

**Twenty years
of Active**
Page 17

**The new world
of work**
Page 20

New BSI Standard
Page 23

**Feature:
Trade Groupage**
Page 30

Issue 005 August 2011 www.themover.co.uk

TheMover



THE APPRENTICE TAKES ON BRITANNIA

Full conference report.
Page 12



**DAILY TO THE
CHANNEL ISLANDS;
WEEKLY TO MALLORCA,
MENORCA, MAINLAND
SPAIN AND FRANCE;
REGULARLY TO IBIZA,
PORTUGAL, CYPRUS,
ITALY, CANARY ISLANDS
AND NORWAY.**

Channel Islands Daily Service

Contact **Danny or Adam**

Portsmouth **+44 (0) 23 9266 3221** Guernsey **+44 (0) 481 736868**

Jersey **+44 (0) 1534 484002** Isle Of Wight **+44 (0) 1983 329008**

Email **portsmouth@whiteandcompany.co.uk**

Web **www.whiteandcompany.co.uk**

Weekly and Regular Service

Contact **Graham, Robert or Lyn**

Telephone **+44 (0) 1202 576514**

Facsimile **+44 (0) 1202 574011**

Email **spain@whiteandcompany.co.uk**

Web **whitesmovingandstorage.com**

WHITE
& COMPANY

TheMover

Contact Details: Editorial

Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate.

Please contact Steve Jordan, Editor

Tel: 01908 695500

E-mail: editor@themover.co.uk

Deadline:

The deadline for article submission is the 1st of the month preceding publication.

Contact Details: Advertising

For all enquiries and bookings, please contact Nikki Gee

Tel: 01908 695500

E-mail: adverts@themover.co.uk

Deadline:

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

Disclaimer:

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

Published by:

The Words Workshop Ltd
26 Swanwick Lane
Broughton
Milton Keynes
MK10 9LD

All rights reserved:

No part of *The Mover* may be scanned, reproduced, stored or transmitted in any form without the prior written permission of the publisher.

The Mover is designed on behalf of The Words Workshop Ltd by

I Like Creative

E-mail: talk2ilike@btopenworld.com

Tel: 01908 675854

Read *The Mover* online at
www.themover.co.uk



12 COVER STORY:

BRITANNIA CONFERENCE REPORT

'Develop and prosper' was the theme of the annual event that featured Nick Hewer of *The Apprentice*, as well as an original alternative to the usual string of speakers



4 LEADER: No trial by media here

6 UK NEWS:

The Movers & Storers Show 2011
Bishop's Move 'Franchise Forum'
Re:locate awards - who won what
New EU 'cookies' law

10 INSIGHT:

Wellers Accountants provide some useful tips on making sure there are enough hours in the day



16 UK NEWS:

Nautilus International's safety at sea warning
Scottish water freight
Twenty years of Active
Naomi Cleaver moves with Britannia Lanes

20 INSIGHT:

Gerard Geijtenbeek of Roldo Rent spoke at the Young Movers event in June about the changing world of work and how it might affect the moving industry



22 INTERNATIONAL NEWS:

MöLo Exhibition 2011 report
US action on rogue movers
GSF "No" to bunker levy charges
New BSI Energy Management Standard

26 INTERNATIONAL NEWS:

MEPs vote for changes to Eurovignette Directive
Expat Women book review
Linescape vessel info
Free working holiday in Western Australia

30 FEATURE:

Trade groupage - *The Mover*, with the help of contributions from industry experts, has put together a guide to what's what and who goes where



34 NEWS: ON THE ROAD

New iPhone app for potholes in Bucks
SmartDrive's Brake fleet award
Dartford-Thurrock Crossing charges rise
EU study into safety at intersections
Hindhead Tunnel opens

38 NEWS: PEOPLE

New recruits at Basil Fry & Co
Boris Populoh joins Willis Relocation Risk Group
Barrie Gilmour is Interdean's new sales director

39 LIFE ON THE FRONTLINE:

Peter Grimes of Xpress Relocation
CROSSWORD

40 SURVEY:

Wellers Accountants on the recently published CBI survey into the newest employment trends



42 YOUR COMMENTS:

Re: Counting the cost

43 PRODUCT NEWS:

LED Autolamps
Two new tyres from Continental
DIARY DATES

44 MARKETPLACE

Index of advertisers

White & Company	2	Renault Vans	11	Pound Gates Insurance Brokers	29
Reason Global Insurance	5	Basil Fry & Company Ltd	15	Nuss Relocations	29
		Pluscrates	18	Simpson Packaging	37
		Hike for Hope	19	The Moving Company	41
		Matthew James Removals & Storage	24	Excess International Movers	45
		Vancraft	25	Anglo Pacific	48

LEADER

No trial by media here

Steve Jordan, Editor



August at last and I'm off for a week or so sitting in a wet field somewhere that is supposed to be warm and sunny but, almost inevitably in the UK, won't be. Not to worry I'll be able to sit in the rain and catch up with my reading and, perhaps, a bit of gossip from the moving business.

There seems to be plenty of it about right now but, I don't think it's for me to pass it on. I have been encouraged by many to print speculation and gossip about recent alleged financial irregularities at BAR but that's not my way (although I have, of course, taken advice from my contacts at News International and hacked into the Watford telephone exchange). I have criticised the UK press many times for indulging in 'trial by media' and I don't intend to join in. If anyone is convicted at some time in the future, I'll be right on it, but not until.

Thank you to Britannia for inviting me to facilitate at their annual conference. There's a report in this issue. The company is 30 years old this year – and it doesn't seem five minutes since ... oh well, maybe it does. My old company used to be part of Britannia in the 1980s, we had been members of Pelican Van Lines that sort of competed with the Britannia guys but finally accepted defeat and painted our vans red, white and blue. Congratulations to them, it's certainly been one of the industry's success stories.

This issue includes a feature on Groupage. I realised as soon as I started doing it that I was about to upset more companies by excluding them than I could ever please by their inclusion. So, I sort of apologise in advance but, in my defence, we did announce the feature in a previous issue and we did, I believe, include all the submissions received. We will, however, be starting a Groupage section on our website so, if you'd like your information to be included, send it in anyway and we'll put you online.

Finally may I offer my heart-felt condolences to the friends and family of poor Mark Dell who died on 17th July aged just 49. I knew Mark well; he was a fine chap and one of the moving industry's characters. Let it be a lesson to us all to live every minute as if it were our last – it's later than you think.

Steve Jordan



● Left to right: Paul Fox, Managing Director; Stephen Denning, Director; Dan Fox, Councillor; Bill Langsford, Mayor of Newport and Roy Fox.

Fox Self Storage expands into Newport

Fox Moving & Storage has recently opened a new storage and self storage complex close to Newport city centre.

The new facility, on Leeway Industrial Estate, was opened by the current Mayor of Newport, Councillor Bill Langsford at a special reception for clients, staff and friends of the business, on 20 May.

The 17,000ft² warehouse, which is spread over three floors and serviced by a lift, is divided into space for traditional container storage for the removals side of the business and 120 self storage units ranging in size from 15ft² to 200ft². The self storage facility was built by Active Supply and Design.

Managing Director, Paul Fox said: "Our family has strong business and personal links to Newport and has been looking for a suitable location in the city for some time. We are delighted to be able to offer our services to local residents and businesses. We secured the freehold site in August last year and have invested approximately £1million rebuilding the facilities. The building was stripped back to its steel frame and rebuilt from the ground to the highest modern standards, adding two metres to its height."

The Mayor, Bill Langsford, added: "This launch is the culmination of a number of years of hard work by Fox and the team at Newport County Council to bring the company into the city. We are thrilled that Fox has chosen to open their new facility on Leeway Industrial Estate

"We are thrilled that Fox has chosen to open its new facility on Leeway Industrial Estate and wish them every success in their new venture."

Bill Langsford,
Mayor of Newport

and wish them every success in their new venture."

The Fox Self Storage division was formed in 1995 in response to customer demand for secure easy-access lock up units. Fox now have self stores in Cwmbran, Cardiff and Newport.

Paul said: "Self storage is a natural evolution for us. Since opening our first facility in Cardiff we have seen a steady level of growth. Customers want to deal with a company that is an expert in its field and feel comfortable with a long established local business. After a considerable effort to refocus the business we have made a huge investment over the last ten years to develop our self storage facilities to their current high standard. We are optimistic that our latest venture will be well received and hope to expand further in the near future."

Removals insurance? We've got the whole package.



At Reason Global, we don't just provide excellent cover. Our expertise will help you make and save money – through better premiums, simplified onward insurance sales, staff training and valuable networking opportunities. You'll also benefit from our international capabilities and innovations like our online marine quotation system.

So take advantage of our industry experience – **we're here to help.**



Reason Global
Insuring your reputation

Specialist insurance for the removals & self storage industries



www.reason-global.com

+44 (0) 1273 739961

NEWS: UK

Drivers Direct opens in Crewe and Derby

Specialist recruitment company Drivers Direct has expanded with the acquisition of a company with branches in Crewe and Derby that is run by a former employee, Danny Jellicoe.

The company, which specialises in the recruitment and placement of temporary and permanent drivers of all classes, has just acquired Transport Solutions whose branches will add to its extensive UK-wide network, and strengthen its presence in the North West region.

Crewe is seen to occupy a strategic position on the southern boundary of the North West region close to junction 16 of the M6, while Derby's location at the heart of the UK and proximity to an excellent road network makes it easily accessible to other regions in the country.

Drivers Direct's new branches will also be able to tap into a number of support services at the company's Runcorn headquarters – including remote transport management and training services – and benefit from being on the preferred suppliers list of several blue chip organisations.

Gethin Roberts, Managing Director of Drivers Direct, said: "Drivers Direct has established itself as a major player in the industry and our new branches in Crewe and Derby will play a key role in extending our reach to more clients throughout the UK."



● Gethin Roberts.



● Exhibitors at last year's Movers & Storers Show had some novel ideas for attracting visitors.



The Movers & Storers Show 21-22 November, 2011

It might still seem like a long way off but the Movers & Storers Show 2011 is only three months away. If you have not already booked your stand, don't delay further – this year is brewing up for the biggest and best show ever.

The Movers and Storers show, now in its fourth year, is open to anyone who would like to exhibit or attend as a visitor. There is no need to be a member of a trade association. Shell scheme packages start at just £654 + VAT and there are special offers for space only or vehicle exhibits.

It's free to visit the show but you will need to register in advance online. The show is designed specifically for people who work (or want to work) within removals, storage and self storage companies, but you are also welcome to attend if you work in a related field such as warehousing, logistics, relocation or facilities management. A high proportion of attendees are business owners and managers, but porters and drivers to office staff are equally welcome.

The organisers have now launched a new e-mail newsletter, sponsored by Pound Gates insurance brokers, that provides a regular supply of show and industry news. If you'd like to go on the mailing list just register your interest on the new show website. While you are visiting the site you can also find out more about what's on at the show, including the Pound Gates networking lounge, the Basil Fry truck show taking place on day one and the Learning Zone.

On day two of the show there's

something new: the Simpson Packaging Packer of the Year Contest. It's an opportunity for operative staff to show off their skills and provide their employers with a priceless sales tool. The trophy will be won by the fastest two-man crew to pack a range of boxes and export-wrapped furniture into a wooden shipping container.

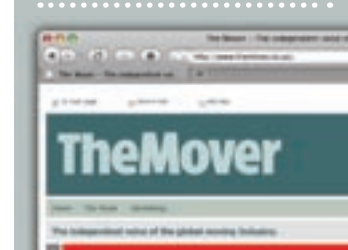
A high proportion of attendees are business owners and managers, but porters and drivers to office staff are equally welcome.

It won't be easy! Matt Faizey and his team at M&G Transport are working out exactly how much can fit in the container, and there will only be one way to make it all fit. Winners will receive a cash prize, a crystal trophy, vehicle stickers and the right to use the 'Winner' logo on their paperwork and website. It should be a great spectator event.

To find out more, book a stand, register as a visitor or just to take part in the online polls and competitions go to www.themoversandstorersshow.co.uk.



Read *The Mover* online at
www.themover.co.uk



Bishop's Move 'Franchise Forum'

Bishop's Move, the UK's largest privately owned removals company, has held a 'Franchise Forum' where 11 franchises that operate under the company's banner met to discuss brand and franchise developments.



● Some of the attendees of the Bishop's Move forum.

The meeting, which took place on the 19 and 20 May, 2011 was held in Weston-Super-Mare city centre at Nightingale's new offices – which operates a franchise as Bishop's Move Bristol.

This 'Franchise Forum' is arranged for franchises and trial franchises to get together to understand Bishop's Move's business. Bishops has added six franchises in 2011 with another four being trialled. With several potential contracts up for discussion, Bishop's Move wanted to ensure that everybody understood the requirements.

Bishop's Move's franchises have been carefully selected to ensure that they continue the service levels of the brand across the UK, many of which cover postal codes and various areas of business which may require specialist knowledge, and may not be covered by the Bishop's Move Group depots.

The forum was led by Nigel Bishop, Franchise Director and Joint Chairman of Bishop's Move, and was also attended by Alistair Bingle, Bishop's Move Managing Director.

"It was good to have such a well-attended and positive franchise forum spread over the two days," said Nigel. "When selecting a franchisee, we always look for service levels, membership of BAR and family businesses which have a similar philosophy to those of Bishop's Move. We want them to

"...we always look for service levels, membership of BAR and family businesses which have a similar philosophy to those of Bishop's Move."

Alastair Bingle

run their businesses under their own family name in conjunction with our brand." He added: "Once that trial franchise feels comfortable working with Bishop's Move, we will offer it a franchise covering a specific area and will ensure that all our enquiries in that area are handed over to that franchisee. On their part, the franchisee will develop the brand in ways such as vehicle livery, uniform, Bishop's Move materials, Bishop's Move telephone and Bishop's Move advertising. We very much look forward to putting these plans into action in the coming months."

Bishop's Move currently has eight franchisee companies with another four currently on trial. The company is looking for additional franchisees particularly in northern Scotland, Kent, Hull and Solihull. To find out more contact Nigel Bishop at nigel.bishop@bishopsmove.com.

FTA's Transport Manager Seminar 2011

The theme of this year's renowned Transport Manager series from the Freight Transport Association (FTA) is 'be prepared'.

The challenge of high fuel prices, extreme winter weather and some big changes to Operator

Licensing and CPC training means it has never been more important for transport managers to take control and be prepared.

FTA's autumn series of Transport Manager seminars takes place across the UK from September to November. Expert speakers from organisations such as VOSA, the Highways Agency and Backhouse Jones Solicitors, as well as the FTA Member Advice Centre and other key FTA staff, will advise delegates on the very latest legislation, and how to keep their operation at the forefront of best practice and compliance procedures.

Key sessions at Transport Manager 2011 include:

- Changes to Operator Licensing, CPC and the role of transport managers in 2012;
- Vehicle and Operator Services Agency (VOSA) test centre closures and Authorised Testing Facilities;
- Cutting costs, cutting fuel, cutting carbon;
- Who wants to be a transport manager? – interactive learning session;

• Extreme weather - are you prepared for winter 2011?

• Agency Worker Directive explained;

• Key transport developments expected in 2012.

The cost of the seminar for members is £325 for the first delegate and £275 for subsequent delegates. For non-members the first delegate price is £385 and £345 for subsequent delegates. There are special rates for group bookings of ten or more.

To book call the FTA Member Service Centre on 08717 112222 or go to www.fta.co.uk/events/transport_manager_2011.html.

FTA TRANSPORT MANAGER 2011: VENUES AND DATES

Wednesday 14 September	Chatham
Wednesday 21 September	Chepstow
Wednesday 28 September	Warrington
Wednesday 5 October	Bradford
Tuesday 11 October	Belfast
Thursday 13 October	Dublin
Wednesday 19 October	Cambridge
Wednesday 26 October	Durham
Tuesday 1 November	Dunblane
Wednesday 9 November	Sheffield
Wednesday 16 November	Birmingham
Wednesday 23 November	Yeovil
Wednesday 30 November	Ascot



NEWS: UK



● Figures show that fatalities have fallen for the third time in succession.

Fatal fork lift truck accidents fall by 69%

Fatal fork lift truck accidents in the UK have fallen by more than two thirds since the introduction of the Fork Lift Truck Association's National Fork Lift Safety Week campaign, according to new statistics from the Health & Safety Executive.



Provisional workplace accident figures show just five British workers were killed by fork lift trucks during 2009/10; down from a peak of 16 as recently as 2006/7. The Fork Lift Truck Association (FLTA) highlighted the statistics while unveiling the training-centred theme 'More Skills, Less Spills' for this year's Safety Week.

The data confirms a third consecutive improvement in the UK's fork lift truck safety record – for both fatal and non-fatal accidents – since the Association introduced its annual safety campaign in 2008. Fatal, major and three-day injuries have all now reached record lows, with overall accident totals having fallen by 45%. Major injuries, including amputations, long bone fractures and unconsciousness, fell below 400 for the first time since records were published.

The sustained improvement in fork lift truck safety far outstrips a slight fall in workplace transport accidents overall, suggesting

there is more than the economic downturn behind the trend.

FLTA Chief Executive David Ellison said: "Every serious fork lift truck accident is a tragedy, and it goes without saying that five fatalities is five too many. Nonetheless, a further year's improvement in the fork lift truck accident record can only be positive news. It's further proof that a little extra care can make a huge difference. For instance, many trucks are still operated by people who are not adequately trained, putting life, limb and property at serious risk. For that reason, this year's Safety Week will have a training theme, summarised in the slogan 'more skills, less spills'."

He concluded: "Fork lift trucks remain statistically the most dangerous type of workplace transport. Even after the latest improvements there were still 369 serious accidents, that's a worker hospitalised with a major, potentially life-changing injury, every single day of the year. We will therefore redouble our efforts to help and encourage companies to safeguard fork lift truck operators, their colleagues, and the general public."

