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TheMover



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Pacific's MD in London.

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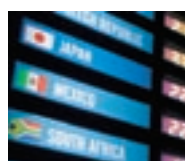
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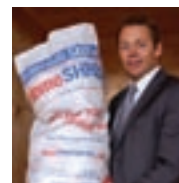
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LEADER

Sadness and delight

Steve Jordan, Editor



February is traditionally the time when removals companies have the cleanest vans: they have no work. So if you are looking at an empty order book this month, you are probably in good company. But, nevertheless, reports I receive seem to indicate that people are doing OK in general, with a few notable exceptions. I was saddened to hear of Aussie Man & Van's slip into administration just before Christmas. Let's all wish them well and hope they can turn it around.

This month I am delighted to include a report on the government's slashing of motoring red tape following on from its hatchet-job on the health and safety regulations also announced recently. We've been locked in 'crazy' for too long in my opinion and it's refreshing to see a little common sense returning at last.

Talking of common sense: have a squint at the story on currency exchange. If you are doing international moving and are not making commissions by helping your customers transfer their money, you should be. Looks to me like a 'no brainer' as our American friends say.

In the interest of balance, and in response to Matt Faizey's comments a couple of months ago about lawyers pushing customers into Friday completions for their own gain, I interviewed a lawyer on the same subject. An interesting response I thought in this issue. I am now focussing in on my next victims: estate agents.

I am ashamed to say that I did not hear about Jim McCluskey's death at the beginning of December. I didn't know Jim well but he was one of the icons of our industry and, had I known, I would have treated his passing with the respect he deserved. My apologies to his family for the omission and thanks to Jim for the colourful moments we shared.

Finally, we did advertise a feature this month on 'workwear' however it had to slip to March – so there's still time to advertise if you are quick. Here also is advance notice of our forthcoming feature in April on 'self storage', including an interview with Rodney Walker from the Self Storage Association. If you have any editorial contributions please get them to me by 5 March.

Steve Jordan

House prices up 1.5% in 2011

According to the latest house price index from Rightmove, UK house prices fell by 2.7% in December, leaving overall prices up by 1.5% year-on-year compared to the same period in 2010.



● The housing market will face continuing uncertainty in 2012.

Rightmove predicts that prices will rise by 2% next year, with prices underpinned by a shortage of new sellers. Mortgage availability is expected to remain difficult, with low interest rates continuing to limit reposessions to below 40,000.

The number of property transactions is forecast to remain at 2011 levels, but Rightmove describes the outlook as "uncertain as the Eurozone concerns weigh on home movers' decision making".

In the longer run, the UK will continue to suffer from a shortage of housing. House building numbers are still failing to keep pace with the increase in the number of households, and the shortfall gets worse every year.

Both the government's new plans to boost house building by easing planning restrictions and the introduction of a mortgage indemnity guarantee scheme have yet to be tested by the market. If the Eurozone economy suffers a major shock and unemployment levels soar, then we may see higher levels of immigration from European workers looking for jobs, putting further pressure on the UK's housing stock, particularly in London and the South East.

"...the number of mortgage-ready buyers you can attract is now dictated by the type and size of property that you are selling."

Miles Shippide

Miles Shippide, Director of Rightmove explained: "The market fragmentation caused by the credit crunch means that success in selling now requires a very careful and complex local market analysis. As always it involves location, but the number of mortgage-ready buyers you can attract is now dictated by the type and size of property that you are selling. With all but the most appealing properties, pitching at too high a price and waiting for offers is a route to stagnation. Four years of increasingly dire economic news have also trained consumers' brains to look for stand-out value from day one of marketing."

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● Economies will struggle to cope with slow growth, says the Forum of Private Business.

What's in store in 2012?

While the 2008 recession was not as deep or prolonged as the infamous 1930s Great Depression, the UK's economy is in danger of taking far longer to recover this time round.

That is the warning from the Forum of Private Business's Economic Adviser, Professor Phillip Wyman, as he looks to 2012 and what the New Year has in store for small businesses.

Professor Whyman, a lecturer in Business and Economics at the University of Central Lancashire, is forecasting another stormy 12 months for SMEs as the UK, European and world economies struggle to

cope with prolonged slow growth, the euro debt crisis, plummeting consumer confidence and spiralling unemployment.

"The current economic situation is serious," said Professor Whyman. "GDP growth for 2011 is likely to come in below 1% once figures are in, and predictions for next year range from 1.2% to 0.5%, with the Office for Budgetary Responsibility (OBR) predicting 0.7% as its mid-point forecast. "This is very weak

"Job losses in the public sector have not been compensated for by a rapid expansion in private sector employment ..."

Professor Phillip Whyman

indeed, and indicates that the economy is more fragile than most commentators realised."

As a consequence Professor Whyman said he expects UK unemployment to reach 2.9 million, a figure he says is down to private sector expansion stalling in the face of global uncertainty – but less than the 3 million plus predicted by other economic commentators.

"Job losses in the public sector have not been compensated for by a rapid expansion in private sector employment, as predicted by the OBR a year or more ago, and it's not surprising why this has not occurred," he explained. "Employers base investment and hiring decisions upon expectations for the future, and, with the current weak trading conditions, external factors such as the eurozone crisis, falling consumer expenditure and a continued reluctance for financial institutions to provide inexpensive loans for expansion purposes, these expectations are unlikely to improve in the near future unless something changes."

"What is becoming increasingly apparent is that, while the 2008 'credit crunch' recession was not as deep as the 'Great Depression', the UK is in danger of suffering a far slower, more sluggish recovery. This could be potentially more damaging in the medium term."

