pleased that, in a very short time, we were able to appoint an experienced executive from our own ranks to the Management Board," said Dr. Joerg Wolle, Chairman of the Board of Directors of Kuehne + Nagel International AG. "Based on his proven logistics expertise, in his new role as head of global airfreight, Yngve Ruud will set the course to reach our ambitious goals, thus continuing our success story in airfreight."

Yngve Ruud (52) born in Oslo, Norway, has been part of the Kuehne + Nagel Group since

1990. In 2013, he was appointed regional manager Western Europe, Kuehne + Nagel's largest regional organisation. As head of Kuehne + Nagel North West Europe, based in London, he was responsible for the business activities in Denmark, Finland, Ireland, Norway, Sweden and the UK from 2011 to 2013. Previously, Yngve Ruud successfully developed the Kuehne + Nagel organisation in Norway.



● Yngve Ruud.

## Worldwide ERC inducts Matt Spinolo into its Hall of Leaders

**M**att Spinolo of Cartus has been inducted into the Worldwide ERC Hall of Leaders. This is the highest honour in the organisation's service award recognition programme. Matt is the executive vice president of Global Client Services for Cartus. He has taken part in numerous leadership roles throughout Worldwide ERC, including a term as a director and as chairman of its Board of Directors during 2013. He drove the initiative to transform the organisation's coalition into its current Government Affairs Forum structure. While serving as the vice-chairman of finance, Matt led the commitment to bringing increased transparency to ERC's finances and helped clarify the roles and interaction between Board members, the organisation's CEO, and senior staff.

"I'm honoured by this induction because of the calibre of ERC's work and its dedication to the industry," said Matt. "The openness

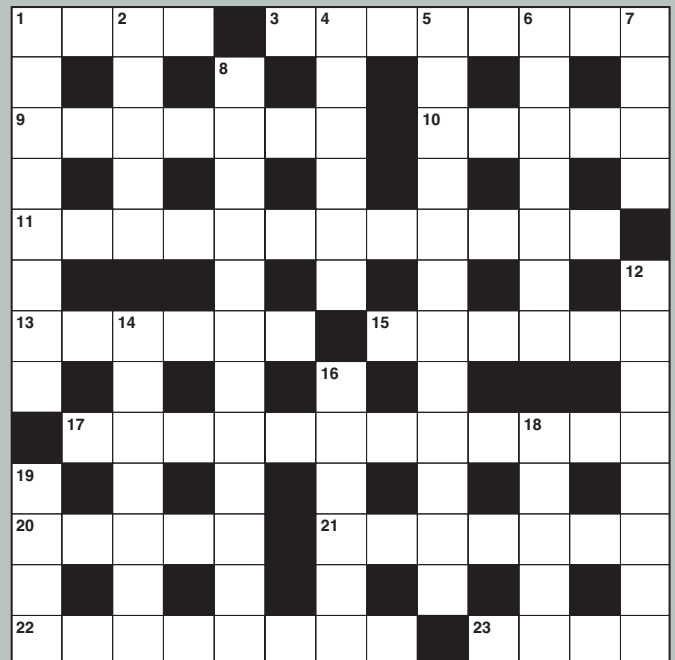


● Matt Spinolo.

and collaboration that you find on Worldwide ERC task forces and committees – at every level of the organisation – is exceptional."

At Cartus, Matt focusses on retaining and growing client business relationships, developing talent, formulating expectations and practices, and has global responsibility for the quality assurance group, which has reported record-setting levels of client and customer satisfaction during his tenure.

## Puzzles



### ACROSS

- 1 Sound reflection (4)
- 3 Swollen with fat (8)
- 9 Red colour (7)
- 10 Country in NE Africa (5)
- 11 Mathematics of triangles (12)
- 13 Papal representative (6)
- 15 Workplace for an artist (6)
- 17 Popular takeaway food (4,3,5)

- 20 Thin pancake (5)