National Fork Lift Safety Week 2011 is 19–25 September, 2011. For more information visit: www.fork-truck.org.uk.

Re:locate awards – who won what

Move One Inc., Crown Relocations, Pickfords and EuRA all took away the honours in the Re:locate Awards presented at the Institute of Directors on 12 May.



● Left to right: Dominic Tidey, EuRA; Alison van Dalen, ARP Chairman and Pricoa Relocation UK Ltd; Relocation Personality of the Year Tad Zurlinden, EuRA and Stephen Fairn, Senior Vice President International Operations Pricoa Relocation UK Ltd.

The event, organised by *Re:locate* magazine was packed with glamour and the awards themselves were presented by Baroness Floella Benjamin, broadcaster, actress, writer, cultural ambassador for the London 2012 Olympic Games, international children's campaigner and member of the House of Lords.

Move One Inc took the award for Technological Innovation in Relocation, sponsored by Move Assist, for its Orientation Tour feature, which, the judges said, met the innovation criteria: was based on technology adapted by the company, showed creativity, and offered the chance to save time and money. Pickfords Moving & Storage was shortlisted in this same category for its use of the Destiny Digital Pen, which the judges called "a great new product, based on technology, which saves time and money, to the benefit of Pickfords and assignees". The product was also awarded the Special Award for Creative Application of Technology.

The prize for Green Achievement went to Crown Relocations for what the judges described as "its holistic approach to sustainability, which considers both environmental and social aspects". The company's positive impact through its environmental initiatives impressed the judges, as did the fact that Crown is working hard to measure its environmental impact and use this information to set targets for the future. Accepting the trophy, Steffan Pandya encouraged the

"Tad is a huge character and excels in every aspect of what he does. He never stops breaking new ground."

Re:locate Awards judge

industry to recycle as much as possible, saying, "For us as a global organisation, green awareness is at the forefront of everything we do."

The coveted Relocation Personality of the year went to Tad Zurlinden of EuRA. The judges said that Tad has been a leading light in the relocation world for many years through incredible dedication and a hugely charismatic approach. He helped found the Association of Relocation Professionals 25 years ago and EuRA 14 years ago. One judge said, "Tad is a huge character and excels in every aspect of what he does. He never stops breaking new ground."

Other nominations from the moving industry were: Interdean International Relocations, Relocation Service Provider or Team of the Year; Anna Fletcher (Interdean), James Hooper (Oceanair International), and Kasia Pinska (Move One Inc.) for the Rising Star in Relocation award, won by Anthony Gallo from London Relocation; and Robinsons Relocation, Green Achievement.



● UK-based websites will no longer be allowed to download cookies without the site user's consent.

Beware of new EU 'cookies' law

Small businesses are being warned that their websites could fall foul of new EU rules governing the use of 'cookies' unless urgent alterations are made.

Currently, many websites use cookies to allow users to navigate their pages efficiently, performing tasks such as remembering log-in details, browsing history and ordering information. Analytics software which monitor website usage, along with third party advertising such as Google's AdSense, also use cookies.

Cookies work by installing a small piece of code on to a site user's computer and this code allows the site to remember and recognise visitors. However, recent updates to the EU's Privacy and Electronic Communications Regulations mean that it is now technically illegal for UK websites to do this without first seeking the user's consent.

Companies which are found to have fallen foul of the new law, introduced in May, face a fine of up to £500,000. As a result, the Forum of Private Business is urging business owners to make sure their websites comply.

Thankfully, the body tasked with policing the regulations - the Information Commissioners' Office (ICO) - has said that if it receives a complaint about a website using cookies without first gaining consent it will give the site's owner 'up to 12 months' to make alterations before prosecuting.

However, the Forum believes companies should err on the side

of caution and make any necessary changes to their websites as soon as possible to avoid potential problems. Forum of Private Business Chief Executive Phil Orford said:



"Now, you won't be able to put cookies on people's computers without them consciously giving their consent for you to do so..."

Phil Orford

"Previously, the rules surrounding the use of cookies meant that you were obliged to explain somewhere on your website how you used them and how visitors could stop your site from doing so, but that was it. Now, you won't be able to put cookies on people's computers without them consciously giving their consent for you to do so, even if it means your website might not work properly as a result."

He continued, "A business with a simple, non-interactive, two or three-page site shouldn't be affected but if your website has a shopping basket function, remembers when a user has logged in, carries third party advertising or uses an analytics package, it is likely that it uses cookies to do so. Thankfully, the ICO has said it will give businesses up to a year to 'get their house in order' if it receives a complaint about them. But with the possibility of a £500,000 fine for those deemed to be flouting the law, it is advisable for any business owners who think they may be affected to assess their use of cookies now and make any changes necessary."

What a company will need to do to comply with the new legislation will depend entirely on their website. There is also still a considerable degree of ambiguity surrounding how the rules will work in practice and the government is still discussing the legislation with browser manufacturers - websites may soon be able to rely on the user's browser settings to indicate consent, but this is not currently possible.

However, the ICO has put online its own guidance on the issue. It suggests a three-stage approach:

1. Check what type of cookies you use, if any.
2. Assess how intrusive they are.
3. Decide how to best obtain consent from users. This could include a pop-up message offering an opt-in option when someone signs up for your service, or letting them make choices about how they use your site. Small businesses may have to ask their web designers or developers for information and input on this.

SCANIA'S UPGRADE OPTION FOR LONDON'S EURO 3

Scania (Great Britain) Limited is offering operators of all Euro 3 commercial vehicles a way to comply with the capital's forthcoming Low Emissions Zone (LEZ) Phase 4 regulations.

The solution, which is also available to purchasers of used trucks from Scania, has been developed with Eminox and involves upgrading trucks with a diesel particulate filtration system to meet the new standard.

Scania now has a team of specially trained technicians at each of its London area branches providing a one-stop supply and fit service at an all-inclusive price. The company's 24-hour service in the area means fitment can be carried out overnight to maximise operator convenience and minimise downtime. Once fitted, vehicles are eligible for a Reduced Pollution Certificate entitling operators up to a £500 annual saving on road fund licence.

"We recognise that a proportion of operators will not wish to replace or renew their vehicles when LEZ Phase 4 comes into effect on 3 January, 2012 and have therefore developed this cost-effective alternative," said Mark Grant, Aftersales Director for Scania (Great Britain) Limited. "As with all other services from Scania, the quality of the work is assured and fully guaranteed. With orders already approaching the 250 mark, the early indications are that the upgrade we are offering, which is suitable for all makes of vehicle, will prove extremely popular indeed."

For further information visit www.scania.co.uk/lez.



@ Comment

What have your IT wizards said? If you are selling online you will probably be using cookies. How have you got around the problem?

Have your say at comment@themover.co.uk

Effective time management

By Wellers Accountants

Optimising your work time begins with identifying the causes of wasted time and learning to avoid them. Here are some suggestions:

Delegation

Delegation is a key benchmark in effective management. If one of your staff can do a job 80% as well as you can, delegate it. Be sure to communicate fully the elements of the task so that you do not end up having to do it all over again.

Imprecise objectives

Having a clear idea of what you want to achieve at the start of the day is the best safeguard against directionless 'drift'.

Interruptions

Minimise distractions that affect your productivity - especially unnecessary phone calls or personal visitors.

Respect for time

Showing respect for how others organise their work time helps staff maximise their productivity and not feel distracted.

Just say "No"

When colleagues ask for your help, if you think that obliging them will harm your own productivity find a polite way to decline.

Prioritising tasks

Use the urgent/important matrix to prioritise your tasks. Start with those that are both urgent and important and then proceed to those that are important but not urgent. Avoid altogether those that are neither urgent nor important.

Meetings

Rambling discussions without clear objectives waste a lot of time and effort in meetings. Devise a clear plan and a realistic but economical schedule for each meeting. Avoid meetings where your presence is not essential.

Procrastination

Indecision, or not making a decision at all, is perhaps the biggest cause of 'inactive' time.

Clear desk policy

Many time management experts argue that the most effective people work from clear desks. When something lands on your desk you have three options: action it, file it, or bin it.

Over-ambitious targets

Avoid setting yourself goals that are too ambitious, or giving yourself too little time in which to complete your goals.



NOW THERE'S ONLY ONE MAN YOU NEED TO SEE ABOUT A VAN.

✓ One contact ✓ One invoice ✓ One 3 yr/100k mile warranty



The New Master Box Van. From the range of Renault Factory-built Conversions.

www.renaultbusiness.co.uk/vans



TRUST EUROPE'S No1 VAN MANUFACTURER



The first 2 years of warranty have unlimited mileage. In addition, the warranty is valid for a 3rd year or until the vehicle has been driven for 100,000 miles from date of delivery, whichever is the sooner.



Develop and prosper: the Britannia conference 2011

The Britannia companies gathered for their annual conference in June this year in the vibrant city of Cardiff. By **David Jordan**.

For those of you who have not had the pleasure of visiting Cardiff recently, perhaps it's time you gave it another try. The city has enjoyed a multi-million pound regeneration in recent years and this, combined with some knock-on benefit from Dr. Who no doubt, has contributed to what was a drab city becoming a real hub of activity and excitement. As an illustration, the Britannia members were treated to a procession of naked cyclists taking part in a charity event, trundling by in broad daylight. Most, of course, averted their eyes but did, it is rumoured, spend rather a long time on YouTube afterwards engaged in 'professional research'. No connection presumably.

No, of course not. Britannia was much more concerned with the business at hand with a somewhat re-designed business forum all on the theme of 'Develop and Prosper'. Instead of the usual string of

presentations Britannia sandwiched an intensive business workshop between two entertaining and informative speakers – of which more later. Steve Jordan, editor of *The Mover*, had been given the job

Rather than have a succession of individual speakers Britannia brought the whole of a day's business session into a 90 minute workshop ...

of facilitator which meant that he had had to perform his usual 'cat herding' party piece to keep everything on track which he achieved in his usual practiced way. Gavin McCarthy later reported that it was the first time in living memory that a Britannia conference had finished on time.

John Dilks, Britannia's Chairman, started off proceedings with introductions and thanks, followed

by an overview of the conference programme. Most significantly, the announcement that Mark Tresler had been appointed Britannia's managing director having previously served as the company's financial

director. Mark would, later in the day, have an opportunity for his inaugural address in his new role.

Your Business Your Future
Steve Jordan introduced the first speaker, Gerard Burke from Your Business Your Future. Gerard runs his own business development company in partnership with the Cass Business School in London. His message was clear and

straightforward (it's not often those two words are used in the same sentence as 'business consultant') and it would have been hard for anyone in the audience not to take away a few nuggets back to their business.

Gerard's presentation revolved around what he called his 'Seven Pillars of a Better Business'. Space does not allow us to go into detail in these pages but broadly the pillars are:

1. It's up to you: Your business is the way it is today because of you. If you want a better business you need to be a better manager.
2. Know what you want: Make sure you know what you want from your business then design and build a business that gives those things to you.
3. Become a strategist: Don't spend all the time working in your business or meddling with what other people are doing. Work on the strategy.
4. Know where you are going: If you don't know where you are going you won't get there. Get yourself a business plan.
5. Stick to the knitting: Identify what you are good at and do it well. Don't get distracted by diversification.
6. Master the right numbers: Don't be a busy fool. Get the right numbers at your fingertips and the



● Opposite page, far left: Mark Tresler, new Britannia Managing Director and former Financial Director; centre: Gerard Burke, from Your Business Your Future, imparts his 'Seven Pillars of a Better Business' to the assembled delegates; Above: right-hand man to Lord Sugar in *The Apprentice*, Nick Hewer.

● This page, top left: facilitator and expert cat herder, not to mention editor of *The Mover* Steve Jordan; other pictures: delegates during the 90 minute workshop, which was scheduled as an alternative to the more usual succession of expert speakers.



right level of financial support for your business.

7. Build a better team: Get the best people, with the best skills and give them something to do that they enjoy.

Gerard has kindly offered to contribute articles to *The Mover* magazine from time to time to give everyone the benefit of his wisdom. If you'd like to contact Gerard directly, you may do so via his website: www.yourbusinessyourfuture.co.uk.

The Workshop

Rather than have a succession of individual speakers Britannia brought the whole of a day's business session into a 90 minute workshop with members choosing which subjects interested them most and switching every 20 minutes or so. Steve Jordan then had the interesting task of summing up the discussions on each of eight tables for the whole audience in ten minutes flat. The whole process was certainly high energy but nobody wasted a moment and everyone had the chance to speak to experts about subjects that were important to their businesses and bounce ideas off each other. The subjects on discussion included: search engine optimisation; commercial moving; van hire; increasing

shipping revenue; document storage and shredding and much more.

By the end of the 90 minutes everyone was gasping for breath but had learned a lot and enjoyed the experience immensely. Other conference organisers might be well advised to consider such a change for their own events in future.

Nick Hewer

Nick Hewer, Lord Sugar's right-hand man from *The Apprentice*, was the keynote speaker. Nick had actually arrived the evening before

"We don't pick the most intelligent people in the world, if we did the show would be boring and nobody would watch..."

Nick Hewer, *The Apprentice*

so the Britannia members had had the chance to pick his brains, and share his wine I'm told, until the small hours. As it happened there was no real need for the brain picking as Nick was, once on stage, at least as forthcoming in the cold glare of daylight as he had been in the more informal setting of the previous night.

Although Nick had spent much of his working life as a PR man,

handling clients such as the Aga Kahn, Securicor and, of course, Amstrad, he kept his talk strictly *Apprentice* focussed. He described how Lord Sugar had dragged him out of semi-retirement to take a position in the public eye in, what turned out to be, the immensely successful BBC series. He told of when he recommended to Lord Sugar that he should inject a little glamour into his campaign to land the *Apprentice* role as the initial meeting had gone badly. Lord Sugar then flew the production team out to his Spanish villa and

locked them in until they agreed he was the right man to do the job. That was also when he convinced Nick to join the show.

Nick did explain that *The Apprentice* is TV, it is not supposed to be reality. "We don't pick the most intelligent people in the world, if we did the show would be boring and nobody would watch. We pick people that we feel will work together to provide good

entertainment." He also said that there is a serious side to the show that most people don't appreciate. Referring to the sometime inept actions of the contestants he said: "If the guy sipping his Stella, who's been unemployed for months, thinks he could do better, we've achieved something." It was a different way of looking at an entertainment programme as a social motivator, an interesting way of looking at it.

Everyone enjoyed Nick's performance although some of it would have gone over the heads of those who were not familiar with the show, and the overseas visitors did look a little bemused but, all in all, he provided good value and many smiles. Many of those who had not previously included *The Apprentice* on their viewing list resolved to give it a go.

Asked how long he would continue working on the show Nick said: "Not forever." But it was clear that he had found a niche and he wasn't planning on making any changes in the foreseeable future.

Mark Tresler, in his new role as managing director, took the anchor role at the end of the conference. He painted a realistic and up-beat picture of Britannia's position with a resumé of the company's recent performance and objectives.

NEWS: UK

Party time

Britannia certainly knows how to throw a party and the 2011 get-together was no exception. In fact there were two parties, one on the opening night and a black-tie dinner the following evening at the Millennium Stadium. The welcome evening included a karaoke opportunity for the brave and talented. Ray Inskip from Red Recruit did a fabulous Gerry Lee Lewis impression and John Mitchell from Pluscrates did equally well with *Mustang Sally* – talents that they had both kept well hidden until that moment.

The dinner celebrated Britannia's 30-year anniversary and guests were invited who had played a formative role in the organisation's development including David Tracey, Bill Walker and founder member of Britannia, John Court. Angus Russell did a fine job as MC and auctioneer and David Trenchard gave a bouquet of flowers to Jenny Horner who was celebrating her 65th birthday. To mark the 30th anniversary of Britannia, John Court, who had been there at the company's inception, cut an anniversary cake specially prepared for the occasion.



Awards

Britannia honours its great and good every year at its award ceremony. Trophies were awarded by John Dilks and Nick Hewer. This year's winners were:

Quality performance awards

Domestic

Winner: Thomas Casserlys

Runner-up: Sandersteads

International

Winner: Beckwiths

Runner-up: Leatherbarrows

Sales performance awards

Winner: Sandersteads

Runner-up: Robbins

Shipping performance awards

Winner: Leatherbarrows

Runner-up: Beckwiths



● Quality performance domestic award winner Thomas Casserlys.



● Quality performance domestic award runner-up Sandersteads.



● Quality performance international award winner Beckwiths.



● Quality performance international award runner-up Leatherbarrows.



● Sales performance award winner Sandersteads.



● Sales performance award runner-up Robbins.



● Shipping performance award winner Leatherbarrows.



● Shipping performance award runner-up Beckwiths.

**Celebrating 40 years of service to the
Removals & Storage Industries throughout
the UK and Europe**



Choose Basil Fry, the Removers Broker since 1970.

Contact our broking team

Tel: 01372 385985

Email: broking@basilfry.co.uk

www.basilfry.co.uk



ssa
self storage
association
United Kingdom



BASIL FRY & COMPANY

Authorised and Regulated by the Financial Services Authority

Stop fooling with safety at sea

The government should stop gambling with safety at sea and must drop its plans for potentially disastrous cuts in nautical emergency services, the maritime professionals' union Nautilus International has warned.



The union represents almost 23,000 seafarers and other staff working in the maritime industry. It has backed the findings of the House of Commons transport committee inquiry into the controversial proposals to close more than half the existing Coastguard rescue coordination centres and to withdraw the emergency towing vessels (ETVs) and Marine Incident Response Group (MIRG) fire-fighting provision.