He concluded: "Ultimately, economic activity depends upon demand. If aggregate demand is too low, government needs to step in to make up the shortfall. This is, however, a tricky balancing act. 2012 may well show just how good – or not – the government is at it."

Does anyone really understand economics?

By **David Jordan**, Deputy Editor of *The Mover*.

So, yet another gloomy forecast from an expert economist warning us all of bad times to come and even predicting within a few percentage points what GDP growth will be during the next twelve months.

As mentioned in Professor Whyman's article

the Office for Budgetary Responsibility (OBR) - the quango set up by the government in 2010 to monitor public finances and the economy - is now predicting growth for 2011 will be below 1% with a figure of 0.7% for its mid-point 2012 forecast. Well that's not what they said at the end of 2010 when

Chancellor George Osborne announced in his autumn statement that growth in 2011 would be 2.1% - revised down from an earlier OBR figure of 2.3% - and that growth in

2012 would accelerate to 2.6%; increase further to 2.9% in 2013 and slow down to 2.7% in 2014. According to Professor Whyman the OBR also predicted over a year ago that job losses in the public sector would be compensated for by a rapid expansion in the private sector, something that has clearly not come to pass.

It seems that forecasting what is happening in the economy is not, to put it mildly, an exact science. The truth is there are so many variables and unpredictable factors that Albert Einstein himself would find it well nigh impossible to arrive at any meaningful figures. To make matters worse the pundits, including the governor

of the Bank of England, Mervyn King, never tire of spreading gloom and despondency based on figures that are shown time and time again to be wrong.

So what should we make of it all? Well first we should take everything with a very large pinch of salt. Most business owners I speak to are doing quite well and are cautiously optimistic about the future. While it may not be a time to order that new Ferrari, putting a hold on everything based on what the OBR boffins say will only make things worse. Let's approach the rest of 2012 with a spirit of optimism and not listen too closely to what the experts say, after all they've been wrong before!

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● The new Gwent Archives site in Ebbw Vale.

Traceability the key to major archive move

Harrow Green planned and carried out the sequential move of 7km of archival material to a new home for Gwent Archives. The project was completed over a six-week period.

The magnificent new facility in Ebbw Vale will provide the ideal environment for users to access a unique collection of documents. With state-of-the-art storage and a modern archive conservation studio, the Gwent Archives collection will be preserved for future generations.

The challenge for Harrow Green was to pack thousands of individual items in strict sequential order for transportation and relocation in exactly the right place in the new storage facility. "The art of planning a complex sequential move is to ensure complete traceability of every box and each item at every stage of the move, in and out of buildings, on and off shelves," said Stephen Noake, Harrow Green's relocation consultant on the project.

Often for moves of this size Harrow Green will provide a managed barcode system using proprietary document management software. In the case of Gwent Archives, Harrow Green worked with the client's own barcode identification system. Every item was scanned, along with its original shelf position, and scanned in at the final location in the new premises. Data was output to Excel spreadsheet to create an instant location database.

Gwent Archives is a unique collection of books, paper documents

"The art of planning a complex sequential move is to ensure complete traceability of every box and each item at every stage of the move..."

Stephen Noake

and parchment ranging from the 12th century to the present day. Special procedures were put in place here, as in all archive, library and museums moves, to ensure maximum security and safety for the collection. "No material was left outside secure storage areas, either in the original loading areas or at the final destination, out of unsupervised hours," said Stuart Fitton, Commercial Manager for Harrow Green in the south-west.

The County Archivist was very happy with the result. "Harrow Green was appointed on the strength of their experience of similar projects and their competitive pricing. They proved to be a great team of people who managed the sequential move efficiently over a tight six-week schedule."

John strikes it lucky in packing competition

Leeds-based Crown Relocations Packer, John McNamara, has won the title of 'Best packer in the UK and Ireland' at Crown's annual 'Packer of the Year' competition.



● Left to right: Steve Slade, Environmental Compliance Manager; winner John McNamara and David Hollins, Regional General Manager for the Southern Region.

Local man John – who works in the Middleton Grove Road office – fought off tough competition from expert packers across the country to claim the title in the company's fourth annual regional competition.

The contest, held at Crown Relocations' Enfield branch, brought together the best Crown packers from around the UK and Ireland to spend a day competing against each other. The packers were challenged with the tricky task of wrapping a brand new, reproduction glass fronted grandfather clock and were judged on their speed and efficiency, use of correct tools and materials, manual handling and neatness of the finished item, among others.

The two highest scorers from the heats went onto the final round, where John found himself up against fellow Leeds colleague Darren Keating. The final round saw the expert packers having to place the clocks into crates, seal them and then manoeuvre the clocks carefully through the narrow corridors of the buildings, finally loading them into the van.

After a demanding final round that saw both finalists achieving the same scores, John came out

on top to claim the 'Bob Hall Memorial Packer of the Year' award and a £500 cash prize, after judges claimed he 'added the Crown touch' of acid free tissue to the face of the clock, as well as putting Silica gel packages near the workings of the clock to protect it.

John commented: "All of the packers in the competition were very experienced so I am thrilled to have won this award. The competition is a great way for the company showing staff that they recognise our skills and hard work and it's great to learn from other contestants from around the UK and Ireland too."

Karen Campbell, Branch Manager, Crown Leeds said: "We are delighted that both John and Darren reached the final, it stands as great recognition of the quality of service that our team here in Leeds presents. John should be very proud of his well deserved achievement."