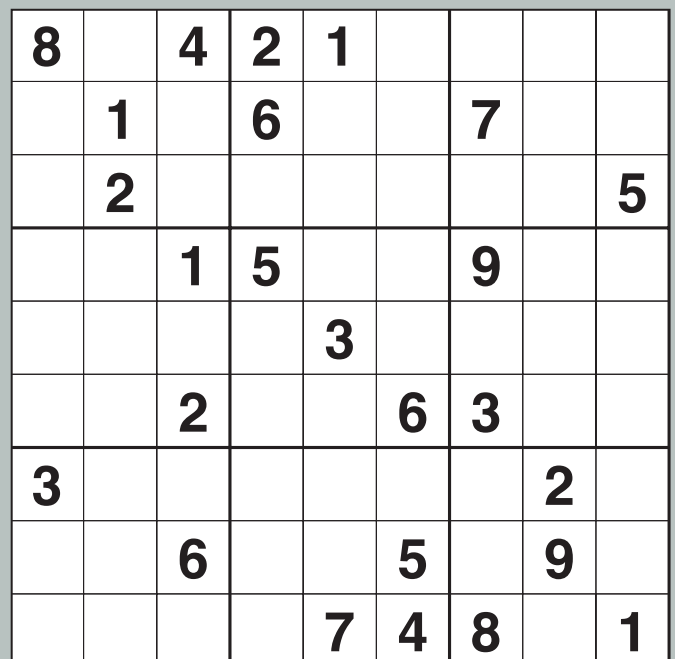
- 21 European deer (7)
- 22 Eg resident of Cairo (8)
- 23 Observed (4)

### DOWN

- 1 Stirring one's interest (8)
- 2 \_\_\_\_\_ Klum: supermodel (5)
- 4 Capital of England (6)
- 5 Wearing glasses (12)
- 6 Withstood (7)

- 7 Pull abruptly (4)

- 8 Amazement (12)
- 12 Abandoned (8)
- 14 Innocently (7)
- 16 \_\_\_\_\_ Bocelli: Italian operatic singer (6)
- 18 Accustom to something (5)
- 19 Pinnacle (4)



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# MarketPlace

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### IMHX 2016

13 – 16 September, 2016, NEC Birmingham, UK

### FEDESSA European Conference & Trade Show 2016

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### PAIMA 2016 32nd Annual Convention of Pan American International Movers Association

18 – 20 October, 2016, New Orleans, USA

### IAM 54th Annual Meeting

21 – 24 October, 2016, New Orleans, USA

### The Movers & Storers Show 2016

1 – 2 November, 2016  
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### FEDEMAC Summit and General Assembly

10 – 12 November, 2016, Luxembourg

### CONGRES 2016, Chambre Syndicale du Dénouement

18 – 19 November, 2016, Saint Malo, France

### 43rd Annual Animal Transport Association Conference

8 – 11 February, 2017, Hong Kong

### FIDI General Assembly

8 March, 2017, Dubai, United Arab Emirates

### LACMA Convention

23 – 26 April, 2017, Puerto Vallarta, Mexico

### Britannia Conference

21 – 24 April, 2017, Sorrento, Italy

### EuRA Conference

25 – 28 April, 2017, Warsaw, Poland

### Young Movers Conference

11 – 13 May, 2017, Riga, Latvia

### BAR Conference

18 – 20 May, 2017, Cardiff, Wales, UK

### MöLo International Trade Fair

14 – 16 September, 2017, Kassel, Germany

### IAM 55th Annual Meeting

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

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E	C	H	O	B	L	U	B	B	E	R	Y
X	E	A	O	E	N	A					
C	R	I	M	S	O	N	S	U	D	A	N
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8	5	4	2	1	7	6	3	9
9	1	3	6	5	8	7	4	2
6	2	7	9	4	3	1	8	5
4	3	1	5	8	2	9	7	6
7	6	9	4	3	1	2	5	8
5	8	2	7	9	6	3	1	4
3	4	8	1	6	9	5	2	7
1	7	6	8	2	5	4	9	3
2	9	5	3	7	4	8	6	1



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# Did you know?

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

Jellyfish evaporate in the sun as they are 98% water.

Human adults breathe about 23,000 times a day.

The words 'abstemious' and 'facetious' both contain all five vowels once only and in alphabetical order.

Facebook is blue because founder Mark Zuckerberg is colour blind.

Earth is the only planet not named after a Pagan god.