"The report confirms our assertions that these proposals are dicing with danger, being driven by a cost-cutting agenda that fails to reflect the reality of risk around the UK coast," said Nautilus General Secretary Mark Dickinson. "The entire safety net for shipping is in danger, with the Coastguard, ETV and MIRG cuts combining with the loss of the Nimrod maritime surveillance aircraft and the uncertainties over search and rescue helicopter

provision presenting an erosion of cover that could have potentially catastrophic effects," he added. "Ministers must think again."

Nautilus gave written and oral evidence to the transport committee inquiry. The resulting report criticises the 'seriously flawed' proposals for Coastguard station closures and condemns the move to withdraw funding for ETVs and MIRG.

Some readers may wonder what this has to do with removals. Very little, of course, if you are moving within the UK but as an island race all our export traffic travels by sea at some time (Channel tunnel excepted). Much of the work of these maritime organisations goes unseen and unappreciated by the majority. However, their professionalism and expertise makes a vitally important contribution to maintaining safety around our shores and, therefore, the reliability of export services. In the opinion of *The Mover*, we meddle with them at our peril.



● What is the potential benefit of sea transport to Scotland's supply chain?

Unlocking water freight in Scotland

Water freight can unlock hitherto untapped potential for Scotland's supply chain, benefitting businesses and the environment alike.

Industry stakeholders will be able to judge whether water freight is for them at a Freight by Water event held in September in conjunction with the Freight Transport Association's Scottish Supply Chain Forum.

The round table seminar will review existing coastal and short-sea water freight connections for Scotland and possible future developments. It will inform potential users about the options available now and allow industry to feed back on what is needed in the years ahead for water freight to become more widespread.

The seminar, which is aimed at buyers and operators of logistics services into or out of Scotland, will include presentations on a range of topics by leading industry players, including shipping company MSC on container services, leading ferry operator DFDS on roll-on/roll-off issues, and Forth Ports.

Topics to be covered include:

- Making use of existing water

freight options;

- How to improve the quality of the Scottish water freight supply chain;
- The role water freight can play in improving Scotland's competitiveness and the carbon footprint of its supply chain;
- How does water compare to Scotland's rail freight options?
- The likely impact on Scottish services of North Sea sulphur emissions regulation from 2015;
- Deep sea or enhanced short-sea – what is the future for Scotland?
- Utilising English ports – how much is it the answer to Scotland's supply chain?

The event takes place on 7 September, 2011 in Stepps, Glasgow and is free to relevant stakeholders – shippers, forwarders, hauliers, ports, shipping lines, industry suppliers, experts and journalists with an interest in the future of Scotland's supply chain and UK water freight generally. To register to attend e-mail Christopher Snelling at csnelling@fta.co.uk.

Read *The Mover* online at www.themover.co.uk



Fred and Gerald Baxter charged with fraud

Fred Baxter and Gerald Baxter, two former directors of Baxters International Removals Ltd in Aylesbury, have been charged by Ministry of Defence police with an alleged £2 million fraud. Investigators claim that the government department was overcharged by the company. They appeared before City of London Magistrates Court on June

16 and were remanded on bail to appear again on 14 October, 2011.

Fred Baxter, 61, and Gerald Baxter, 34, are accused of defrauding the MoD between 2002 and 2007.

Neither Fred nor Gerald are now involved with the company that was taken into new ownership in 2007. It recently changed its name to Momentous.



Twenty years of Active

Active Supply and Design, one of the UK's leading suppliers of self storage facilities, is celebrating 20 years in business this year.

On Saturday 2 July, over 100 guests converged on Hampton Hall in Cheshire to celebrate the occasion. The guest list included many of the company's clients, local celebrities, family, friends, directors and staff. The evening started with a champagne reception and included presentations to directors and staff in recognition of their hard work and long standing commitment to the company.

Andrew Donaldson founded the company in 1991 to specialise in the shelving and racking business. It was not until 1998 that Andrew branched out into the self storage market. Richard Allen, the company's sales and marketing manager said that the diversification came quite

"First we do a feasibility study that looks at the building, its location, its access, and its overall suitability as a self store..."

Richard Allen

by chance when the company was asked to quote for a mezzanine floor installation in London when the self storage business in the UK was in its infancy. "We still do some industrial fit out now but since then we have concentrated mainly on the self storage market," he said.

The company didn't remain just a supplier to the self storage industry, it built its own stores as well. Andrew developed two self storage companies – Storage World and Rent-a-Space – which he subsequently sold to the UK's largest self storage company Safestore. Today Andrew is a joint owner of Big Storage, with Paul Fahey of P. Fahey & Sons Removals, which includes one of the UK's

largest self storage facilities.

Today the company's management and operational team consists of Gareth Williams, Scott Woodcock, Martyn Dickinson and Richard Allen. The management is backed up by an experienced design team that has the ability to help customers make the best use they can of available space and so ensure the maximum returns.

Over the last 20 years the company has built its reputation by supplying much more than just the facilities. A major part of the company's activity is helping companies make informed judgements about whether they should choose self storage as a business proposition, and if their current premises are suitable. Richard explained that self storage might not be appropriate in every case.

"First we do a feasibility study that looks at the building, its location, its access, and its overall suitability as a self store," he said. "The study also considers the demographics of the area, average incomes and the local competition. There's no point in us building a facility that will fail, we'd rather people be successful and come to us for the fit-out of their subsequent phases."

Despite the obvious help that is out there, the moving industry in the UK has not wholeheartedly adopted the concept of self storage. Many perhaps see the investment as unaffordable or over see self storage as competition to their main storage business. "But we see many removers taking their customers' belongings to be stored at self storage facilities," said Richard. "This can easily be turned round to their advantage if self storage was available at their own sites. It should be seen as just an extension of what they are doing already."

It has always been said that the most important aspect of a self storage facility is its location. However, now that most people do their shopping on the Internet, the visibility of the store is less important than it used to be. "Also more people are becoming familiar with the idea



● Left to right: Andy Atack, Andrew Donaldson, Greg Dale, Gareth Williams, Brendan Oldfield, Lorna Taylor, Martyn Dickinson, Elaine Mellor, Scott Woodcock, Richard Allen and Mark Holme.



"There's no point in us building a facility that will fail, we'd rather people be successful and come to us for the fit-out of their subsequent phases."

Richard Allen

of self storage so being right on the main road is less important."

Many people might be put off by the dominance of giant facilities such as Big Yellow and Safestore, but Richard says there is still plenty of room for expansion in a market that is far from saturated. Even with the rise in the popularity of self storage in recent years he estimates that there are only about 700 companies in the UK.

"Competition is not a bad thing, there is still room for lots of expansion in the industry and it raises the profile of self storage for all."

The removals industry needs to look seriously at self storage and realise that this is the best possible add-on to their current business.

It dovetails with it so perfectly, creating revenue and a constant flow of business that movers have just not been used to. "Clients have often told me that it's only the self storage business that has kept them buoyant through the recession," said Richard.

But the recession now does seem to be over in the self storage business. All the major suppliers have posted good results this year compared with last and Lok 'n Store has seen an increase in its profits by over 95% in the second half of 2010.

Nobody would suggest that the up-front investment in self storage facilities is inconsiderable but it can, and usually is, done in bite-sized stages with the business only converting as much of its warehouse to self store as it can afford. As one section is filled, so more can be added. With an average return of around £25/ft²/annum it doesn't take long to get the money back. Richard says that most facilities will pay for themselves in three years and it's all profit from then on.

Active Supply and Design has enjoyed its success over the last 20 years, through good times and not so good. As the recession slips into distant memory, its looking forward to even greater success in the future.

NEWS: UK

Britannia Goodwins moves Staffordshire County Council's records and archives

Britannia Goodwins Removals of Staffordshire has recently carried out the moving of some 45,000 file boxes and record books for Staffordshire County Council.

The records and archives, some items over 100 years old, were moved from old buildings in Stafford town centre to a purpose-built site in Staffordshire. Specially manufactured steps with a working platform were used by the Goodwins team to gain access to the five metre high moveable racking that had been installed in the new facility.

The Goodwins team worked for four weeks on the project, smoothly and efficiently with everything being placed correctly and safely in its new position. Project Manager, Catherine Lantsbery said, "We are pleased with the efficient and easy way in which Goodwins completed the move. It was important that we maintained accuracy and security throughout the process and with Goodwins' help we achieved a successful move with minimal disruption to our clients."

Robert Goodwin and Darren Gilbert of Britannia Goodwins oversaw the move, however Robert said that once the removal team got into their stride they knew what to do and got on with the task in hand.



● Naomi Cleaver and Rob Lane of Britannia Lanes.

Britannia Lanes moves celebrity interior designer

Britannia Lanes of Devon based in Exeter recently moved TV personality and interior design guru, Naomi Cleaver, from her rented cottage to her new home.

Best known as a presenter on popular shows such as *Grand Designs: Trade Secrets*, *Honey, I Ruined the House* and *Other People's Houses*, Naomi moved back into her distinctive Modernist home following six months living away while extensive renovation works were carried out.

Britannia Lanes of Devon, a family-owned removals, storage and shipping company completed the trip using two Luton vans.

"It's always a relief to finally move

back in. I've moved house so many times so appreciate the value of getting a professional removal firm to help on the day. The Britannia team were really efficient, making light work of the project, making the day far less stressful," said Naomi.

Naomi Cleaver is the face of Britannia Lanes' Changing Homes campaign – a three month promotion which gives Britannia Lanes' customers the chance to win an exclusive interior design day with the star. For more information visit www.britannialanes.co.uk.

Harrow Green: a winning team

Teamwork has taken Harrow Green's Midlands golfers forward from the qualifying round to the BIFM Golf Final in September.

Harrow Green won the Corporate Team qualifier on a sunny 16 June on the championship course at Collingtree Golf Club, Northampton. The event is the regional qualifier for the 2011 BIFM Golf Final to be held on 15 September at Forest Pines Golf Club, Lincolnshire.

Harrow Green players were Stuart Fitton, Simon Compton, Pete Addis and Ian Worthington. The team would like to give special thanks to Ian who, fortified by an early morning bacon roll, came in with a net hole in one on the par 3, 8th, over water for a valuable four points.

Harrow Green is a corporate member of BIFM.



● Lee Whitehead of Davis Langdon (left), presenting the prizes of wine and golf balls to Harrow Green golfers: Stuart Fitton, Simon Compton, Pete Addis and Ian Worthington.

The UK's fastest growing crate rental company serving you from Bristol, London, Birmingham, Manchester and Livingston.

Quality Crate Hire

PLUS CRATES
www.pluscrates.com

HIKE FOR HOPE

TO HELP FIND CURES FOR PROSTATE AND GYNAECOLOGICAL CANCERS

Trek Morocco

22-30 September 2012

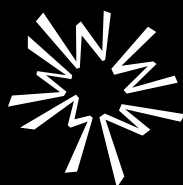
Be part of the next Hike for Hope challenge
– an amazing five-day trek in the
stunning Anti-Atlas Mountains.

PLACES
LIMITED



www.actionforcharity.co.uk

Tel: 0845 408 2698 e-mail: events@actionforcharity.co.uk



WELLBEING
OF WOMEN

To take part you need to pay
a registration fee of £250 and
raise minimum sponsorship
funds of £3,000.

Registered Charity Numbers:
Prostate Action 1135297
Wellbeing of Women 239281

Managed by Action for Charity acting as agents
for Classic Tours. ATOL protected No. 3379

The new world of work and the future of the moving industry

Gerard Geijtenbeek from Roldo Rent, the European specialist in rental equipment for removal companies, presented a view of the world of work and its effect on the moving industry to the Young Movers conference in Malta in June.

His conclusion was that the moving industry has changed so much in recent years that a different approach is needed for companies that wish to secure a prosperous future.

Gerard started his presentation by looking at some of the changes that had affected the workplace in general. The demographic certainty of an aging population means that we all have to work for longer and governments are removing compulsory retirement ages to allow companies to retain skills for longer and reduce the burden on pension schemes. The changing world population with, for example, the population of India likely to break two billion within the next few years will change world mobility forever. Environmental concerns dominate our lives, restricting movement and encouraging virtual relationships. And new technology gives us the opportunity to achieve a level of globalisation, from our own workspaces, that was inconceivable a few years ago.

Social and political factors too are changing the world of work. High energy prices are having a disproportionate effect on costs. The economic crises in Greece, Spain, Ireland, Portugal and elsewhere, create uncertainty. Political unrest too, largely fuelled by high oil and food prices, hangs like a cloud over every one of us.

Generation Y

The young generation of workers are different too. Generation Y people, as those born since 1977 are called, have a different outlook and a different agenda from those who went before. Those of the Baby Boom generation (post war babies) were in fear of authority and thought a job for life was a good thing. "Generation Y people have 10-14 jobs before they settle," said Gerard. "They have loyalty to their skills not to their employers.

They operate largely independent of time and place, demand flexible employment contracts, require a proper work/life balance and have the ability to work anywhere – at home, at a coffee bar or in a communal office."

"Nowadays you can indentify at least 20 different services a removal company can offer. Every company has to develop its own strategy to reach new target groups, to increase their level of quality, to provide other services ..."

Gerard Geijtenbeek

These combined changes will bring: 30% less traffic, 5% less absenteeism, less paper, 40% less e-mail, 40% less office space and 30 minutes more productivity a day. This is according to several investigations on the Internet.

Effects on the moving industry

Gerard believes that for the moving industry it's not all good news: it will result in heavy price competition. "At this moment in the Netherlands about 25% of office space is empty and, according to the OEV (Dutch moving trade association) the number of removals has decreased in the last two years by between 20% and 40%. As office space reduces because people work from home more, and as companies move less to combat high oil prices and economic instability, the volume of office moves will reduce. Assuming the number of removal companies remains the same, you will have a heavy price competition."

But Gerard believes that the outlook is worse than that because the number of small removal companies will increase. "In the Netherlands we did have around 300 removal companies until the crisis. Now, after two years of

crisis we have over 500! You can imagine what that means for prices. All the guys that lost their jobs at a removal company will start their own. And, to make the drama complete, removal companies have serious competition from

facility companies, cleaning companies, furniture companies. They all see their markets decrease and are looking for other activities. In the Netherlands there are 8,000 cleaning companies, in Germany there are 50,000."

Gerard said that in 1998 in The Netherlands a remover could ask euro 30/hour but today that figure is more like euro 20/hour. In cities such as Berlin, where competition is even stronger, it's as little as euro 14/hour. "The only reason so few removal companies went into bankruptcy was that they are family owned companies without high repayments and other obligations to banks and others."

Diversify to survive

So some serious new strategies for the removal business are required.

Diversification is important, however most companies have already diversified their activities to some extent. Gerard says that

the answer lies not only in diversification. "Nowadays you can indentify at least 20 different services a removal company can offer. Every company has to develop its own strategy to reach new target groups, to increase their level of quality, to provide other services, to look for new markets, to cooperate with other suppliers, etc. And, to compete with other suppliers outside the removal industry, a removal company will have to increase it's quality level in general." Gerard added that although a low price formula can be successful, few of those who have tried it have yet been successful. If future that might all change.

Nobody would dispute with Gerard the fact that the world has changed and the moving industry is changing with it. Many people will mourn the good old days when moving was moving and little more. Today however, the stresses may be greater but, handled with good business sense, so are the opportunities.

Editor's Note:

This opinion about diversification is echoed by another Gerard featured in this issue. Gerard Burke spoke at the Britannia conference. His message though was to make sure that you stick to what you know best and ensure all diversification is using skills and resources with which you are already familiar. Read his report on page 12.



Comment

Do you agree with Gerard? How has the changing world of work affected your company? What more is there left to do? Have your say at comment@themover.co.uk

INSIGHT: A CHANGING INDUSTRY

● Survival tool: many companies see diversifying into other services as an essential part of their business strategy.

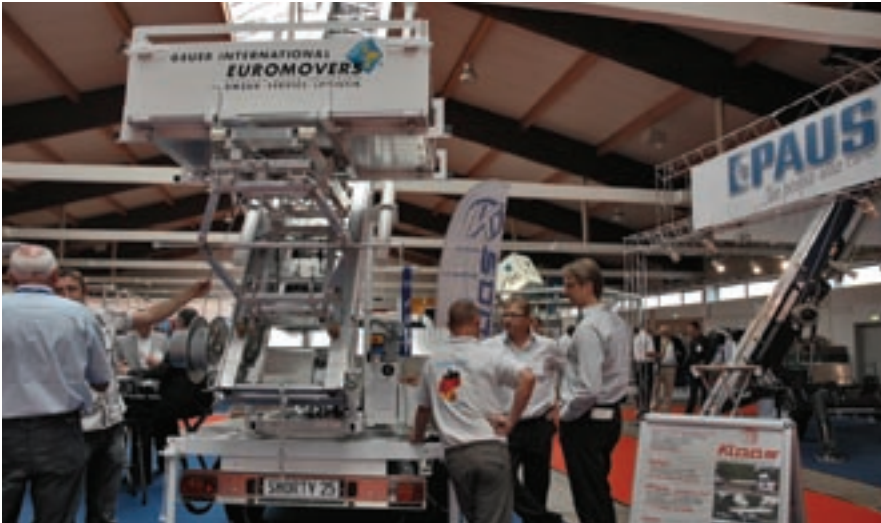


Gerard Geijtenbeek

After studying livestock and business management, Gerard worked for eight years as a teacher at agricultural colleges. His grandfather had started a moving company in Utrecht in 1924 and then sold it in the sixties. Gerard's father worked as an independent moving consultant for moving companies and started a rental company in 1980. After he died in 1993 Gerard took over this company and expanded it. Today Roldo Rent provides rental moving equipment to over 750 moving companies in seven countries.



NEWS: INTERNATIONAL



● Interesting, welcoming and conveniently located - the MöLo Exhibition 2011.