The Packer of the Year competition was introduced in 2007 to commemorate the life of Bob Hall, an employee who worked for Crown Scotland for over 20 years. Sadly, Bob passed away in 2006 after a period of illness and it was felt that this was a fitting way to remember him.

BUSINESS: CURRENCY EXCHANGE

Are you missing out on currency exchange referral fees?

Removal firms dealing with customers moving to or returning from overseas could be earning valuable extra cash by referring clients with money to transfer to a specialist currency broker.

Despite the pressure on profits in the moving industry it seems there is little appetite for this important and lucrative added value service. While the larger moving companies have established relationships with currency brokers over many years, smaller operators seem reluctant to get involved and are missing out on referral fees that can often amount to more than the profit on the move itself.

And it's not just about making extra profit, the benefits to the customer can be considerable, it really is a win-win situation for everyone involved – unless that is you happen to be a banker. Most customers are not even aware of the existence of currency brokers and simply contact their bank when they move to another country and need to transfer funds. Few realise there is an alternative and that the fees the banks charge are likely to be up to 5% higher than they need to pay. Someone transferring £100,000 therefore could save £5,000 simply

“...our most successful introducers are removals companies because they're talking to potential clients just before they move house and that invariably involves moving large amounts of money.”



Colin Lawrence, TorFX

by switching to a broker and most importantly a significant rebate would be paid for the introduction.

Removals companies are in an ideal position to refer potential customers to currency brokers and in return receive a fee based on the profit from the transaction. One leading company keen to expand its network of introducers from the moving industry is West Country based TorFX, which already boasts some of the country's largest removals companies among its partners. “A good percentage of our business comes from referrals,” said Colin Lawrence, Head of Business

Development at TorFX. “We have partnerships with people like visa agents, accountants, wealth managers and so on, but our most successful introducers are removals companies because they're talking to potential clients just before they move house and that invariably involves moving large amounts of money.”

Arranging insurance cover for clients moving overseas is a long established source of revenue, so it is surprising that more removal firms don't offer currency exchange services as well. Two seminars, which were to have been given at

the The Movers and Stores Show in Telford last year by a leading currency broker were cancelled when no one – other than a reporter from *The Mover* – turned up for the presentations!

It is indeed puzzling, especially as the only thing the moving company has to do is briefly introduce the service to the client and obtain his agreement to be contacted by the broker – they do the rest. TorFX also pay an estimator's fee in addition to the amount paid to the removal company, so there is every incentive for the people on the front-line to get involved. In the case of TorFX, referral fees are also paid for any subsequent business placed by the client, even if it takes place several years after the initial introduction was made.

So, if you're in the overseas moving business and you don't already have an arrangement with a currency broker, what are you waiting for? You could be earning more money from the move, giving your customers a better service and stopping the banks having it all their own way.

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Procurex National 2012

This year's Procurex exhibition will take place on 13 and 14 March at the NEC.

It is the exhibition for procurement for the public sector and, as such, a great place for the moving companies that serve that market to be seen.

Now in its third year, Procurex National continues to inform, shape and direct public procurement across the UK. The organisers say that it will attract over 3,000 key decision makers, end users, procurement practitioners and policy makers spanning the entire UK public sector landscape. It will give the key decision makers operating throughout the UK an opportunity to meet suppliers at a time when the public sector is shrinking and procurement professionals are under significant pressure to perform.

Shell scheme positions are available from £995 + VAT and attendance for visitors is free.

Visit www.procurexnational.co.uk.

Shredding Standard achieved

Appleyards of Hull has recently become the first Britannia Member and one of only a few removal companies in the UK to obtain the BS EN 15713 standard for the secure destruction of confidential material.

Now this standard has been achieved the sales team are looking to expand into many companies in the region to offer them secure shredding services for their files and records.

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FSA proposals on mortgages

The Financial Services Authority (FSA) has revealed the latest proposals of its Mortgage Market Review in a bid to prevent a return to the risky mortgage lending seen during the boom.



• The FSA wants to ensure that prospective buyers get the right advice and information at the right time.

A consultation on the proposals laid out in the review is open until 30 March, 2012. The proposed measures are designed to ensure that prospective buyers get the right advice and information at the right time, and to ensure that lenders check whether borrowers can afford the repayments they are signing up to.

The original proposals have been amended following feedback from lenders, consumer groups and other stakeholders, and this latest round are now open to opinion. There are three principals at the core of the proposals, which are:

- Lenders must assess affordability - no more self-assessment mortgages;
- Any assessment should account for future interest rate increases;
- Interest-only mortgages should be assessed on a repayment basis.

Commenting on the proposals, Lord Turner, Chairman of the FSA said: "We believe that these are common sense proposals which serve the interests of both lenders and borrowers. While the excesses of the pre-crisis period have largely disappeared from the current market, it is important to ensure that better practice endures in future when memories of the crisis recede and the dangers of poor practice return."

"The three key proposals are, we believe, the most effective way to

"Whilst there is much detail to be pored over, the FSA's new proposals seem to strike broadly the right balance."

Paul Smee

tackle the problem of risky lending," Lord Turner continued. "But it is essential that we understand what their impact would be - how many consumers would be protected from the distress of arrears and repossessions, and, how many consumers who could have afforded a mortgage might have to take out a smaller mortgage or to delay their purchase. The estimates are inherently uncertain, but they suggest that the new rules would have only a marginal effect in current market conditions - and

particularly so for first time buyers - but would act as a significant constraint if market practice were in danger of returning to the 2005 to 2007 pattern. That pattern of effect would be a highly desirable one. We are however particularly keen that lenders provide their detailed assessment of the likely impact of these proposed rules. Then the FSA will be able to make appropriate final decisions."