Eating a packet of crisps a day is equivalent to drinking five litres of cooking oil a year.



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## Tony Allen: And finally...



# Perchance to dream?

There's a cartoon character called Charlie Brown who appears in the *Peanuts* comic strip, which was created by the often mordant Charles M Schulz. I recall, on one particular occasion when Charlie Brown said: "Sometimes I lie awake at night and I ask myself: where did it all go wrong?" Then a voice says to me 'I'm afraid this is going to take longer than just the one night!'

There's a time during the early hours of the morning – usually about 4:00 am – when pervasive thoughts can really haunt you and everything will seem exaggeratedly vivid. During this time, good things appear better and bad things always appear far worse. I'm sure that this phenomenon is familiar to all of us – it certainly is to me.

During these times of early solitude (or late depending upon how you look at it), I've virtually re-invented the wheel. I've formulated ideas and plans that are so exceptional that I can hardly get back to sleep; or even want to, come to that. I've written reports and composed music in my mind, and the whole experience has just been so absolutely damn exhilarating that I don't even want to go back to sleep, I just want to lay awake and luxuriate in my new idea. In fact, sometimes, I've even metaphysically written some of these articles, often accompanied only by the waning moon and the distant screech of a lonely vixen (oh, and my wife's gentle snoring).

Of course in the very nature of things, the moment that you decide that you don't want to go to sleep, what happens? Yes, you've got it - you go straight back to sleep. Before you know where you are, you are subjected to the intrusion of that necessary, but much hated, alarm clock (that rings a bell! - well actually it buzzes these days now I come to think about it). As you drag yourself from your very comfortable but extremely untidy bed, and as the familiar world slowly returns, over the hustle of breakfast you hardly give a thought to that truly amazing idea which you formulated at around 4:00 am.

Personally, I often refer to this time as 'the dramatic time'. I'm not a restless sleeper and, thankfully, I don't wake much during the night these days; but there is another side of the coin here. This can be a time of the night when thoughts can become too invasive. A psychiatrist once remarked that, when it comes to sleeplessness, there is no point in blaming insomnia because it's troubled thoughts that keep you awake.

Anyone who has had any degree of responsibility or who has owned their own company will be eminently familiar

with that experience of lying there willing the darkness to show us a vision. Very few people involved in business these days are entirely free of some degree of worry. What with ever increasing rules relating to health and safety, employment, tax liabilities, a plethora of seemingly counter-productive legislation and of course not forgetting that old favourite cashflow, it's really not surprising.

An old boss of mine used this process to his advantage when he kept a notebook by the side of his bed and would write down anything that had come to him during the 'dramatic hours'. He also used to keep one in the toilet as well (true!), but that's another story. We would actually dread the mornings, when we would be called into his office where he would then produce his notebook - thankfully the one which he kept by his bed - and then we would be informed of some change which he wished to make within the company.

Anyone who has had any degree of responsibility or who has owned their own company will be eminently familiar with that experience of lying there willing the darkness to show us a vision.

I don't suppose there is any particular moral to this story apart from just try to get a good night's sleep. A recent study by Johns Hopkins University in Baltimore concluded that there was a difference between sleep that is long but interrupted and sleep that's short and sound. As you might guess, it's better for the brain to sleep for a shorter number of uninterrupted hours than a longer number of fitful hours. It also found that almost 60% of really successful people were normally awake and getting up by 5:30 am. Maybe they do this so that any thoughts created during the 'dramatic time' are still fresh in the mind. Maybe Shakespeare's Hamlet had it right when he emoted: "To sleep, perchance to dream!"

Perhaps another suggestion is to make sure that you have a really comfortable bed. The other day the lady wife and I were discussing whether or not we should buy a new mattress. We couldn't quite make up our minds at the time - so we decided to sleep on it.

And finally, it's worth remembering that you have to dream before your dreams can come true.





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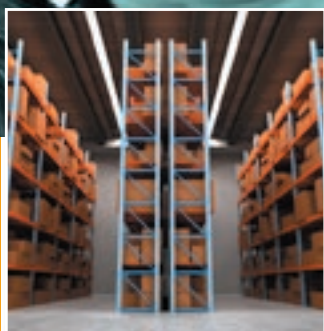


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