Keep your head down

A report from the MöLo Exhibition 2011 — Kassel, Germany

David Trenchard from Leatherbarrows accepted the invitation of the German Removers Association (AMÖ), to all members of BAR, to attend its biennial exhibition of handling and removals equipment and services (MöLo) held in Kassel, Germany from 16 to 18 June. David said that the event was both conveniently located, interesting and that he was made very welcome by his German colleagues. What's more, he learned a vitally important piece of information about the enforcement of vehicle height legislation that would be essential to any moving company travelling to Europe.

David explained that the annual AMÖ conference was held at the same time as MöLo and the meetings and functions were split between the exhibition hall and the La Strada Hotel which is 2km away and reached by foot or by shuttle bus. AMÖ arranged accommodation in the comfortable hotel for any

"We were very interested in learning more about the helpful aids available to drivers in using demount bodies and safely locating the twist lock points ..."

David Trenchard

attendee who requested overnight accommodation, at just 79 euros a night. "Clearly these facilities have been specially designed and built for the exact type of needs of this event and we would be very hard pressed within the UK to find anything to match the ease of use, the flexibility and the quality of facilities and the quality of food which is provided," he said.

The exhibits and the exhibitors provided goods and services of interest both to UK movers as well as the German movers for whom the event is clearly organised. There were several manufacturers of external elevators displaying their various models, whether fixed to a lightweight road truck or built into a trailer to be towed behind a van or truck. The quality of these is excellent and when you see them working in a town or city centre location the time saved is clearly considerable. They are beginning

to be used more in the UK but their use is easier in mainland Europe where all new buildings have suitable access facilities for their use.

There were at least six body builders showing mostly demount or swap body equipment and various types of bodies available, and also lightweight bodies for 3.5t, 5.5t and 7.5t used to provide maximum possible cargo carrying weight. There were some interesting different features than in the UK market although some materials used are not available here. One exhibitor had a large range of different aluminium loading and vehicle ramps for many different uses. Another different arrangement was for a set of steps that slid into a space just below the van body and could be used alone or installed to be used as an alternative to a fixed tail lift.

David took the opportunity of investing in three new bodies from manufacturer Sommer while at the exhibition. It was while in conversation with Alexander Tietje, the company's managing director, that he learned of a more rigorous enforcement of the four metre restriction for vehicle bodies in some European countries. "The regulation has been in force in some European countries for many years but the police are enforcing it much more strictly now especially in Germany and Switzerland," he said. "Everyone is looking to maximise the space in vehicles but operators should be careful not to use over height vehicles when travelling in these countries."

Derek Avis from Vancraft confirmed that it had been generally accepted practice for many years not to build vehicles over four metres. "We haven't built any of

our vehicles over four metres high for many years for exactly this reason," he confirmed.

"We also learnt about electricity savings in warehouses by the installation of a voltage converter which apparently is used throughout the UK by a hotel group, perhaps this is why the lighting in some hotel rooms and corridors seems to be dim? The advantage is a guaranteed saving in power costs," said David.

DMG, the German equivalent to BAR Services, was very much in evidence. The Germans love the tape-free folding cartons that don't seem popular in the UK. DMG also rents out steel lockers on wheels as an alternative to plastic crates or tote cartons for office moving. Other materials suppliers such as Roldo Rent and Transpack were showing very heavy-duty picture chests with foam dividers and the extremely durable flat screen television chest, these were both over 400 euros to purchase but certainly did the jobs for which they were designed.

Also present were several insurance specialists, TomTom showing its vehicle tracking and communications products, and a display incorporating a cab simulator on a short track to demonstrate the importance of seat belts and a speedy breaking response.

"We were very interested in learning more about the helpful aids available to drivers in using demount bodies and safely locating the twist lock points," said David. "We came away with a lot more knowledge and details of various standard products readily available to make our drivers work safer and easier."

Read *The Mover* online at
www.themover.co.uk



Rogue US movers beware!

The US State of Texas is cracking down on what it sees as rogue movers in a big way.



● Rogue moving is now a class C misdemeanour in Texas.

A recent Bill signed by Texas Governor Rick Perry makes it an offence to transport household goods within the state without a proper Texas Department of Motor Vehicles registration.

The bill acknowledges that the moving industry in Texas has many unregulated operators. Many are Internet movers and brokers who advertise one rate for services and then charge another, far more exorbitant rate before unloading a customer's goods.

This new law makes engaging in or soliciting the transportation of household goods for compensation without registering with the DMV a class C misdemeanour (maximum fine of \$500). If the offender has one previous conviction the offence would be a class B misdemeanour

(up to 180 days in jail and/or a maximum fine of \$2,000). If the offender has two previous offences he would be guilty of a class A misdemeanour (up to one year in jail and/or a maximum fine of \$4,000).

The bill will take effect on 1 September, 2011, and will apply only to acts committed on or after the effective date. The increased penalties proposed under the new measure were supported and spearheaded by members of the Southwest Movers Association. This is one regulatory measure that legitimate members of the household goods moving industry will help both consumers and legislatures enforce in Texas.

With thanks to Graham Puddephatt from Reason Global who spotted this article.

@ Comment

Is this something that we should be doing in the UK? Is it time that the UK moving industry was regulated or do we have enough red tape and control as it is?

Have your say at comment@themover.co.uk

GSF rejects any attempt to impose bunker levy charges on shippers

The Global Shippers' Forum (GSF) has announced that it will oppose any steps by the global shipping industry to impose a bunker levy on shippers as the means of raising money to fund an environmental compensation scheme to meet their climate change responsibilities to reduce carbon emissions.

The International Chamber of Shipping (ICS) unveiled plans to develop a bunker levy scheme that it said could collect billions of dollars from the maritime industry. The ICS says it will lobby the International Maritime Organisation (IMO) to accept such a scheme as a means of heading off regional regulation, including emissions trading schemes.

Commenting on the ICS's bunker levy plans, GSF Secretary General Chris Welsh said: "At its inaugural Board meeting in Leipzig Germany on 27 May, the GSF Board said it would welcome and support a voluntary shipping industry initiative to reduce carbon emissions through the IMO, but the shipping industry must take direct responsibility for setting and achieving a clear target for reducing its carbon emissions. Ship owners need to introduce a rigorous scheme targeting operational efficiencies and other measures to reduce shipping carbon emissions."

He continued: "Merely passing

"The shipping industry should move quickly in setting up a voluntary carbon reduction scheme..."

Chris Welsh

on shipping carbon costs to their customers via a bunker levy not only removes ship owner accountability but will not reduce carbon emissions. The shipping industry should move quickly in setting up a voluntary carbon reduction scheme and in winning political support for this. The GSF would strongly back such an approach and would join the shipping industry in a campaign to secure the support of governments and member states within IMO."

Many shippers are taking positive measures to decarbonise their supply chains through Chapter 3 provisions of the Green House Gas Protocol. GSF members are closely collaborating on a new project to decarbonise the maritime supply chain from the shippers' perspective. The outputs from the project will provide a series of tools to allow shippers to take positive steps to reduce their total maritime supply chain carbon emissions.

BSI launches new energy management standard

The British Standards Institution (BSI) has announced the launch of the first internationally recognised energy management standard to help organisations improve profitability, cut their CO₂ emissions and meet carbon budgets.

ISO 50001 will help organisations of all sizes implement the processes necessary to understand their baseline energy usage, put in place action plans, targets and energy performance indicators for reducing consumption and identify, prioritise, and record opportunities for improving energy performance to make those savings.

The global threat of energy shortages, rising costs, and increasing legislation to curb emissions of greenhouse gases such as the Carbon Reduction Commitment in the UK, have all driven the development of the Standard. By implementing the Standard, organisations of all sizes have the potential to not only make dramatic financial savings but to also enhance their reputation by demonstrating their commitment to improving sustainability.

The Standard has been in development for a number of years with energy management experts, representing over 60 countries from

across the world, coming together to establish the framework.

Mike Low, Director of Standards at BSI said: "ISO 50001 is a significant new global standard that will bring tremendous business value to organisations across the world that are having to grapple with rising energy costs and greater governmental climate change legislation. The Standard clearly sets out the processes and actions that can enable any organisation to immediately start saving money and BSI will be offering a full package of publications, training, certification, software, and a Kitemark for energy



reduction verification to help our clients achieve these savings."

ISO 50001 is applicable to all types of organisations irrespective of geographical, cultural, or social conditions.

MATTHEW JAMES

Removals & Storage Ltd

FOR ALL YOUR TRADE REMOVAL REQUIREMENTS TO FRANCE AND SPAIN



NEW LARGER LONDON PREMISES



£5

Per container
per week for
3 months

£6 thereafter
(new clients only)

**Handling
Charge
Waived**

In & out
For storage over
two weeks

£5

Per container
per week
for 1 year

for 60 crates +



Our Reputation Means Your Recommendation

LONDON

0800 040 7907

COSTA DEL SOL

0034 952 441 566

www.matthewjamesremovals.com

All prices
subject to
VAT



All prices
subject to
VAT



Commercial Vehicle Bodybuilders and Repairers
Specialist Suppliers of Removal Vehicles
Besthorpe, Norfolk NR17 2LB

Telephone 01953 457000 Fax 01953 454511

www.vancraft.co.uk



Fully refurbished DAF 65 series chassis with sleeper cab, fitted with new five container body & luxury cab top double sleeper pod.



Fully refurbished DAF 65 series chassis with sleeper cab, fitted with new six container luton body.

Large selection of chassis/cabs available for new premium quality bodywork

- ~ Repairs & refurbishment carried out to all types of bodywork, with fast turnaround
- ~ Insurance estimates and valuations
- ~ Mail order parts service available from stock
- ~ Non-slip aluminium ramps made to measure



- Specialist suppliers of new & used vehicles to the removal industry



- Finance plans available



- Coachbuilding and repainting



- Part exchange welcomed

Vancraft – where all the best moves begin

Established for over 30 years

EU WITHHOLDS SCHENGEN APPROVAL FOR BULGARIA AND ROMANIA

The EU Parliament acknowledged that both Bulgaria and Romania have met the technical criteria for joining the border-free Schengen zone established within the European Union.

Despite this fact, the EU Council has decided to delay the countries' entry into the Schengen area, as not all 26 current member states are in agreement regarding the timing of the accession.

Levels of corruption and organised crime in the two newest member states are causing concern, as such issues might facilitate illegal immigration to the EU. For this reason, even though Bulgaria and Romania have met requirements (such as training security officers, establishing a special system for monitoring waters and setting up an encrypted satellite telephone network), political approval will be on hold until the two Balkan countries take appropriate measures against crime.

Bulgaria and Romania will have to focus on judicial reform in the upcoming months. Even so, according to media speculation, full accession will probably not be granted before 2012. Several member countries have suggested a step-by-step accession into the Schengen zone, first by opening up air and sea borders and later land borders. Until then, Bulgaria and Romania will keep issuing national visas to third country nationals without the right to enter the Schengen area.



Heavy lorries to pay for air and noise pollution

MEPs have voted to support changes to the Eurovignette Directive, enabling member states to tackle congestion problems by varying charges for heavy lorries at different times of the day.



● Changes to the Eurovignette Directive cover charging for congestion as well as noise and air pollution.

Under the proposals, member states would also be able to charge heavy lorries for costs associated with air and noise pollution.

Member states look set to be able to charge heavy lorries, not only for the costs of infrastructure which is currently the case, but also to levy an additional charge to

cover the costs of air and noise pollution, following a vote in the European Parliament on 7 June, 2011. The new rules, which revise the current Eurovignette Directive, will also give member states better tools to manage problems of congestion, with a new flexibility to vary the charge for heavy lorries (by up to 175%) at different times of the day. Importantly the new

rules provide strong incentives to member states for 'earmarking' revenues, i.e. to set aside new charging revenues for investment in sustainable transport infrastructure (TEN-T) projects.

Siim Kallas, Vice-President of the European Commission responsible for Transport, said: "These new EU rules will send the right price signals to operators so they will invest more in efficient logistics, less polluting vehicles and more sustainable transport at large. They also give member states new tools to fight congestion with possibilities to vary charges at different times of the day to get heavy lorries off the roads at peak periods. This is a very important step in the right direction towards creating a fair financial environment, where prices across different transport modes reflect the real costs to society and the taxpayer."

Move One Dubai moves itself

Move One Dubai has moved its warehousing to a massive new facility.

The warehousing facilities used for one specific project were no longer big enough to handle the volume of cargo the Dubai team was moving so a new location had to be found.

The warehouse space that Move One Logistics occupied in Dubai's Industrial City had slowly been growing for years. What started in one ten-thousand square foot warehouse had required expansion into neighbouring depots multiple times. It recently reached a point where Move One was using five of the warehouses in a row, making up a quarter of all the available space on site, in addition to a secondary warehouse (for the same project) in the Jebel Ali Free Zone. As the project and Move One's capabilities continued to grow, having such an unusual set-up no longer became viable; it was time to move.

The decision was finalised in December last year and the search

Conducting the entire move without interrupting deliveries or missing deadlines required maximum dedication and organisation from the whole team.

entire move without interrupting deliveries or missing deadlines required maximum dedication and organisation from the whole team. Detailed plans were formulated over the next month, coordinating with contractors, vendors and agents to make the move utterly seamless. By mid-March the team was ready to go; the original facilities stopped receiving new cargo, which were instead redirected to the freshly acquired Jebel Ali warehouse facility, a 65,000ft² depot.

Before the end of March the original warehouses were emptied. Not one piece of material was lost, deadline expired or vessel cut-off missed over the course of this demanding relocation. The new facility now averages 35 to 40 containers a week, all out of one integrated location. Having all of the operation under one roof has significantly boosted efficiency throughout, making every project smoother and easier to handle for everyone involved.

● The new Jebel Ali warehouse facility



for the most suitable location began. As early as January this year an ideal new site was found and preparations for the move commenced. Conducting the

Weak sterling forces UK expats to return home

According to a recent article by Move One, returning home may be the only way for UK expat pensioners to preserve their income in pounds.

Recently released figures warn that unfavorable exchange rates could force older British expats to return to the UK. British expatriates older than 55 years of age are increasingly repatriating to the UK due to concerns about the cost of living abroad and the weakness of their currency.

It was announced by currency specialists HiFX that transactions in euros to sterling made by UK expats have increased by an amazing 175% during the last six months. USD to sterling transactions have also increased by 120%. Analysts have suggested the reason behind this recent trend is that the weakened sterling has prompted older UK expats to move back home on a permanent basis.

In a report by the *Telegraph*, Director of HiFX, Mark Bodega, commented: "We all know that weakness of sterling means that the cost of living is growing steadily for expats, especially those in Europe. Expat pensioners have

seen their income drastically reduced, and many have decided they just can't afford to live or have a home abroad any more."

Not only has the weak pound forced UK expats to consider a return to their homeland, but research from Lloyds TSB International showed that more have moved their money into offshore bank accounts. The percentage of expats holding their accounts offshore has increased from 26% in mid-2010 to 42% in January this year. Expats are increasingly taking measures to protect the income they receive in sterling and offshore banking offers reduced charges and less punitive exchange rates for transfers.

If the pound value remains low, many older UK expats are likely to return to their homeland in their efforts to preserve the value of earnings as much as they possibly can.

● UK expats have been changing their euros back into sterling and moving back to the UK.



Expat Women

50 Answers to your real-life questions about living abroad.

Every international moving company is familiar with the traumas customers go through when moving to another country. Often the difficulties on arrival in a new country can be felt most acutely by what is termed 'the trailing spouse': most usually the wife of the transferee.

The relocation business has built into a whole industry on the back of this fact that people need help when they arrive. When, of course, the family is transferring at the request of a company, that employer naturally assumes some of the responsibility of making the transition as painless as possible.

But even so, many people suffer both practical and emotional difficulties when suddenly thrust into a strange world. A new book, *Expat Women: 50 answers to your real life questions about living abroad*, is designed to help and could, for many moving companies, be a useful gift to trailing spouses that would make a real difference to their ability to settle quickly and happily.

The book is the creation of seasoned expats Andrea Martins and Victoria Hepworth. They have used their own experience to share a wealth of wisdom and positive tips to motivate women at every stage of their expat journey. They cover popular topics like leaving family back home, transitioning quickly, intercultural relationships, parenting bilingual children and work-life balance. They also address more difficult issues such as expat infidelity, divorce, alcoholism and reverse culture shock.



This book is for any woman who has ever wondered what it is like to live abroad, work abroad or accompany their working partner abroad ...

This book is for any woman who has ever wondered what it is like to live abroad, work abroad or accompany their working partner abroad. It is also for any woman already living the expat life but having mixed feelings about settling in, rebuilding their identity, understanding changes in their relationships, successfully managing their money and career, raising children far from home or repatriating.

The publishers of *Expat Women* have designed the front cover to accept a sponsors logo. This means that if you would like to use the book as a 'give away' you can promote your company in the process. For more information go to: www.expawomen.com.

Record order for Airbus

Airbus claims to have set a new world record by winning around \$72.2bn (£44.7bn) worth of business selling 730 aircraft at the Paris Air Show in June.

The European aircraft manufacturer says the success, which comprises memoranda of understanding for 312 vehicles and firm purchase orders for 418 aircraft, is a record for any commercial company at an air show ever.

This achievement included another record for the most single-aisle aircraft the company has ever sold, with low-cost carrier Air Asia ordering 200 A320 aircraft.

In total, Airbus sold 667 A320neos, worth \$60.9bn. Since the craft's launch in December 2010, the company has received orders for 1,029 units, which it says makes it the best-selling airliner in the history of commercial aviation.

● A320 Airbus



Read *The Mover* online at www.themover.co.uk



NEWS: INTERNATIONAL



Linescape vessel information

For many years now the moving industry worldwide has been well served with shipping services by the Movers Trading Club in the UK and OSA of which the MTC is a member. However there are alternatives for companies that prefer to make their own arrangements.