Welcoming the revised proposals, Director General at the Council for Mortgage Lenders (CML), Paul Smee said: "Lending needs to be responsible and done in a way which protects consumers. Rules need to be practical and avoid unintended consequences. Whilst there is much detail to be pored over, the FSA's new proposals seem to strike broadly the right balance. If lenders are to make their contribution to improving the supply of housing and to the wider agenda for economic growth, then they need a regulatory framework which also supports that objective."

Opinion

Although these proposals may be sensible in the long run, and probably inevitable, they are unlikely to encourage more people to move house and, therefore, will do little to boost the moving industry.

Steve Jordan, Editor



● A snowy Westminster Bridge last winter.

London prepares for cold weather

With February traditionally being the month when the snow falls, the Mayor of London, Transport for London (TfL) and London Councils – the body representing all 32 of London's boroughs and the City of London – have set out the measures underway to keep London moving during any coming bad weather.

The organisations have co-ordinated plans, developed alongside the local borough councils, the emergency services and Network Rail, designed to ensure the transport network and a network of key routes remain open throughout even the most severe weather. This includes roads and footways around bus garages and stations, hospitals with accident and emergency departments, railway stations and police, fire and ambulance stations across London.

TfL, which is responsible for the 580km network of London's Red Routes, has stockpiled more than 22,000 tonnes of salt within its London depots before winter kicked in. Last year TfL also created a 27,000 tonne pan-London Strategic Salt Reserve, which remains fully stocked and untouched. This is ready for deployment and capable of supplementing stocks held by the boroughs. The amount of salt stored by London's local authorities has been boosted, taking London's total stock to over 100,000 tonnes.

Across London, a fleet of 40 gritters, all of which can be fitted with ploughs, as well as gritting quad bikes, flat bed trucks and teams of gritlayers will operate across Transport for London's major road network.

Mayor of London, Boris Johnson, said: "Across the length and breadth of London's roads and rails and

"Across the length and breadth of London's roads and rails and Tube, hundreds of workers will be toiling across the winter..."

Boris Johnson

Tube, hundreds of workers will be toiling across the winter, ensuring that commuters can commute, shoppers can shop and tourists can continue to tour our great city. With more than 100,000 tonnes of salt across the capital and an army of gritters, de-icers and specially adapted Tube carriages, together we will ensure that coordinated and swift action is taken to keep the capital moving."

Peter Hendy, London's Transport Commissioner said: "We have made detailed preparations for harsh weather conditions and have well-rehearsed procedures. Working closely with London's boroughs, we've ensured that there is a fully co-ordinated response for all modes of traffic across the capital, as well as a 27,000 tonne salt reserve for TfL and the boroughs to fall back on should supplies run low."

Young European Truck Driver Competition returns

The Young European Truck Driver Competition (YETD), Scania's flagship driving skills and road safety event, is returning once again in 2012.

As in previous years, the ultimate prize will be a brand new Scania R-series truck valued at 100,000 euros. This vehicle will be competed for by the top performing driver from each participating European nation at the YETD 2012 Final, which will be staged at the headquarters of Scania in Sweden in September 2012.

Each competing nation will send one contestant to the YETD 2012 Final. To secure this highly sought after place, drivers first have to prove themselves as the best in their country by winning their local national final, entry to which is gained by way of online qualification.

For UK drivers, the process begins by registering at www.scania.co.uk/yetd and completing a testing set of theory questions. The ten highest scoring entrants will be selected to compete at the UK National Final, which will take place at the Heritage Motor Centre, Gaydon, Warwickshire on 23 June, 2012. Only one online entry per driver is allowed and in the event of a draw a tie break will come into effect.

Those qualifying for the UK National Final will pit their skills against one another in a contest designed to test their ability to drive economically and operate safely and efficiently at all times.

The winner of this event will be named Young UK Driver of the Year and invited to represent the United Kingdom at the YETD 2012 Final.

Entry to the UK-arm of YETD is open to all young truck drivers meeting the following criteria:

- Born in 1977 or later;
- Holder of a Category C+E driving licence;
- UK resident;
- Available for the UK Final (22-23 June) and the YETD 2012 Final (6-9 September) should they qualify.

"In addition to offering a highly desirable top prize, YETD seeks to uplift professional driving standards and thereby contribute towards improved safety on our roads," said Hans-Christer Holgersson, Managing Director of Scania (Great Britain) Limited. "As such, Young European Truck Driver is not only an attractive competition for young drivers but an important one too, and I would therefore encourage as many as possible to enter."

Since its creation in 2003, YETD has spawned a series of similar competitions around the globe and now forms part of a programme known as Scania Driver Competitions. In 2012, it is anticipated that a total of 55,000 drivers from 47 nations will compete in Scania Driver Competitions worldwide.



Previous YETD winner Colin McKeag.

NEWS: UK



EU Parliament visit for BAR Members

BAR members have the opportunity of visiting the European Parliament in Strasbourg on 13 March, 2012 at an event hosted by Mike Nattrass, the MEP who is also the keynote speaker at the BAR conference this year in Windsor.

BAR says that there are 30 places available. The group package has been put together travelling from London on 12 March by Eurostar and staying at the Holiday Inn Strasbourg City Centre, returning to London on 14 March. Packages start from £746 for one person and £1,013 for two people sharing. BAR says this is a great opportunity to see the EU in action and also visit one of France's most historic cities. Strasbourg is the capital and principal city of the Alsace region in eastern France and is the official seat of the European Parliament. Strasbourg's historic city centre, the Grande Île (Grand Island), was classified a World Heritage site by UNESCO in 1988, the first time such an honour was placed on an entire city centre.