Linescape, for example, is a leading global sailing schedules search engine, which provides the quickest and most intuitive way to search multiple carrier schedules. Linescape has been operating now for two years. It allows users to search and view schedule data from over 120 container shipping lines with more than eight million voyages searchable all at once, including data on 5,000 vessels sailing through 3,000 ports.

"Detailed vessel data is now just a click away, including: Vessel Name, IMO Number, Ship Type,

Year Built, Country of Registry, DWT, Operator and TEU capacity," said co-founder David Tarizzo. "We continue to respond to the demands of our users for a one-stop data service, and to the needs of the logistics industry to make their work more efficient and highly effective by expanding available data, and the ease of access."

Linescape is based in California. The company is not affiliated with any carrier, which enables it to act with independence toward all shipping lines, shippers and forwarders.

For more information visit www.linescape.com.

Free working holiday in Western Australia

Have you ever fancied a holiday in Australia but could never afford it?



● Instead of being under the weather at home, you could be enjoying the weather down under next winter.

Well, now's your chance to spend time in stunning Perth and get away from the British winter, and get paid for it too. Too good to be true? No it's not.

Chess Moving in Perth, Western Australia is offering working holidays to experienced porters, packers and drivers, this winter. To qualify you will need to be eligible for a Working Holiday Visa: you must be single, between 18-30 years old and hold a current passport from one of the qualifying countries*. If you fit this criteria, have an excellent working knowledge of the moving industry, speak English and are prepared to spend several months in Western Australia, this could be the opportunity of a lifetime.

The moving industry worldwide is seasonal: summer is busy, winter is less so. This applies just as much

in Australia as it does in the northern hemisphere. When work is short in the north (from November to March), Australian companies need experienced people. In the past many UK companies have agreed exchanges of staff with their Australian agents to help solve the problem and give enthusiastic workers the opportunity to try something different.

Chess Moving will supply return flights, shared accommodation, uniforms and safety boots - and you'll get paid too. The company is a family-run organisation that has been established since 1967 and specialises in domestic, interstate, international and office relocations.

If you fit the criteria and have an appetite for adventure, find out more by contacting John Cant, Chess Moving Perth, at johnnc@chessmoving.com.au.

*Qualifying countries: Belgium, Canada, Cyprus, Denmark, Estonia, Finland, France, Germany, Ireland, Italy, Japan, Korea, Malta, The Netherlands, Norway, Sweden, Taiwan and the United Kingdom.

Germans lead European trailer recovery

The German trailer industry is undergoing a very rapid revival in its fortunes. Output of trailers has been boosted by a triple increase in demand. Firstly, the German market itself has recovered from the nadir of 2009 in splendid style: sales of trailers will exceed the combined demand of France, the UK and Italy in 2011 as it did in 2010. Secondly, exports of trailers from Germany increased by 90% in 2010 as markets in both East and West Europe, with a very few exceptions,

started to recover. Thirdly, stocks of finished trailers which had accumulated as the recession bit had been largely cleaned out, leaving the industry in a very lean condition. This meant that all new orders went straight into increased production.

The result is that more than half the trailers built in Western Europe will be made in Germany from 2011 to 2015. Nevertheless, the levels of trailer output seen in 2007/8 will not be repeated in this period, either in Germany or in other countries. In fact, it is

possible those levels may never be witnessed again, having been triggered by a combination of financial exuberance and a rash of new countries in Eastern Europe joining the EU.

Almost all the countries in Western Europe will see an increase in trailer demand of more than 20% in 2011. Only Portugal is likely to see a fall in demand as its economy has effectively gone into reverse. Looking forward, many countries will see further - though more muted - growth in 2012.

The types of trailers that have done relatively badly during the recession are curtain-side, box van and container chassis. Those types that had a less severe downturn were the refrigerated, tipper (dumper) and tanker/bulk trailers. Broadly speaking, less expensive 'commodity' type trailers had a difficult time whereas expensive specialised trailers saw smaller falls in demand. As usual in a slowdown, falls in the market for semi-trailers were much larger than those for centre-axle and drawbar trailers.

POUND GATES

INSURANCE BROKERS

From our solutions comes your certainty

01473 346046
www.poundgatesib.com

Pound Gates Insurance Brokers

St Vincent House, 1 Cutler Street, Ipswich, Suffolk, IP1 1UQ

Pound Gates & Co Ltd, trading as Pound Gates Insurance Brokers, is authorised and regulated by the Financial Services Authority, and is an ISO and Investor in People accredited company.



Nuss Relocations Australia

Your absolute best choice moving and relocation partner in Australia.

Nuss

For rates and information

info@nuss.com.au

www.nuss.com.au

FEATURE: TRADE GROUPAGE

Trade Groupage

A guide to what's what and who goes where

Trade groupage has been a feature of the moving industry ever since the first container ships sailed the oceans in the 1960s.

Until then, household goods shipments, large and small, were packed into timber cases and shipped as conventional cargo. It was slow and expensive especially for small consignments.

Today we live in a different world. The container revolution has provided a new option that is fast, safe and comparatively inexpensive that can be used by any moving

company, even though they might have little shipping experience. The groupage operator, packed and loaded by shippers who specialise in their particular markets, allows companies that do very little shipping to accept an overseas move with confidence whether it's going to a common destination such as Australia, South Africa or the USA – or somewhere altogether more exotic.

This feature is designed to help those companies that are unfamiliar with shipping to understand what's required and where to go for sound advice and reliable services. It is not an exhaustive list, there are too many groupage operators to itemise in these pages. *The Mover* will, however, be building a more comprehensive list at www.themover.co.uk.

Thanks to all those companies that contributed to this feature. As well as providing details of services we asked for general information to help those that were not familiar

with groupage services.

Rule one is, of course, that everything should be fully export wrapped, be accompanied by a full inventory of the packages (with the numbers on the list and the boxes matching) and details of the port it's bound for and who to notify when it gets there. Any items, especially cartons, trunks, suitcases and boxes, that have been packed by the owner should have a full description of the contents.

The goods will be shipped in 20ft or 40ft containers. A 20ft container holds about 1000ft³ and a 40ft



The container revolution has provided a new option that is fast, safe and comparatively inexpensive ...



holds twice that. But, depending on the destination, it might be best to have the exclusive use of a container even if it's not quite full. Ask your operator for advice. In general, any shipment less than about 700ft³ will be cheaper to ship as a groupage shipment (i.e. a part load with other household goods going to the same place) for most of the popular destinations. Even if you have a full container load (FCL) most groupage operators will be pleased to handle the shipment and do all the paperwork for you.

Many groupage operators run services to mainland Europe by road. The same principles apply.

Everything should be insured. You can handle the insurance yourself or, if you'd prefer, the groupage operator will do it for you. David Ozard, Trade Shipping

Manager from John Mason, said that this was simple to arrange. "The trade shipper can do it themselves in which case we don't need to be involved. If they want us to handle the insurance we'll send them a proposal form to be completed by their customers, we'll do the rest."

Every country has different rules about what may or may not be imported. Untreated timber, wicker and bamboo are often not allowed and all items should be clean without soil adhering to bike tyres or garden tools, for example. It's a good idea to contact your groupage operator to find out what regulations apply to each destination before doing the packing. They will also send you the relevant customs forms for completion.

Stephen Denning, Director of Fox

Every country has different rules about what may be imported. Untreated timber, wicker and bamboo are often not allowed ...

Moving & Storage, who has regular services to all the most popular destinations commented that owner packed goods are prohibited to some destinations for security reasons. It's wise to check with your groupage operator if owner packed items are included in a consignment. If they are allowed in it will be necessary to

provide a full, accurate and detailed list of the contents of each carton from the customer.

Although all groupage operators will ship goods to their destination, the details of the services on offer will vary. Most will include: receiving, loading, shipment, customs and quarantine clearance, delivery to residence, unpacking and the removal of waste materials. Some also offer other services such as storage at both ends, insurance, crating services for fragile items and special services at destination such as handyman or maid services. One key point to check is the expected transit time. If a company is running a regular service they should be able to tell you when their next container is planned and, therefore, when it will arrive. The more often they ship to a >>

Trade Groupage Operators

Anglo Pacific

Regular services to all major migrant destinations: Australia, New Zealand, USA, Canada and South Africa, plus regular services to niche markets such as Dubai, Cyprus, Hong Kong, Singapore, Bangkok and Kuala Lumpur.

Receiving at Anglo Pacific's three depots: London, Manchester and Glasgow.

Contact Anglo Pacific by -
E-mail: trade@anglo-pacific.co.uk
Web: www.anglo-pacific.co.uk
Tel: 020 8838 8078

Britannia Movers International

Regular services to: Australia, Canada, Cyprus, Canary Islands, India, New Zealand, South Africa, USA. Additional services to India and Dubai.

Continuous receiving at BMI Croydon

The Britannia ratefinder is available online. To get access contact the Britannia export team.

Contact: **Steve Windram**
E-mail: steve.windram@britannia-movers.co.uk

Excess Baggage

Regular service to 21 destinations including: Australia, New Zealand, Canada, USA, South Africa, Cyprus, etc.

Special services to: Hong Kong, Singapore, Malaysia, Thailand and the UAE (see page 32 for details).

Contact: **Henk Schutte**
E-mail: trade@excess-international.com
Tel: 0208 324 2044

Expect Move

Expect Move provides a weekly service to the main areas in Scandinavia.

Transit time by road train: 2-5 days.

Receiving at: 19 Derby Road, Greenford UB6 8UJ

Contact: **Peter Weltenius**
Tel: 020 8813 3022

Five Oceans Moving & Storage

Regular Services to: South Africa (transit time 6-8 weeks); Italy (every two weeks).

Contact: **Barry Tiltman**
E-mail: barry@fiveoceansmoving.co.uk
Tel: +44 1865 349017

Fox Moving & Storage

Regular services to all popular destinations.

Receiving is available at Stourbridge, Bristol or Southampton.

Rates available through the company's Trade Rates Website www.foxtraderates.com.

Contact: **Mike White** or **Steve Blackmore**
Tel: 0800 132 370

FCL, LCL and airfreight rates also available.

Humphreys Plus

Regular services to: North and South Cyprus, Morocco, Israel, Malta and the Canary Islands.

Receiving at Watford, Hertfordshire.

Contact: **Darrel Baker**
E-mail: darrelb@humphreys-moving.com
Tel: 0208 144 9729

John Mason International

Regular services to: Australia, Canada, New Zealand, South Africa, USA, Cyprus, Hong Kong, Thailand, Singapore, UAE, Continental Europe.

Additional services including: storage in the UK, storage at destination, full all-risk marine insurance, crating (standard sizes and made-to-measure), handyman/maid service at destination.

Continuous receiving at both Liverpool and London depots.

Contact: **David Ozard**, Trade Shipping Manager,
E-mail: david@johnmason.com
Tel: 0151 449 4808

Nomad International

Specialist groupage operator to Greece and Italy.

Removals to Greece are often very specialised, due to the nature of Greek roads and the mountainous locations in which people often choose to live. Nomad uses specialist shuttle vehicles in Greece to access difficult destinations. All delivery staff are British expats which is very helpful to customers.

Services to Athens take 5-6 days from departure, Crete 7 days from departure, and the rest of the islands 5-10 days from departure, depending on their locations.

Fortnightly service. Receiving at Peterborough.

Contact: **Taliesen Hollywood**
E-mail: enquiries@nomad-international.com
Tel: 01733 311561

White and Company

Regular services to: Australia (all ports), Canada (all ports), New Zealand (Wellington and Auckland), South Africa (all ports).

Transit times to New Zealand and Australia are 10-12 weeks, South Africa is 8-10 weeks and Canada is 6-8 weeks.

Daily services to the Channel Islands.

Weekly services to: Mallorca, Menorca, Spain and France.

Regular services to: Ibiza, Portugal, Cyprus, Italy, Canary Islands and Norway.

Groupage consignments may be delivered to any of Whites' 18 depots. Whites will transport the goods to the loading depot at no charge.

Contacts:
General Groupage - **Sally White**
E-mail: s.white@whiteandcompany.co.uk
Tel: 01489 774915
Channel Islands - **Steve Fassoms**
E-mail: s.fassoms@whiteandcompany.co.uk
Tel: 02392 663221
Spain/France - **Graham White**
E-mail: g.white@whiteandcompany.co.uk
Tel: 01202 576514

If your company runs a groupage service that is not listed in this feature, please contact *The Mover* and let us know to which destinations you operate and the frequency of the service. We are building a list of all available groupage services on www.themover.co.uk to provide the whole moving industry with easy access to the best services available. All listings will be free or you can pay a small fee for a live link to your website.

FEATURE: TRADE GROUPAGE

Trade Groupage

destination, the faster the service will be.

Anglo Pacific handles 20,000 consignments annually to destinations worldwide giving smaller removal companies the opportunity of sharing its competitive container shipping rates. With such a large volume of traffic Anglo is able to guarantee frequent sailings on all major routes worldwide and publishes a weekly sailing schedule online. The company also points out that the groupage operator's choice of destination agent to handle the customs clearance and delivery is a vitally important part of the whole service. All its destination partners are FIDI-

accredited. Anglo also alerts shippers to the need for financial security to protect both the shipper and the owner of the goods against financial default. Anglo, for example, has the highest 'A' credit rating with IMMI (International Movers Mutual Insurance) the company that operates the advance payment protection scheme for the BAR Overseas Group.

Henk Schutte, Assistant Trade Manager with Excess Baggage said that documentation requirements for most destinations are fairly basic and his company would supply the necessary forms. However, he added that the 'Advanced Manifest System' (AMS) is becoming pretty much a global customs requirement nowadays. "This is a requirement for lodgment of shipper and consignee details with the overseas customs authority in advance of the goods being given permission to be loaded on to a vessel out of



"... we strongly recommend that trade customers ask for a copy of the client's passport for all overseas shipments."

Henk Schutte

the UK," he explained. "To help with this, we strongly recommend that trade customers ask for a copy of the client's passport for all overseas shipments. This is because AMS in most countries requires the consignee's passport number, nationality and date of birth."

Henk also advised that trade shippers should also be aware (and should advise their clients) of various exclusions to rates quoted by groupage operators. "These generally include customs examination, X-ray fees, duties and taxes, etc.," he said. "Service quoted is generally for normal destination access, delivery to ground and first floor, and with basic unpack of goods on to available surfaces. Shippers should make sure that this is the service required by their clients." He added that any special circumstances at destination could be accommodated at an extra charge.

Special Destinations from Excess Baggage

Hong Kong

Excess Baggage is currently loading a groupage container about every three weeks. Baggage rates are up to 80ft³ and removal rates start at 81ft³. Transit time to Hong Kong from the date of sailing is approximately 25 days. From arrival at Hong Kong, the container will normally be unloaded at the agent's warehouse within about 4-5 days. Deliveries will commence within a day or two of the shipments being unloaded and customs cleared.

Areas included in the zone described as Hong Kong (Main Island) include Aberdeen, Kowloon, Kwun Tong, New Territories, NorthPoint, Sha Tin, Stanley, Tuen Mun, Victoria, Yen Long. Rates to Discovery Bay on Lantau Island are valid for Discovery Bay only. There will be extra costs for delivery to other more remote parts of Lantau Island, or to any smaller outlying islands. In Hong Kong, there is no surcharge for delivery by goods elevator, but stair-carry delivery will be surcharged if applicable.

Information required:

The UK address of the shipper, which cannot be a business address; the destination address and telephone number. These details are required for customs' 24-hour Advanced Manifest System declaration, without which a shipment cannot be loaded onto a vessel.

Documents required:

- Detailed inventory;
- Passport copy (to be provided at origin), (visa not required due to Hong Kong's freeport status).

Singapore

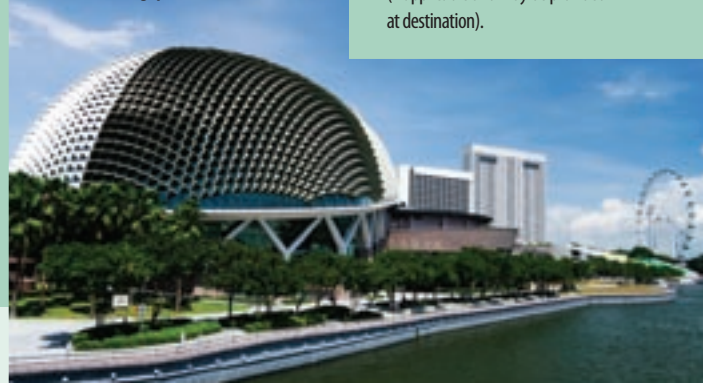
Sailings approximately every three weeks. Baggage rates up to 70ft³ and removal rates start at 71ft³. Transit time to Singapore from the date of sailing is approximately 21 days. From arrival at Singapore, the container will normally be unloaded under customs supervision at the agent's warehouse within 3-5 days. Deliveries will commence within a day or two of the shipments being unloaded and customs cleared.

The owner of the goods doesn't need to be in Singapore for customs clearance if all paperwork is completed in advance with a copy of the passport. Although Singapore is essentially a freeport, all imports are subject to a 3% GST (Goods & Services Tax). Returning Singaporeans, permanent residents and expatriates with an employment pass may seek GST exemption.

Documents required:

- Detailed Inventory;
- Passport copy (could be provided at destination);
- Declaration of facts customs form (provided by agent at destination).

● Waterfront, Singapore.