Bookings can only be made by telephoning BAR Commercial Department on 01923 699 483. Full payment will be required by credit/debit card at time of booking.

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Tackling late payments

A group of leading organisations have joined together to urge the government to tackle the growing problem of late payment in order to help small firms survive, grow and drive economic recovery.



● The money owed to small and medium-sized enterprises has risen 10% in the last 12 months.

The industry bodies, including those representing UK-based suppliers, have written to the Business Minister, Mark Prisk, to call for a plan of action to address late payment, which decimates small firms' cash flow.

New data from Graydon UK, a credit reference agency, shows that 76% of respondents believe the government is not doing enough to protect UK businesses from late payment. This is despite 51% reporting that the problem has become worse during the past year, 45% that it could threaten their ability to invest in their businesses and 20% that it could prevent them from continuing trading.

In addition, recent research from the payment body BACS shows that late payment to small businesses, mainly originating from large companies at the head of supply chains across a broad range of sectors, has hit an all-time high. The company's figures show small and medium-sized enterprises (SMEs) are now owed a total of £33.6 billion in outstanding invoice payments – a rise of 10% in the last 12 months and the highest figure since records began in September 2007.

This is backed by recent research from the information company Experian, which found that late

"It is time to tackle the problem once and for all so that prompt payment becomes the norm, unless there are good, justifiable reasons otherwise."

Phil Orford

payment among UK firms of all sizes increased by almost a day on average during July, August and September 2011, compared to the April to June period. Yet the same figures show the UK's smallest businesses – those with one or two employees – managed to limit their late payment of bills to just half a day, representing the lowest rise during the period.

Further, with the use of credit checks more than doubling since last year in response to increasing late payment, a survey from Experian and the Institute of Credit Management (ICM) has found that small firms are more than twice as likely to suffer as a result of significant variations in credit scores.

"There is mounting pressure on the government to crack down on the growing corporate late payment culture, which is already a huge problem for small businesses and is in danger of becoming endemic," said Phil Orford, Chief Executive of the Forum of Private Business.

"Late payment and enforced retrospective changes to payment terms and conditions force firms out of business, plain and simple. It is time to tackle the problem once and for all so that prompt payment becomes the norm, unless there are good, justifiable reasons otherwise. In addition to the actions we want ministers to take, we recognise there are proactive steps available to business owners, including implementing proper credit management and credit checking procedures, but there is clearly a culture of fear when it comes to naming and shaming large late payers."

He concluded: "We are also urging anyone subjected to this kind of treatment to tell us about it – we're not afraid to take these companies on."

The organisations backing the late payment campaign are: Graydon UK Ltd; Lloyds TSB Bank Plc; the Asian Business Federation, the Brewing, Food and Beverage Industry Suppliers Association; the British Home Enhancement Trade Association; the British Printing Industries Federation; the Business Woman's Network; the Federation of Master Builders; the Federation of Petroleum Suppliers; the Forum of Private Business; the Institute of Chartered Accountants in England and Wales; the Institute of Credit Management; PCG – the Voice of Freelancing; the National Association of Commercial Finance Brokers; the National Farmers' Union; the National Pig Association and the Tenant Farmers Association.

@ Comment

BAR is conspicuous by its absence here. Is tackling the corporate culture of late payment something it should be supporting?

Have your say at comment@themover.co.uk



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NEWS: UK

Is your gangmaster for real?

HMRC is urging employers, who plan to take on more staff for the Olympic and Paralympic Games, to check their labour providers.

Labour providers are agencies that supply temporary workers to meet seasonal and market demand – sometimes called gangmasters. With the Olympics leading to an increase in businesses needing temporary workers, HMRC is urging them to carry out checks on their labour suppliers. The department wants them to ensure, where possible, that the gangmasters are paying VAT and other taxes.

HMRC has warned there is a risk that employers could unknowingly hire workers who are in the UK illegally or are earning below the National Minimum Wage. This could result in enquiries by HMRC and costs for the business, damaged reputation and even prosecution.

Marie-Claire Uhart, Director of Specialist Investigations, said: "HMRC has found problems with fraud and unpaid taxes in the labour provider field and this might increase as companies employ more casual labour for the Games. HMRC routinely tackles attempts to defraud the Exchequer, including the use of false invoices and hijacked VAT registrations."

She concluded: "Businesses that use labour providers can help prevent these forms of tax abuse – and avoid involvement in fraudulent supply chains – by being alert and asking the right questions."

Businesses should ask:

- Does the labour provider need/

have a Gangmaster Licensing Authority (GLA) licence?

- What is the history of the business?
 - Is it a live company on the Companies House register?
 - Have you visited the trading premises? Are they consistent with the business of finding and employing workers?
 - Do they obtain workers from other labour providers?
 - Are their proposed fees realistic, allowing the business to meet statutory minimum wage and tax obligations and still make a profit?
 - Do they have Employers' Liability Insurance?
 - Are you making payments to a third party, for example a factoring agent? If so, why?
 - Is the business VAT registered and set up for PAYE? Obtain a copy of the VAT certificate.
 - Is the business paying its workers the National Minimum Wage?
 - Do the workers being supplied have the right to work in the UK?
- Checks could include:
- Check directors' identities by asking for passports.
 - Ask for copies of Certificate of Incorporation, VAT registration certificate and GLA licence.
 - Verify VAT registration details with HMRC before you use them.
 - Ask for their bank details.

Issued by HM Revenue & Customs Press Office. For more information visit: www.hmrc.gov.uk.



● Employers needing temporary workers owing to increased demand because of the Olympics need to be watchful of labour suppliers.



● Left: Anglo Pacific's Mr Movember, Vishal Basra and right, Miss Movember, Charlie Robinson.

Anglo Pacific help to change the face of men's health

Joining a global movement of literally hundreds of thousands of gents worldwide, the men folk of Anglo Pacific spent the month of November sprouting some fine moustachery.

Aside from being the source of great amusement, and aesthetic wrongness, their facial feats raised over £1,000 for cancer charities.

Liz Caines, HR Director at Anglo Pacific said, "Much hyped 'Movember' is a visual reminder of the need to change established habits and attitudes men have about their health and to educate them about the risks they face in order to increase chances of early diagnosis and effective treatment. The movement has so far raised over £106 million for male cancer charities since its inception in Melbourne Australia in 2004 and, for us, it's a fantastic way to do charitable work at the same time as fostering humour and a gentle competitive spirit in the workplace as we eased into the countdown to Christmas."

This year's Movember winner was announced at the Anglo Pacific Christmas Party held at the Victory Services Club in London's Marble Arch on Saturday 3 December. Vishal Basra from the company's IT Department collected the Mr Movember sash for a facial masterpiece that stood out a country mile. Miss Movember, Anglo Pacific's booby prize, went to Charlie Robinson, an apprentice in the Shipping Department, who could clearly do with eating more

greens to get his follicles flourishing.

Alongside the sizeable donation winging its way to The Prostate Cancer Charity and Institute of Cancer Research, the choice of Christmas party venue allowed Anglo Pacific to support the Victory Services Clubs' cause. Functions held at London's 'Haven for Heroes'

"'Movember' is a visual reminder of the need to change established habits and attitudes men have about their health ..."

Liz Caines

help to fund an affordable home away from home for all ranks of serving and retired members of the military community and their families – including reservists, Commonwealth armed forces and allies. The facility also provides free respite and welfare breaks for those who have been wounded in action with care and support provided at this distressing time.

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

BAR North West joins LANPAC

The British Association of Removers (BAR) North West Region has become the latest member of the Lancashire Constabulary Partnership Against Crime (LANPAC), joining many blue chip companies in supporting LANPAC.

LANPAC is a not for profit third sector organisation who work in partnership with private, public and voluntary sectors to provide financial support to projects aimed at reducing crime and increasing public confidence in Lancashire.

The Preston police headquarters was the venue for a recent BAR North West Area meeting, where the decision was made to become a supporting member of LANPAC. Benefits to BAR North West Area include regular informative e-mails with up to date business advice, invitations to seminars including crime prevention and community safety themed conferences and meetings, and free use of constabulary meeting rooms. 100% of the membership fee paid goes towards

making a real and practical contribution to crime reduction and prosperity in the communities where BAR North West Area does business.

Over the last 13 years, police officers in Lancashire have been awarded £1,271,000 from LANPAC to support a host of projects, which has resulted in four times that amount being raised from other agencies. This support from businesses and organisations has assisted the constabulary to reduce crime and anti-social behaviour in Lancashire.

For further information or to join LANPAC, please contact:
Ian Groundwater, Partnership Manager at iangroundwater@lancashire.pnn.police.uk



● Left to right: Chief Constable of Lancashire Steve Finnigan, BAR North West Chairman Ernie Humphries and Chairman of LANPAC Jimmy Armfield.

Schedule and quotes online from Simpsons

Family owned and long established Simpsons Removals & Storage Ltd in North Kent are bucking the recessionary trend with their recently launched and completely revamped website reflecting the company's continued growth and development as a professional force in the removals industry.



● The revamped Simpsons website homepage.

The new site offers trade clients a comprehensive sailing schedule and instant online quotes for trade services into and out of the UK to all European and major worldwide destinations by air, sea or road. All European services are operated using Simpsons' own vehicles and crews in order to maintain the highest standards of service to clients.

Access is open to trade users via a unique username and

password which will then store online quotes and allow users to book services at the click of a button. There are plans to extend the range of services available on the website in the coming six months to include a comprehensive door to door option for trade users.

Simpsons welcome application for trade approval which can be made via the contact form at www.simpsons-uk.com and selecting the 'trade login' category.

Insurance broker achieves chartered status

Removals and self storage specialist insurance broker Pound Gates has been awarded the prestigious title of 'Chartered Insurance Broker' by the Chartered Insurance Institute (CII).

Chartered status is an exclusive title only awarded to firms which meet rigorous criteria relating to professionalism and capability. All Chartered Insurance Brokers commit to the CII's Code of Ethics, reinforcing the highest standards of professional practice in their business dealings.

Kevin Collins, owner and Managing Director, said "The quality of what we do has always been the most significant priority for our business. To achieve this recognition is wonderful. Our staff work very hard to maintain their professional development

and I am very proud that through their efforts our clients can be confident of the appropriateness of the advice and service we provide".

There are more than 3,000 insurance brokers in the UK and fewer than 100 have become Chartered. Pound Gates says that no other insurance broker specialising in the removals and self storage sectors holds Chartered status.

The Chartered Insurance Institute (CII) is dedicated to promoting higher standards of competence and integrity in the insurance industry. It does this through the provision

of training and qualifications. CII is the world's largest professional body dedicated to the insurance sector.

As well as operating qualifications and accreditations for individuals working in the insurance industry, general insurance brokers can now become Chartered Insurance Brokers if the firm meets minimum threshold conditions, these include staff achieving personal qualifications.