Malaysia

Groupage containers every 3 - 4 weeks. Baggage rates are up to 50ft³ with removal rates from 51ft³. Transit time from date of sailing is approximately 26 days. From arrival at Port Kelang, the container will normally be custom cleared and moved to the agent's warehouse - within four working days. Deliveries in Kuala Lumpur can commence within a day or two of the shipments being unloaded and customs cleared. Please allow longer for deliveries to rural or distant destinations, and particularly for destinations in East Malaysia for which our agent needs to re-consolidate cargo and prepare trans-shipment documentation. This process may take up to 25 days.

Consignees must be present in Malaysia at the time of arrival of their shipment. Videos, DVDs, require Censor's clearance. Such items are removed for Censor Board inspection. Permits are required for telecommunications equipment (fax machines, cordless or mobile phones, modems, walkie-talkies, etc.).

Documents required:

- Detailed inventory;
- Passport copy and relevant visa/work permit (if applicable and may be provided at destination).

Thailand

Loading every 3-4 weeks. Baggage rates are up to 105ft³ with removal rates from 106ft³. Transit time from date of sailing is approximately 21 days. From arrival at Bangkok port, the container will normally be unloaded at the port's warehouse within 3 - 5 days. After customs inspection and clearance, deliveries in Bangkok can commence within a day or two. Please allow longer for deliveries to distant destinations and peak season. Consignees must be present in Thailand when their shipment arrives, and hold a work/residence visa. Thai customs will not clear shipments for those holding a holiday visa.

Documents required:

- Detailed inventory;
- Original passport and relevant visa/work permit (if applicable) to be provided to customs at destination.



● Temple image, Bangkok.

Essential advice from Britannia

- Obtain the client's full name (as shown on their passport) and their contact details in the destination country. Ensure you have a clear copy of the client's valid passport and visa, where applicable, for the final destination.
- Ensure that a detailed packing list is always supplied, even if the owner has packed any of their own goods, clearly identifying the consignee's name. If the packing inventory is supplied by the owner they must give a description of the contents of the goods inside each package. If you are carrying out the packing services for the client, you should avoid where possible allowing them to pack any of their own packages or cartons. Under no circumstances should you (or your client) show the description of the

contents of any item on the packing list to be 'miscellaneous'. All items must be packed suitable for export.

- A detailed packing list or inventory must be supplied, regardless of the shipment being a Full Container Load (FCL), Less than Container Load (LCL), or groupage consignment, and irrespective of the client deciding to pack and load their own goods (in this instance they would have to give you the exact number of packages loaded, container number and seal number).
- Ensure the client will be in the destination country prior to the arrival of the shipment. Most countries will not allow goods into the country without the client actually being there for customs clearance of the shipment.
- Ensure your clients have the correct and valid visas or permits and are fully informed of the customs regulations, before shipping their goods.

Most countries will not allow goods into the country without the client actually being there for customs clearance of the shipment.



● Britannia operatives packing a container prior to shipping overseas.

Restrictions for Popular Destinations from Anglo Pacific

United Arab Emirates

Loading every 3-4 weeks. Baggage rates are up to 100ft³ and removal rates start from 101ft³. Transit time to Dubai from the date of sailing is approximately 17 days. Normal customs clearance takes 4-5 days. Deliveries will commence within a day or two of the shipments being unloaded and customs cleared. Shipments for remote or outer lying areas may have to be re-consolidated and allowances should be made for this.

The consignee must be in Dubai when the shipment arrives and must hold a valid residence permit, if required. Please note that all personal effects are subject to inspection at the discretion of the officer inspecting the shipment. All books, literature, audio/video cassettes and CDs are detained by customs for screening and will only be released after approval from the Ministry of Information

Documents required:

- Detailed inventory;
- The consignee will be required to present their passport and Residence Permit (if required) at destination. If the consignee does not have a Residence Permit, his or her company would have to provide a letter addressed to the Director of Dubai Ports and Customs showing that all the relevant paperwork has been submitted for processing of the Residence Permit.

A complete guide to importing personal and household effects by destination country is available on the Anglo Pacific website, however some notable highlights include:

Australia

Here quarantine inspection is more intense if your consignment contains items that may have come into contact with soil or vegetation such as garden furniture, garden tools, sports or camping equipment, bicycles, golf clubs and buggies, shoes, saddlery, vacuum cleaners and mops. It's advisable to clean these items thoroughly prior to shipment, however this will not ensure automatic clearance. Cartons marked 'kitchen', 'sundries', 'miscellaneous' or 'packed by owner' are also more likely to be inspected. Festive decorations and wreaths containing dried vegetable matter or pine cones will automatically be subject to further treatment or destruction.

New Zealand

The importation of eggs and egg products, honey, meat and meat products, plants including pot plants and plant cuttings, straw (handicrafts or packaging), shisha or hookah pipes, bayonets and double edged swords is not allowed in New Zealand.

South Africa, USA, Canada

For each of these territories, the owner of the household goods MUST be in the receiving country before customs clearance can take place.

South Africa

Here it is impossible to send goods to a third party, the sender and the receiver must be the same person.

Australasia, North America

Any wood packaging used in personal effects consignments (crates, pallets, etc.) must be constructed of approved treated timber and stamped with the internationally recognised ISPM symbol to verify. Any non-compliant timber may be destroyed, treated or re-exported to the country of origin at the owner's expense. Export cases should be compliant and embossed GB FC0122 DB HT Forestry Commission.

Read *The Mover* online at
www.themover.co.uk

A general summary of prohibited and restricted items can be found on the Anglo Pacific website as can all customs clearance forms. Visit **www.anglo-pacific.co.uk**.

NEWS: ON THE ROAD



Fleet Managers have their say on 80mph speed limit

Fleet managers have been polled on the Coalition's suggested 80mph motorway speed limit increase, with the majority of respondents indicating it would be beneficial to UK businesses.

Vehicle tracking specialist Navman Wireless opened the discussion on its blog, inviting its customers and fleet managers representing a broad spectrum of fleets from across the UK to take part. To date, 68% of participants - largely representing SME businesses - have voted in favour of the increase. The results appear to indicate that many business owners welcome the potential for enhanced productivity and customer service that a faster speed limit could facilitate, conflicting with the widely perceived need to reduce fuel spend and carbon emissions.

However, the issue is far from clear-cut, with lively debate underway on the poll's comment board. The apparent simplicity of the change belies a number of complex factors it opens for consideration. The potential for increased productivity must be balanced against fuel costs, safety and environmental impact, or whether it will have any real impact on fleets at all.

The effectiveness of the current limit and the implications for a future increase have been called into question. Recognising that many drivers ignore the current limit, some respondents consider that a rise to 80mph will make little difference or will encourage driving at speeds closer to 90mph.

In addition, challenges are being made as to whether a change in speed limit is the best way to improve motorway driving, with calls for more investment in infrastructure, such as additional lanes and 'no overtaking' sections for HGVs on busy stretches of road. Poor driver behaviour, such as incorrect use of the middle lane, is highlighted as another significant barrier to productivity.

The poll, which is open to all UK fleet managers, can be accessed at: www.navmanwireless.co.uk/blog.

Buckinghamshire citizens can report highway defects using iPhone app

People in Buckinghamshire can now use an Apple iPhone to photograph and report a pothole, loose paving, broken bollard or faulty street light.

Developed by Masternaut for Transport for Buckinghamshire (TfB), the app captures a digital image of the defect with its geolocation and transmits it back to highway maintenance teams. This gives highway managers important information direct from the scene which helps with managing response levels and providing better service.

"Using this app, iPhones provide much more detailed information than a standard telephone call or e-mail. Buckinghamshire residents who have these smartphones are our eyes on the street. They help us to review the nature of the problem and see its location. We would normally have to visit the scene to get this level of intelligence before deciding on a course of action," said Marc Evans, ICT Systems Manager for TfB.

Transport for Buckinghamshire is a partnership between Buckinghamshire County Council and highway infrastructure services provider Ringway Jacobs. The app augments the TfB award winning online Service Information Centre, a special website that incorporates

live data feeds from Masternaut's real-time vehicle tracking and mobile service management software.

"The success of the Service Information Centre prompted us to develop a way of literally putting the best and most useful parts of the website into the hands of the public. This mobile solution allows residents to have a live view of our activities at all times but also gives them the opportunity to inform us of defects and problems as they arise. With a smartphone they have a dynamic link to the website that allows them to report problems directly to us," said Marc Evans.

The app also allows residents to monitor whether TfB has responded to their fault reports. In addition, they can see gritting and gulley teams in action as they work to keep the roads open and safe. The app is integrated with the website's Twitter feed so that residents are alerted to road closures or any other matter that may affect their travelling.

"We are proud to be a transparent organisation that is dedicated to serving Buckinghamshire stakeholders. The enhanced web-based service enables them to hold



"Using this app, iPhones provide much more detailed information than a standard telephone call or e-mail."

Marc Evans

us accountable and it is an important aid to enabling localism, with the public having a clearer view of our operations throughout the county," concluded Marc Evans.

3D Laser Mapping helps reduce motorway congestion

Roads Minister Mike Penning has recently announced a £3million fund for police forces to purchase laser scanning technology to collect vital data for crash investigations.



● The laser mapping equipment should help reduce the £1bn annual cost of motorway congestion.

One of the suppliers of the equipment, 3D Laser Mapping of Nottingham, says the use of its technology will help drive down the £1bn annual cost of congestion caused by collisions on motorways.

The scanners reduce the time spent collecting evidence at the scene thereby reducing congestion. They can be operated in all conditions and may be used to produce high quality graphics and detailed plans of collision scenes for use in court.

Dr Graham Hunter, Managing Director of 3D Laser Mapping commented, "Laser scanning has been proven to offer significant advantages over more traditional survey techniques for crash investigation. This directly translates into a reduction in road closure time which in turn can be converted into a multi-million pound saving for the UK economy."

SmartDrive wins 2011 Brake fleet safety product award

SmartDrive has won the prestigious Fleet Safety Product of the Year award at the 2011 Brake Fleet Safety Forum 'Awards for Excellence' for its advanced in-vehicle video safety programme that improves driver behaviour and reduces collisions.



● Steve Cowper, UK Managing Director of SmartDrive.

We are delighted that Brake, the leading safety advocate in the UK, has recognised SmartDrive Safety for its achievements in working with leading fleets in the UK to improve safety performance. We look at this as another validation of how the innovations in the SmartDrive programme are enabling fleets to better understand their driving risk and improve performance," said SmartDrive UK Managing Director Steve Cowper.

SmartDrive's innovative fleet safety programme uses a broad range of video, audio, motion and GPS sensors to detect risky driving manoeuvres, such as sudden stops, hard cornering, aggressive acceleration, and excessive speed. This delivers comprehensive video and vehicle event information used by SmartDrive vehicle safety experts who evaluate these recorded events for more than 50 unsafe driving behaviours.

Fleets across all industries use this insight and analysis to improve safe driving performance and reduce fuel consumption. Moreover,

"We look at this as another validation of how the innovations in the SmartDrive programme are enabling fleets to better understand their driving risk and improve performance ..."

Steve Cowper

with increasing focus on compliance, fleets now have a better way to identify and reduce risks such as smoking, eating, using handheld mobile phones and non-use of seatbelts resulting in dramatic decreases in collision frequency and crash related expenses.

For more information about SmartDrive visit: www.smartdrive.net.



Dartford-Thurrock Crossing charges to increase

Plans to tackle congestion at the Dartford-Thurrock Crossing and invest in major improvements have taken an important step forward as Roads Minister Mike Penning recently launched a consultation into proposed charge increases.

The Minister also confirmed that on 1 July, 2011 the Highways Agency started a six month trial of revised operational arrangements for suspending Dartford Crossing charges to help traffic flow when an emergency has created particularly severe congestion.

The government is clear that reducing congestion at this vital transport link for the UK economy is an absolute priority. To allow for the investment this needs, the government announced in last year's spending review that it intends to increase Dartford charges this year and next. A consultation has recently been launched into the proposed increases.

Mike Penning said: "The Dartford-Thurrock River Crossing is a vital piece of transport infrastructure that has brought huge economic benefits and opportunities to the country. But the simple fact is many more motorists want to use the crossing than it was designed for and this leads to frequent lengthy delays, frustration and damage to the economy. Unless urgent action is taken, this situation will only get worse with traffic expected to increase. That is unacceptable."

He continued: "It is clear that in the absence of the proposed increased revenues, we would not have been able to prioritise improvements which will benefit millions of road users. We are committed to introducing free flow charging to reduce congestion and explore provision of new additional crossing capacity. I also understand how frustrating it is when an

emergency incident causes major delays around the crossing. That is why the Highways Agency will trial new operational guidelines for suspending charges to help traffic flow when congestion is particularly severe."

Subject to consultation, the proposal is that cash payments would increase for cars from £1.50 to £2.00 in late 2011 and to £2.50 in spring 2012. For 2-axle goods vehicles cash payments would increase from £2.00 to £2.50 in late 2011 and to £3.00 in spring 2012. For heavy goods vehicles they would increase from £3.70 to £5.00 in late 2011 and to £6.00 in spring 2012.

The government recognises the important role of pre-payment in bringing about shorter transaction times and therefore intends maintaining the existing levels of discount for those paying in advance using the Dart-Tag system.

The local residents' discount scheme will also be retained with no changes to the levels of charges.

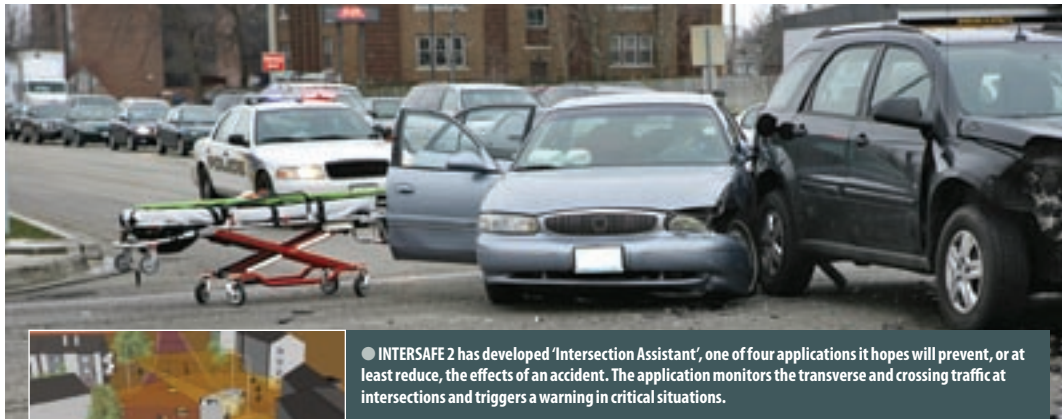
The revised operational arrangements for the suspension of charges will allow charges to be suspended in one or both directions, on a case by case basis, at times of defined levels of severe congestion. During the trial, drivers will not be charged to use the crossing if it is assessed that the suspension of the charge would help relieve the build-up of queues and congestion caused by an emergency situation.

The public consultation will run until Friday 23 September, 2011 and is accessible at www.dft.gov.uk/consultations/dft-2011-08.

NEWS: ON THE ROAD

Safe intersections: new EU study

An innovative vehicle and infrastructure technology has the potential for a substantial reduction of accidents at intersections.



● INTERSAFE 2 has developed 'Intersection Assistant', one of four applications it hopes will prevent, or at least reduce, the effects of an accident. The application monitors the transverse and crossing traffic at intersections and triggers a warning in critical situations.

Three automotive manufacturers, together with eight partners from industry and research, have collaborated to work on the necessary assistance and safety applications within the European research initiative 'INTERSAFE 2'. The demonstration vehicles and a demonstration intersection were presented at the 'Final Event' on 17/18 May, 2011 in Germany so they could be experienced first-hand.

43% of all European traffic accidents that result in injuries take place at intersections. This is why the INTERSAFE 2 partners focused on the topic of safety at road junctions and technically implemented four assistance and safety applications that anticipate

typical traffic situations. The assistance and safety applications are intended to assist drivers in critical situations. The aim is to considerably reduce the effects of an accident or, ideally, completely prevent it. The applications are based on sensors installed at the intersections and in vehicles and that are linked in a cooperative system. Information is exchanged between the intersection and the vehicle via a special radio connection and then evaluated in the vehicle so that the necessary measures can be undertaken if necessary. All the applications initially warn the driver with a visual and acoustic signal and, if the warning is ignored, the driver's attention is gained by means of a brief brake jerk.

The following applications were presented at the Final Event:

Right-turn Assistant When turning right at an intersection, the Right-turn Assistant monitors the

The applications are based on sensors installed at the intersections and in vehicles and that are linked in a cooperative system.

turning path and, in order to prevent an accident, triggers a warning when a pedestrian or cyclist approaches.

Left-turn Assistant The Left-turn Assistant analyses the oncoming traffic and evaluates the turning situation. The system warns the driver if it detects danger. If the vehicle is standing ready in the intersection and waiting for a gap in the oncoming traffic the vehicle only releases the brakes when a

suitable gap appears, to prevent any collision with oncoming traffic.

Intersection Assistant This support function monitors the transverse and crossing traffic, triggering a warning in critical situations. This is of particular assistance to the driver when a direct view of the transverse traffic is blocked by other vehicles or buildings. This is enabled by the use of laser scanners at the intersection that detect the positions of the other road users and transfer this information to the vehicle via wireless communication.

Red light violation/ignoring right of way If a driver appears to be about to ignore a red light or a stop sign he initially receives a warning. If the driver fails to react, a brief brake jerk is activated to increase the driver's attention level and prevent an accident or dangerous situation.

The INTERSAFE 2 research initiative supported by the European Commission DG-ICT stands for 'intersection safety' and has been funded with a total budget of euro 6.5 million. The European Commission has contributed euro 3.5 million while industry has provided euro 3 million. Eleven partners from industry and science, located in six European countries, are participating. The aim of this research cooperation, planned to last three years, is to increase the safety of traffic at intersections.

The INTERSAFE 2 partners are: the BMW Group, IKA, Inria, NEC, Swarco, TRW, Conekt, VTT, SICK (project coordination), the Cluj-Napoca Technical University, Volvo AB, VIT and Volkswagen AG.

Further information is available at: <http://www.intersafe-2.eu>.

New FTA guide available

The 16th edition of the Freight Transport Association's guide for international road transport operators is now available.

The annual guide includes information to help clarify the often confusing set of regulations faced by UK-based operators when they visit countries in the EU and beyond.

The FTA International Road Transport Guide uses country profiles to equip transport managers with the information needed to avoid unanticipated delays and deal effectively with roadside enforcement. The new 2011 edition includes updated information on public holidays, weekend lorry bans and toll prices and other

essential facts for fleet operators in both the own account and hire and reward sectors.

Each year suggestions from FTA members are included in the guide and new for this edition, amongst others, are sections on Algeria, updates on safe loading and on the DocStop scheme, which is available for drivers in parts of mainland Europe.

Don Armour, FTA's International Manager and editor of the guide, said: "International road transport operators are often faced with a confusing array of local and national regulations,



● FTA International Road Transport Guide - the most comprehensive yet.

including weekend bans, local weight restrictions and city centre bans linked to low emissions, along with different processes and penalties for dealing with tachograph and drivers' hours infringements, roadworthiness issues and inappropriate loading of the vehicle. This year's guide is even more comprehensive than before, and with no price increase again this year, international road transport operators will find it fantastic value."

Companies in international membership of FTA receive a free copy of the guide as part of their subscription package and they can buy further copies for £35 each, no VAT, with price reductions for multiple copies. The cost for non-international FTA members is £55 a copy and for non-members £75.00. Order online at www.shop.fta.co.uk or call 08717 11 11 11, quoting code 4055.

The Hindhead Tunnel

The Hindhead Tunnel is Britain's most ambitious tunnel since the Channel Tunnel, going underneath one of southern England's prettiest beauty spots.

The Highways Agency confirmed to *The Mover* that the tunnel would open in July so, by the time you read this it should be in full swing.

The project completed the dual carriageway link between London and Portsmouth and should remove a major source of congestion, particularly around the A3/A287 traffic signal controlled crossroads. The new road is four miles (6.5km) long and includes 1.2 miles (1.8km) of twin bored tunnels under the Devil's Punch Bowl, a Site of Special Scientific Interest.

The A3 Hindhead project is one of the schemes in the government's programme of major schemes and will deliver quicker, more reliable journeys on a safer road and remove much of the present peak

time rat-running traffic from unsuitable country roads around Hindhead. It includes the closure of the existing A3 around the Devil's Punch Bowl, bringing considerable environmental benefits to an internationally prized area. The centre of Hindhead will be freed from the daily gridlock that blights the area with the result that the project will bring benefits to road users, local residents, and the highly prized environment.

Work started in January 2007 and the main tunnelling works started in February 2008, with both tunnel bores breaking through in February 2009. The section south of Hazel Grove opened in August 2010 and the tunnel was scheduled to open for traffic in July 2011. Alterations to the existing A3 are scheduled for July to December.



Work started in January 2007 and the main tunnelling works started in February 2008, with both tunnel bores breaking through in February 2009.

The international civil engineering profession has given it the tunnelling equivalent of an Oscar when Balfour Beatty (the contractors) picked up the 2010 International Tunnelling Award last December. For local residents it will be a life-changer as many of them have spent a large part of their adult lives sitting in traffic jams at one of England's most tiresome bottlenecks. The tunnel could shave up to half an hour off the time it takes to get from London to Portsmouth and the South Coast. Over time, it is expected to save the economy £1 billion.

When the tunnel opened it will have brought to an end the longest running bypass dispute in British transport history as civil servants were arguing about this problem as far back as 1936, the year that George V died.

SIMPSON PACKAGING

White Rose Packaging

DEPENDABLE PACKAGING



3 COMPANIES — THE COMPLETE PACKAGING SOLUTION

The Simpson Packaging Group of Companies are the UK's Leading Independent Supplier to the Removals and Storage Industry.

WHY?

- **Competitive Pricing Structure**
- **Twenty Five Years Family Owned**
- **Own Fleet of Delivery Vehicles**
- **Carton Manufacturer**
- **Paper Converter**
- **Massive Ex Stock Product Range**
- **Direct to Client Deliveries**
- **Professional Product Advice**
- **Corporate Branding Options**
- **ISO 9002 Accredited**



TEL: 01924 869010

FAX: 01924 437666

EMAIL: sales@simpson-packaging.co.uk

WEB: www.simpson-packaging.co.uk



NEWS: PEOPLE



● Melissa Young



● Emily Angus

New recruits at Basil Fry

Basil Fry, one of the moving industry's leading insurance brokers, has recently announced two new appointments: Melissa Young and Emily Angus.

Melissa previously worked for an agricultural contracting company dealing with varied large clientele such as Surrey County Council, DEFRA and the National Trust. As part of her role, Melissa was in charge of the insurance programme for the company which included claims settling assistance with insurers and dealing with specialised claims relating to plant and agricultural machinery.

In her previous roles Melissa developed an understanding for time management via her organisation of the various working crews and for maintaining and helping a very demanding set of clients. Melissa also has a good grasp of accountancy systems and practices and moved to Basil Fry as a Broking Executive Manager in support of Philip and Greg Wildman.

Emily studied her art foundation at the University of Creative Arts in Canterbury which she completed with a distinction. Emily progressed to Leeds Metropolitan University to study a Fine Art degree and in 2009 graduated

Emily studied her art foundation at the University of Creative Arts in Canterbury which she completed with a distinction.

with an Upper Second Class Honours degree. During the summer of 2008 Emily took part in an art artist residency program at the Cyprus College of art. Emily also has five years' experience of customer facing and sales orientated roles in a high end environment.

Emily was keen to apply her knowledge of fine art to the transportation industry and, therefore, regards Basil Fry as being an excellent vehicle to establish and grow her career. Emily joins the Broking Executive Team at Basil Fry and is looking forward to supporting the team and maintaining constant contact with the company's many clients.

Boris Populoh joins Willis Relocation Risk Group

Boris Populoh, former Managing Director of FIDI, has joined Willis - based in Fairfax, Virginia - in the capacity of senior vice president.

Boris started his new job on 1 June. Boris is responsible for assisting in the management of all facets of the business, including strategy and growth through both existing product lines and the development of new opportunities.

Bill Rose, the company's president, released the following statement: "It is not very often that an organisation involved in the global mobility business has an opportunity to have an individual with the experience, talent and character of a Boris Populoh join their team. We are thrilled that he has chosen to lend his talents to our efforts at servicing those who trust us to manage their business and to assist with the growth of the business going forward."

Boris commented: "Willis knows the importance of tailored risk management and insurance in today's global mobility market. Bill and his team have used this knowledge, and Willis' global



● Boris Populoh

resources, to forge long standing relationships with service providers and corporate accounts across the mobility industry. I'm excited to have the opportunity to bring my industry experience to my new role at Willis Relocation Risk Group to build on existing relationships and to identify areas of new growth."

The Willis Relocation Risk Group is a wholly owned business unit of the Willis Group.

New sales director for Interdean

Barrie Gilmour has recently joined Interdean in London as the company's sales manager.

Prior to joining Interdean, Barrie held senior sales management positions with both Crown Relocations and Cartus.

Commenting on his new role Barrie said, "The exciting thing about Interdean is where it has positioned itself in the marketplace. The agreement with Santa Fe greatly enhances Interdean's global capabilities. Interdean clearly differentiates itself from its competitors with local area expertise in the world's most challenging locations. I can't wait to be a part of the team and continue to build on Interdean's success."

Interdean's Managing Director, Rob Lucas, welcomed Barrie's appointment, "I am confident that Barrie's knowledge and expertise borne out of years of industry



● Barrie Gilmour

experience teamed with our strong existing sales function will prove monumental in the sustained growth and success of Interdean."

Barrie lives in Reading with his long-term partner, Lenka. In his spare time, Barrie enjoys watching and playing sport, including golf and is a keen motor racing fan.

LIFE ON THE FRONTLINE

BY DAVID JORDAN

Peter Grimes, Xpress Relocation

Confucius said, "Find a job you love and you'll never work a day in your life." When I met Pete Grimes, Senior Foreman at Xpress Relocation in Bletchley it was clear that he had done just that; it was obvious he loved his job and his enthusiasm was infectious. Pete joined Xpress fifteen years ago and is now the firm's longest serving employee, although several members of the team have been there for more than ten years. "Quite a few of us went to school together," said Pete. "It's a great atmosphere and we all get along together very well, we're all good mates and that includes the bosses; they don't mind getting their hands dirty if we need a hand with a big job and the lads appreciate that."



"It's a great atmosphere and we all get along together very well, we're all good mates and that includes the bosses..."

Peter Grimes

Xpress specialises in corporate relocation work and other related services such as office design, recycling of old office furniture and secure disposal of confidential documents. They have an impressive line up of clients including many household names. A giant teddy bear in the board room was a gift from Regent Street toy shop Hamleys

for a job well done.

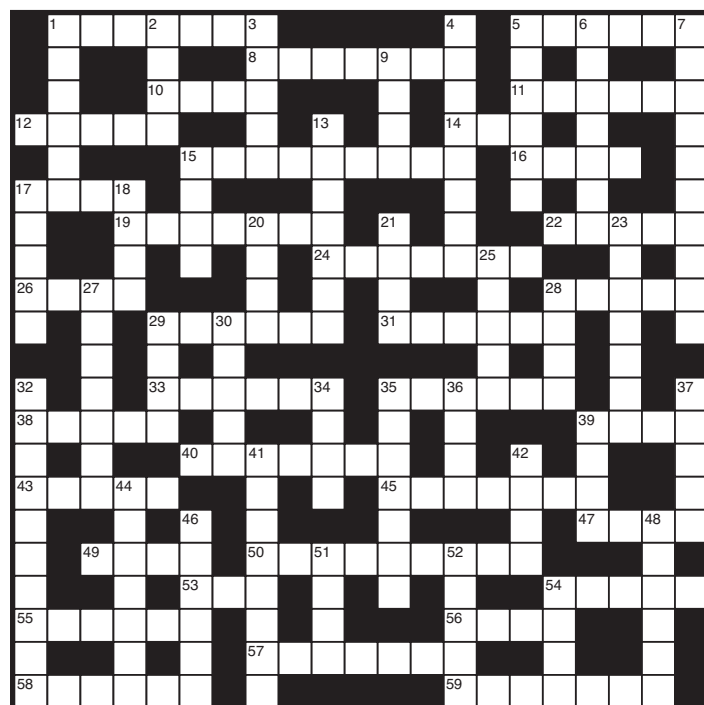
I asked Pete to describe a typical working day. "That's a difficult thing to do because every day is different, that's one of the things I like about the job," said Pete. We have several big contracts that mean we often have to be on site at short notice to move someone from one office to another. On the other hand a couple of weeks ago we moved 400 staff over a weekend; companies want everything ready so people can start work first thing on Monday morning, it means a lot of time away from home, but that's what you have to do in this business."

Pete's only regret, apart from not being with his wife and two daughters at weekends, is that he often has to miss his team play football - he was born in Bermondsey and is a life-long Millwall supporter. "I manage to get to about ten games a year, but it's not worth getting a season ticket," he said sorrowfully. However, Pete does sometimes manage to mix business with pleasure through his other great passion, Carp fishing. "A couple of years ago we were working on a big contract in Chelmsford which took about six months. Instead of staying in a hotel I asked the boss if he'd pay for a fishing permit and bait for me and one of the other lads and we'd camp in a couple of one man tents for the whole six months. He agreed, so when we finished work at 5.30 we spent the evenings fishing for Carp. It was cold and sometimes wet, but we had a great time," said Pete.

Finally I asked Pete what he likes best about the job. "I like being out meeting the customers, sorting out what needs to be done and deciding who's going to do what. It's a bit like a military operation, you need to make sure everyone is working together to get the job done smoothly. When it's all over it's very satisfying to look back and know that everything has been done properly and the customer is happy."

Crossword

Sponsored by:



Across

- 1 Money pouches (7)
- 5 Financial con trick (3-3)
- 8 Tie or tuft of hair on the crown of the head (7)
- 10 Loathesome (4)
- 11 Tight necklace (6)
- 12 Theatre platform (5)
- 14 Whisky ingredient (3)
- 15 A tough slog (4,5)
- 16 Garden building (4)
- 17 Washing-line support (4)
- 19 Very old (7)
- 22 Motionless (5)
- 24 Opposed to (7)
- 26 Bare (4)
- 28 Pants or blows (5)
- 29 Ring (6)
- 31 Mild-natured (6)
- 33 Burrowing animal (6)
- 35 Brass instrument (6)
- 38 Impudence (5)
- 39 Climbing aid (4)
- 40 Extinguish by breath (4,3)
- 43 Nursemaid (5)
- 45 Leafy salad plant (7)
- 47 Elevator (4)
- 49 Leg joint (4)
- 50 Optical instrument (9)
- 53 Take sight before shooting (3)
- 54 Distress rocket (5)
- 55 Shop or point of sale (6)
- 56 No longer wild (4)
- 57 Sea god (7)
- 58 Time of year (6)
- 59 Enlisted soldier (7)

Down

- 1 Coldest season (6)
- 2 Transmitted as it happens (4)
- 3 Guide a vehicle (5)
- 4 Caviar fish (8)
- 5 Alcove (6)
- 6 Defend or shield (7)
- 7 Of the finest rank (5,5)
- 9 Hitlerite (4)
- 13 Excite, as in a washing machine (7)
- 15 Chop roughly (4)
- 17 Practical joke (5)
- 18 Window glass (4)
- 20 Spectacular movie (4)
- 21 Report of a gun (4)
- 23 Fiery furnace (7)
- 25 Glossy fabric (5)
- 27 Prison cell (7)
- 28 Raw hide (4)
- 29 Bottle stopper (4)
- 30 Oppose authority (5)
- 32 Against public decency, disgraceful (10)
- 34 Hand implement (4)
- 35 Naval sword (7)
- 36 Cleft or fissure (4)
- 37 Banquet (5)
- 39 Spool (4)
- 41 Medicinal balm (8)
- 42 Stubborn beast (4)
- 44 Perplex or stun (7)
- 46 Make tidy (6)
- 48 Woodland (6)
- 51 Street light (4)
- 52 Freshwater mammal (5)
- 54 Anxiety (4)

— Solution on page 43

SURVEY: EMPLOYMENT TRENDS

Flexible working for a better future

An increase in flexible working and better industrial relationships in non-union companies are amongst the findings in a new employment trends survey published by the CBI. By **Wellers Accountants**.

The survey covered some 335 employers with a collective workforce of 3.5 million. It found that 29% of respondents hope to take on full-time staff during the next six months. A quarter (26%) expect no change in their level of recruitment. Openings for temporary staff are increasing modestly with a balance of over 7% of firms anticipating recruitment compared with those expecting a reduction in their workforces.

Job prospects look to be brightening for graduates, with the overall balance between firms expecting higher and lower graduate recruitment at above 9%. The jobs outlook for high skilled workers and temps is also on the up.

Wages, though, are set to remain under pressure. Nearly a third of firms (31%) are planning general pay increases below the RPI rate of inflation, with just 20% aiming to match rises in the cost of living and 4% intending to award pay deals at levels above inflation.

More than a half of employers (57%) warned that unrealistic expectations for reward packages could be a barrier to hiring employees from the public sector.

Perhaps the most striking finding in the survey is that ever growing numbers of employers are happy to move away from the traditional nine-to-five working day. Developments in modern technology have encouraged employers to adopt remote or

teleworking practices and flexible work patterns. Nearly all of the employers surveyed offer at least one form of flexible working, and many offer three or more types. This includes part-time working, flexi- and term-time working, as well as job sharing. Some 59% of employers are offering teleworking to staff in 2011, compared with 46% in 2008 and 14% in 2006.

Perhaps the most striking finding in the survey is that ever growing numbers of employers are happy to move away from the traditional nine-to-five working day.

Firms cite a range of positive spin-offs from such an adaptable approach: improved employee relations, boosting recruitment and retention, improved productivity and lower absence rates. Organisations also recognise that giving the employee more control over their working hours helps businesses achieve carbon-reduction targets by cutting down on commuting hours.

Despite the majority of firms being very positive about current flexible working arrangements, employers are, nevertheless, wary about plans to extend the right to request to all staff.

The report painted a reasonably hopeful picture of employer/employee relations too. Over two-thirds of all employers regard the relations climate in their firms or

organisations as co-operative or very co-operative. Levels of morale across all companies remains relatively buoyant, with 41% of employers describing it as high or very high, but only 15% as low.

As many as 76% of non-unionised businesses think that employee relations are co-operative or very co-operative; 58% of firms which recognise a trade union for

General, commented on the findings: "The pay and recruitment freezes that were commonplace in the private sector during the depths of the recession have now migrated to the public sector. However, we remain confident that private sector growth can more than compensate for job losses in the public sector. With the recovery in its early stages and inflationary pressures a worry, employers are having to take tough decisions on pay. Only a quarter of employers can afford to make an award in line with inflation. Most are trying to strike a fair balance by offering either modest awards or targeting pay rises on essential staff. As a result, we are seeing very little in the way of wage inflation in the economy."

He continued: "Flexible working has been a success story, but firms are still wary about the government's plans to extend the right to request to everyone. Companies are most concerned about having to choose between competing requests. The government must provide clear guidance to help employers balance requests fairly."

collective bargaining believe the same. This rather begs the question: what's the point of having a union at all? Only one in ten employers are predicting an adversarial climate in the coming year, while nearly all employers report using at least some regular mechanism for communicating with staff, including staff meetings, briefings by team leaders and e-mail updates.