For staff studying to pass CII exams Pound Gates pays for the cost of exam material and provides days off to study. When staff achieve qualifications they are paid a tax free award.



NEW FEATURE: TIMELINE 2012

What's happening in 2012?

A lot can happen in 12 months. This year will see the introduction of several important new pieces of legislation that businesses will need to be aware of. There are also major sporting events like the London Olympics, that will affect those companies that conduct business in and around the capital. Here at *The Mover*, in the first of what will be a new regular feature - Timeline 2012, see below - we've listed those we think will be the most relevant to the industry, and provided some information about them. We hope you find it useful.



TIMELINE 2012

March

Parental leave increases from three to four months

The Parental Leave Directive (2010/18/EC) repeals and replaces the Parental Leave Directive (96/34/EC). The permitted period of parental leave following the birth or adoption of a child increases from three to four months, up to three of these months can be transferred between parents. EU Member States have until 8 March, 2012 to bring this into force.

April

Changes to income tax come into force

The income tax personal allowance increases by £630, bringing it to £8,105. The threshold at which employees pay the higher income tax rate of 40% is reduced by £2,400 to £35,000. The basic rate limit decreases to £34,370.

Qualifying period for unfair dismissal increases to two years

The qualifying period for employees to bring a claim of unfair dismissal increases from one year to two years.

VAT online becomes mandatory

If you don't already do so, VAT Returns and VAT payments must be done online from 1 April, 2012.

July

London Olympics start

The London Olympics start on 27 July. Anyone travelling in the capital at that time can expect delays on prescribed routes.



August

London Paralympics start

After two weeks of diversions and hold ups for the Olympic Games the Para Olympics, starting on 29 August, will add another ten days of misery for anyone trying to work in London. Both will have been great events but most Londoners will be glad when normality returns.

September

New pension rules

New compulsory pension rules take effect for the largest companies. Smaller companies will gradually be brought into the scheme between 2014 and 2016.

Is your broker Chartered?

We have been awarded the prestigious title of 'Chartered Insurance Broker' by the Chartered Insurance Institute (CII).

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NEWS: UK

Get ready for VAT online

Since April 2010 most VAT-registered businesses have been required to submit their VAT Returns online and pay any VAT due electronically.



● The VAT Online filing service has a number of useful features that you need to be aware of.

From 1 April, 2012 HM Revenue & Customs (HMRC) plans to extend this requirement to all VAT-registered businesses, apart from a very small number who will be exempt.

From 1 April, 2010 the payment of VAT Returns online was due electronically if either of the following applied:

- You registered for VAT before 1 April, 2010 and had an annual VAT-exclusive turnover of £100,000 or more for the 12 months ended 31 December, 2009;
- You registered for VAT on or after 1 April, 2010 (regardless of turnover).

In the case of the first group, you must continue to submit all your VAT Returns online (including nil and repayment returns) even if your turnover drops below £100,000 in the future.

From 1 April, 2012 all remaining VAT-registered businesses - those registered for VAT before 1 April,

...HMRC strongly recommends you sign up to using the online service before April 2012...

2010 with a VAT-exclusive turnover of less than £100,000 - will also have to submit VAT Returns online and pay any VAT due electronically.

If you are still submitting VAT Returns on paper, HMRC strongly recommends you sign up to using the online service before April 2012 so that you have time to get familiar with the new service. Using the online service is quick and easy, and in most cases gives you extra time to submit your return and pay any VAT due.

The VAT Online filing service has a number of useful features that you need to be aware of to get the best

from the service:

- Security - all transactions are 100% secure as they're encrypted to the highest commercial standards. You get a unique User ID and create a password to keep your details safe. This allows only you - or someone you authorise - to have access to that information;
- Speed - going through the online registration and enrolment process (which you need to do once only) takes just a few minutes. You'll be able to submit your return as soon as you've signed up to VAT Online services - you don't have to wait for an Activation Code to arrive in the post;
- Convenience - the online service is available day and night, whenever is best for you;
- Accuracy - there are automatic checks to help reduce errors, meaning there's less chance of having your return sent back to you to be corrected or for clarification. In particular, the service automatically calculates and enters certain values;
- Reliability - you don't have to worry about your return being lost or delayed in the post as you'll get an on-screen acknowledgment - including a unique submission receipt reference number - when you submit your return.

The first step to submitting your VAT Return online is to sign up for VAT online services. You need to do this whether you choose to use commercial software or HMRC's free online service. Alternatively, you can use an accountant or agent to submit your returns online, in which case your agent will need to sign up for VAT online services on your behalf.

When you submit your VAT Returns online, you must also pay any VAT due electronically. Paying electronically will normally give you up to seven extra calendar days to submit your return and pay your VAT, unless you

make annual returns or payments on account. The extended due date will be shown on your online return and you must ensure that cleared funds reach HMRC's bank account by this date. If your payment clears later than this, you may be liable to a surcharge for late payment.

There are various ways to pay including by Direct Debit, online and telephone banking. You can also pay by cheque at a bank or building society using a Bank Giro paying-in slip which can be obtained from HMRC. Since some of these methods can take a little time to set up, you should choose which method you want to use and set it up well in advance of the filing and payment deadline.

You may not have to submit your VAT Return online or pay your VAT electronically if either of the following applies:

- You're subject to an insolvency procedure - but if you're subject to an approved Voluntary Arrangement, administration or trust deed you may submit online if you want to;
- HMRC is satisfied that your business is run by practising members of a religious society, whose beliefs prevent them from using computers.

If you were VAT registered before 1 April, 2010 and are first required to submit online returns from 1 April, 2012 you will be charged a penalty if you submit a paper return for accounting periods ending on or after 31 March, 2013. HMRC may also charge separate penalties if you pay late or make an error on your return.