John Cridland, the CBI's Director



Comment

How do you handle flexible working in your business? Does offering employees a more flexible approach to their employment lead to better relationships, loyalty and productivity?

Have your say at comment@themover.co.uk



**WORLDWIDE RELOCATIONS
AND STORAGE**

Your Trusted **New Zealand** Moving Partner

**You can have total confidence with
The Moving Company as your New Zealand partner.**

With our dedicated team who have years of experience, we provide a full range of destination moving services anywhere in New Zealand.

**email info@themovingcompany.co.nz
www.themovingcompany.co.nz**



Auckland • Wellington • Christchurch

Group Head Office: 1 Arwen Place, Auckland, New Zealand. Phone 64 9 274 2650 Fax 64 9 274 2669

YOUR COMMENTS

YourComments

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

Re: Counting the cost

The Mover, June 2011, page 16.

James Tuson
Herts Storage

Nearly all potential customers are price driven. The Internet has given them great buying power and they expect that with everything. Most have no real understanding of the true costs of most items or service & most would not care. All they want is the cheapest price.

The only way to increase prices is to force 3.5 ton van operators to face the same costs as true professionals with lorries & trained staff. The current quality schemes all fail as they are not compulsory on the transport industry as a whole. They cost far too much to comply with and only 'the big guys' can afford it or bother to comply. Quite simply anyone completing removals or transport must be qualified like other professionals. This can only happen when every commercial vehicle has a tachograph, operating centre (not a layby or grass verge) and complies with the same laws.

The LEZ will sort out a lot of 'white van men' round London.

What about the VAT element? We all know the white van brigade run two or three companies to slip under the threshold. They also use temporary staff on a day rate which means they must also be receiving state benefits.

The only way to increase prices is to force 3.5 ton van operators to face the same costs as true professionals with lorries & trained staff.

More than one shipping agent runs at cost and makes huge profits off the insurance. They don't have their own staff or vehicles but rely on agents to complete the work at rates so low they employ temporary

staff from Eastern Europe that cost far less & know even less about employee rights than UK citizens. These companies use 3.5 ton vehicles that can never legally carry the weight the large volume body allows but they are never stopped or face the same repercussions as sign-written removal lorries. On top of that, the shipping agents sell the insurance but demand the removers pick up the insurance claims cost or face the loss of work.

One other factor is the booking time. 15 years ago the process of moving took months. We had time to plan journeys, back & part loads. You had the traditional quarter days & Fridays but you planned the week to have the vehicles empty & staff available. Now it's a couple of weeks' notice if you are lucky.

At our store I see all types & here the stories of hardship and despair. You might guess I am no longer running a removal & transport company, thank goodness.

Fantastic that I can keep in touch with movers online. Keep up the good work.

Pickfords on show

Chris Smallwood

Britannia Movers International

Last night saw the airing of the programme *The Removals Men* on Channel 5. Whilst this was excellent publicity for the Pickfords group, it shed a very interesting light on our industry in general. Whilst those of us in the know could in a technical sense pull some of the standard of Pickfords' workmanship apart, the general public would have found the programme an absolute "eye opener" as to just how difficult the "moving game" is!

I think it showed that our industry is not "easy" to do as many people think, but is technically and physically extremely difficult. In addition, the professionalism and dedication shown by the operatives is not only a credit to them, but a credit to removals men as a whole who do a similar or better job than that seen on TV last night. It demonstrated superbly the obstacles that are regularly thrown at our staff that often go unappreciated not just by the public but industry managers. If nothing else it asked the general population of Britain who watched it and are thinking of moving, to consider carefully whether they should move themselves or choose a reliable and high quality moving company!

I thought that the commitment and professionalism of the "removal operative" was beautifully summed up by the individual who was due to go away for the weekend to his best friend's wedding, but instead of trying to beat a hasty retreat and cutting corners to get away quickly when things went wrong, he stayed true to his task and even stayed on to assist unpack. Needless to say, his wife was not best pleased!

I can only hope that this sends a message to the general public and to the industry as a whole, to look upon the removals industry as an integral part of the British economy, with a professional and dedicated attitude to our work.

LED Autolamps - all the better to see you with

LED Autolamps has recently introduced two new ranges - Round Marker Lamps and Low Profile Marker Lamps.



The new addition of Round Marker Lamps offers 'sealed for life' electronics, a five-year warranty and 12/24 dual-voltage versatility whilst being fully ECE certified. These LED lamps measure 25mm deep by 28mm in diameter and are fixed through a 20mm diameter hole. They are fully submersible, rust-proof and shock-resistant and have tough rubber housings with 20cm of sheathed cable for added protection. Available in amber for side markers, red for rear-end

outline markers and white for front-end outline markers, they have a current draw of 0.03 Amps @ 13.8 and 28 volts.

The new range of Low Profile Marker Lamps measure 100 x 44mm with a thickness of 12mm and include a 50cm hard-wired cable. The lamps incorporate an LED lamp strip as well as a large reflex reflector and are screw fixed, with a pendant bracket fixing available shortly.

For further information visit: www.ledautolamps-uk.com.

Continental LSR1+ and LDR1+

Continental has added two new tyres to its comprehensive commercial vehicle product line-up with the launch of the 17.5-inch LSR1+ and LDR1+, for steering and drive axles respectively.

Light goods vehicles need tyres that can cope with the stresses of city driving; tyres must be nimble, resistant to curb impact and be able to withstand specific overloading points. For longer journeys they must provide optimum road grip, good braking performance and low rolling resistance. Continental's new LSR1+ and LDR1+ for 17.5 inch wheels are designed to meet the diverse needs of regional transport distribution where a combination of urban and motorway work is required.

Thanks to an all-new material compound, rolling resistance has been reduced by up to 10% without any compromise in handling and durability. All of Continental's commercial vehicle tyres feature low-rolling resistance qualities, this helps reduce tyre friction with the road and subsequently assists in lowering fuel consumption.

The new LSR1+ and LDR1+ tyres allow fuel savings of between 3-4%, together with an overall increased mileage, thanks to low-rolling resistance technology. This helps operators achieve lowest overall driving costs with respect to tyres and because of these potential cost savings, the new 17.5-inch Continental tyres help operators achieve lowest overall driving costs.

On confined urban roads, trucks need

maximum grip when cornering and the LSR1+ steering axle tyre exhibits excellent steering properties with its 3 plus 2 groove design. The closed shoulder structure allows it to withstand lateral shearing forces when cornering, while the LDR1+ on the drive axle has been specifically configured using numerous lateral openings and a high base of tread groove for optimum traction during acceleration and braking.

Both LSR1+ and LDR1+ feature Continental's patented AirKeep® technology, which helps prevent creeping air pressure loss, while the steel cord bead and triangular belt layer maintain rigidity for low rolling resistance.

The benefits of these new tyres don't end after the initial tread has worn, because the high-quality casings allow operators to maximise the life of the LSR1+ and LDR1+ by regrooving and retreading. In this way the tyres' whole-life costs are kept to the absolute minimum without any compromises in performance.

Continental's new LSR1+ steering axle and LDR1+ drive axle tyres are available in the following sizes: 205/75 R17.5, 215/75 R17.5, 225/75 R17.5, 235/75 R17.5, 245/75 R17.5 and 265/75 R17.5.



DiaryDates

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

49th Annual Meeting of IAM
Denver, USA. 12-15 September

FEDEMAC General Assembly
Windsor, UK. 18-20 November

The Movers and Storers Show
TIC, Telford, UK. 21-22 November

National Fork Lift Truck Safety Conference
Warwick University, Warwick, UK. 21-22 November

FIDI Annual Conference
Boston, USA. 22 - 27 April, 2012

Commercial Vehicle Show 2012
NEC Birmingham, UK. 24 - 26 April, 2012

OMNI Annual Conference
Miami Beach, USA. 28 April - 1 May, 2012

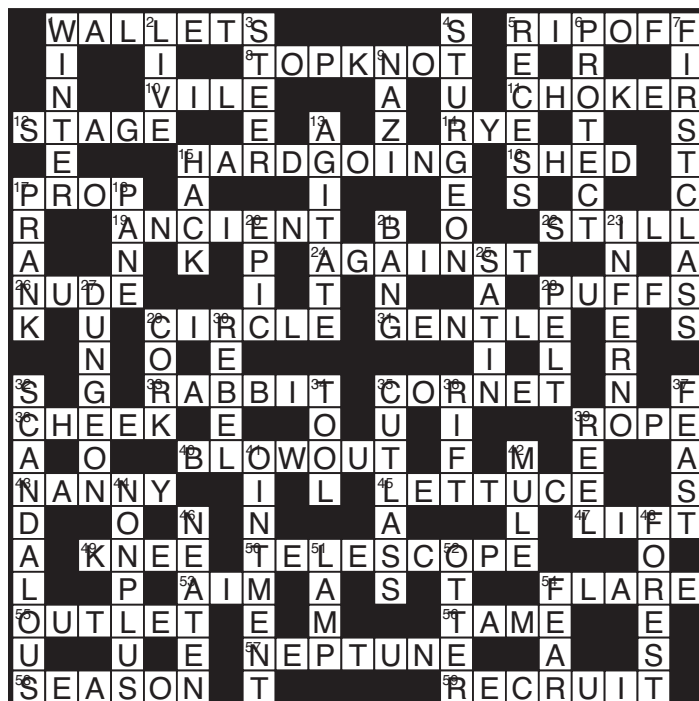
Crossword

Sponsored by:



Solution: August 2011

ACROSS 1 Wallets 5 Rip-off 8 Topknot 10 Vile 11 Choker 12 Stage 14 Rye 15 Hard going 16 Shed 17 Prop 19 Ancient 22 Still 24 Against 26 Nude 28 Puffs 29 Circle 31 Gentle 33 Rabbit 35 Cornet 38 Cheek 39 Rope 40 Blow out 43 Nanny 45 Lettuce 47 Lift 49 Knee 50 Telescope 53 Aim 54 Flare 55 Outlet 56 Tame 57 Neptune 58 Season 59 Recruit
DOWN 1 Winter 2 Live 3 Steer 4 Sturgeon 5 Recess 6 Protect 7 First class 9 Nazi 13 Agitate 15 Hack 17 Prank 18 Pane 20 Epic 21 Bang 23 Inferno 25 Satin 27 Dungeon 28 Pelt 29 Cork 30 Rebel 32 Scandalous 34 Tool 35 Cutlass 36 Rift 37 Feast 39 Reel 41 Ointment 42 Mule 44 Nonplus 46 Neaten 48 Forest 51 Lamp 52 Otter 54 Fear



MARKETPLACE

MarketPlace

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

PIANO TRANSPORT SPECIALISTS

G&R Removals UK and European service, worldwide shipping. Tel: 0208 994 9733
E-mail: jim@gandrremovals.co.uk

AIRPETS HEATHROW - Pet Travel Agent arranging flights, documentation, veterinary requirements, collections nationwide, IATA approved air kennels, boarding, quarantine. www.airpets.com

A.R.B FURNITURE REMOVAL LUTON VAN AND DRIVER FOR HIRE. SHEFFIELD/UK Mainland. Single items to full house.
Tel: 0114 2889003/07944 813389

TO AND FROM THE HIGHLANDS OF SCOTLAND
Colin Mackenzie Removals, UK Weekly Service.
Tel: 01955 651349 E-mail: info@colin-mackenzie.co.uk

OPERATIONS MANAGER REQUIRED AT UK & OVERSEAS REMOVALS DEPOT INSOMERSET
Applicants should ideally have previous experience and forklift licence. LGV 1 would be preferred. Please apply in writing to ria@britannialanes.co.uk with CV, stating salary expectations.

DAF FA 85 330

1996 with draw bar connection, 5 pallet van, 17 tonnes, 3 sleeper cab, MOT Feb 2012. Very good condition. Private Number Plate L1 MOV.
£12,000 plus VAT.
Tel Philip: 01964 537000

Removal & Storage Company Required in Manchester Area

Please apply to:
ruth@matthewjamesremovals.com

Abrahams (since 1865)

- 250 cu ft warehouse (archive) containers
- 192 cu ft lift vans
- Cases and crates: made-to-measure
- Art cases: commercial and museum

1 Crown Close, Bow, LONDON E3 2JH
Tel: 020 8980 1937. Fax: 020 8980 3762
Email: info@abrahamscases.co.uk
www.abrahamscases.co.uk

EXPECT MOVIE MANAGEMENT LTD

A QUALITY WEEKLY SERVICE TO SCANDINAVIA

T: 020 8813 3022 E: trade@expectmove.com
19 Derby Road, Greenford UB6 8UJ



Britannia Leatherbarrows

CHANNEL ISLANDS GROUPAGE CONTAINER SERVICE

- Competitive trade groupage rates
- Or Sole Use placed to load at UK address
- Guaranteed delivery times
- Four sailings per week

Call Jenny on

01202 578581

email: sales@leatherbarrows.co.uk

PIGGY BACK WITH US



OUR STATE OF THE ART ROAD TRAIN DEPARTING WEEKLY FOR GERMANY HAS SPACE SPARE AT KNOCK DOWN PRICES. CONTACT ANDY OR ANNMarie
01362 853777



APAK
REMOVALS & STORAGE

WWW.APAKMOVE.CO.UK



ESTIMATING TRAINING

delivered by

Frank Rose

drivercpc
GET QUALIFIED STAY QUALIFIED

JAUPAT APPROVED CENTRE JC00809

PLUS OPERATIVE TRAINING

By **KIDDS SERVICES**

01964 537000

www.kidds.co.uk/training

Removals & Storage Business for Sale (South West based)

A well established regional business with a mixture of domestic and corporate customers. The business benefits from some framework contracts for public agencies which provide repeat business. Own freehold premises. There is a separate self storage business operating from adjacent premises. Turnover in range £1-2m.

Further details from: Adrian Godfrey, HW Corporate Finance,
agodfrey@hwca.com, 07710 158371.



EXCESS INTERNATIONAL MOVERS

TRADE SHIPPING

CALL 020 8324 2044

- Competitive Rates
- Regular Consolidations
- Groupage, FCL, LCL & Airfreight
- Online Rates, Bookings, Tracking



Memb. No: E003



www.excess-trade.com

trade@excess-international.com

London Head Office: 4 Hannah Close, Great Central Way, London NW10 0UX • Tel: 020 8324 2044 • Fax: 020 8324 2045

MARKETPLACE



DAF 1996 6 con Vancraft body
Volvo Globetrotter 05 reg Vancraft
Merc 815 3 con van double sleeper
big box 54 reg.
All trucks mot'd and taxed, ready to go.
Ring for prices. Mike Fahey
07730 309699 or 01614 762873

VEHICLE FOR SALE



Mercedes 1523
15 tonne with 5 container doors.
Mercedes 2 man sleeper cab.
MOT 10 months, only 137,000 Kms.
Excellent condition throughout.
£26,000 + VAT.
alan.davidson@rumseyandson.com
Tel Alan **020 8876 1000**

FREE LINEAGE ADS!

Use a short classified advert of no more than twenty words to sell your product or service in *The Mover* and it will be included free of charge!

Take a half-page ad or more and get a free link to your website on www.themover.co.uk



TheMover Advertising Rate Card 2011

Booking advertisements

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

Overseas subscriptions

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

Copy dates

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

Enquiries

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

PLEASE NOTE:

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

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

	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
DISPLAY			
Full page	£900	£875	£850
Half page	£570	£555	£540
Quarter page	£330	£320	£310
Inside front cover	£1100	£1070	£1040
Outside back cover	£1150	£1120	£1090
Centre spread	£1400	£1365	£1330
MARKETPLACE*			
1 unit mono	£400 (1 year)	n/a	n/a
1 unit colour	£500 (1 year)	n/a	n/a
CLASSIFIED			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£180	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
INSERTS			
Loose inserts (per 1000 A4 supplied)	£150	n/a	n/a

Take out an overseas subscription to *The Mover*

The Mover magazine is distributed free in the UK but if you'd like your own copy sent to you in another country, just take out a subscription for £100 a year and it will be delivered to you every month anywhere in the world.

Send in your stories too

Although *The Mover* is published in the UK it tries to include as many stories from around the world as possible. So, don't be shy. If you have something to say about what's going on in your country or a message for the members of the

global moving industry, just tell *The Mover* and we'll tell the rest of the world.

Don't forget that all stories published in the magazine itself will be reproduced on www.themover.co.uk allowing anyone the opportunity of reading them at any time. What's more, your stories will all carry a live link to your company website making it easy for search engines and real people to find you.

So, what are you waiting for? Time to get typing.

To take out an annual subscription to *The Mover* just email adverts@themover.co.uk or telephone Nikki on +44 1908 695500. It's the easiest way to keep in touch with news from the moving industry worldwide.



Jack of all trade

Those of you who don't yet use our trade groupage shipping services obviously **don't know Jack.**

You can rely on Anglo Pacific to handle your customers' goods with care. We've been in the business for 30 years and offer frequent sailings on all routes to major destinations worldwide.

We'll arrange shipment on the vessel promised and nominate reliable FIDI agents at destination. With depots in London, Manchester and Glasgow we offer a competitive solution wherever you are located.

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

Visit our website or simply call Jack and his team and **get in the know.**

Jack Dorrington
Trade Manager



Our Services

- ◆ Continuous receiving in London, Manchester and Glasgow
- ◆ Worldwide LCL, FCL and airfreight services
- ◆ Regular groupage services to Australasia, North America, South Africa, S.E. Asia, Dubai, Cyprus
- ◆ On-line sailing schedule updates and shipment tracking

FREEPHONE 0800 707 6093

Or visit us at **www.anglopacific.co.uk**. London, Manchester, Glasgow



Memb No: A026