The amount of each penalty will depend on your annual turnover (excluding VAT) based on the 12 months figures up to and including those on the paper return which triggers the penalty.

More information can be found at: www.hmrc.gov.uk.

Active Supply & Design sponsors local football team

Active Supply & Design (CDM) Ltd is proud to announce its continued sponsorship of local amateur football team Heywood Rangers. Last season the team won the cup and finished second in their local league which allowed them the opportunity to step up a league for this season's campaign. Currently Heywood sit

top of a very competitive Rochdale Sunday league, having only dropped five points from their first fifteen games. Active has enjoyed sponsoring various other teams and events throughout its twenty year history and is a strong supporter of its selected charity, The Princes Trust, who helped found Active in 1991.



● Heywood Rangers football team.



● Rick Garrison with his White Van Man of the Year trophy.

UK's best white van man

Rick Garrison, owner of Newscourier Delivery Service near Harlow has been voted the UK's best White Van Man by uShip.com.

In less than two years, using his single Ford Transit 100 T300 delivery van, Rick has earned Bronze Power Carrier status and a feedback score of 218, which includes 232 pieces of positive customer feedback, zero negative, just seven cancellations and a perfect five-star rating. He made deliveries every 2.5 days over that span and ranks number 1,030 among all of uShip's 225,000 registered transporters worldwide.

While Rick's deliveries tend to be bulky items, such as tables, antiques, aquariums, breakables and eBay items, the most valuable delivery Rick found on uShip could fit in the palm of his own hand: special medication desperately needed by a hospitalized patient. While visiting Liverpool, a woman had fallen and broken her hip, unexpectedly extending her stay and causing her to miss two weeks of critical injections for an existing health condition. Knowing she was in life-threatening need, Rick picked up the medication in Northampton and fought 150 miles of icy roads to Liverpool while keeping the medication refrigerated. He hand-delivered it to two wards and then confirmed the £55-delivery with the customer.

"I'm delighted to have won this award from uShip," said Rick. "I love my work and helping people with all their different delivery needs. Customer service is really important to me, I want my customers to know that I do the best job possible for

them every time. Ever since starting my motto has been 'We Can Help' and I hope to carry on in business helping as many people as possible."

"The White Van Man of the Year award is a great way to acknowledge a courier that not only provides five-star service, but also goes above and beyond to help their customers in unusual circumstances. Rick is a perfect example of this, especially with his heroic effort with the medication delivery," said Matt Chasen, CEO and founder of uShip. "Whatever opinion people have of the White Van Man, uShip's feedback system helps customers find trustworthy delivery companies like Rick's that make up uShip's 98% positive approval rating among customers."

uShip.com claims to be the world's largest transportation marketplace primarily serving the freight, household goods, vehicle and freight delivery markets. Consumers and businesses can compare and book upfront quotes, name their own price or receive auction style bids from over 225,000 companies worldwide.

Editor's Note

Taking a quick look at the company's website there doesn't seem to be all that many UK moving companies registered. It's free for a company to register and, while business is scarce, it might be a way of filling the occasional back load or brightening up a quiet day. Take a look on www.uship.com/uk/.

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INTERVIEW: NICK RITSON

Lawyers are not cashing in on weekend deposits

In the November issue of *The Mover* Matt Faizey talked about how the often very short time between exchanging contracts and completion is making planning difficult for professional movers and his crusade for a compulsory 21 day gap.

Matt also criticised solicitors who he believes compound the problem by pushing people into moving on Fridays in order to make extra money by keeping large amounts of their client's cash over the weekend. We put these points to Nick Ritson, a solicitor with Milton Keynes law firm Austin Ray and asked him to comment.

"In the vast majority of cases we pay any monies due to the client on the same day we receive them, and almost invariably this is by 'same-day' transfer rather than by cheque. So it's rare that we have any substantial funds over the weekend, or indeed overnight.

Usually, if someone is buying and selling on the same day, the solicitor will use all the client's sale proceeds for their onward purchase, and it is only the solicitor at the 'top' of the chain who will have any funds to pay out to their client.

If we have any substantial funds over the weekend we will automatically put these on deposit and pay the interest to the client when we pay the money out to them. However current interest rates are around 0.2% so on £100,000 I am informed the amount of interest earned over the weekend would be about £1.00, so one would have to have a lot of funds to earn anything substantial from it.

I have checked with my Accounts Department and it would appear that if we have over £20,000 from a client we have to put it on deposit after one week, and even if we don't we have to pay interest to the client at the appropriate rate. If it was obvious that the money would not be used within the week, we would put it on deposit straight away, although with interest rates being so low at present this is somewhat irrelevant.

In all my 26 years as a solicitor I have never heard that completions are on a Friday so that solicitors can earn interest on the funds over the weekend. I suppose this may have been the case in the distant past when immediate transfers



"... I have never heard that completions are on a Friday so that solicitors can earn interest on the funds over the weekend."
Nick Ritson

were not available and interest rates were much higher. The main reason is so that people can take just one day off work and have the weekend to unpack.

You suggested there ought to be a lot of completions on a Monday so that people can have the weekend to pack, but of course they can take as long as they like to pack over the preceding weeks before they move, but they only have one day to actually move in.

A lot of our time is now taken up with discussing completion dates and whether we are going to be able to make the suggested date. Clients obviously get very anxious and the number of estate agent enquiries as to whether we will make a date or asking whether we've sent or received a particular letter/fax/e-mail can sometimes take up most of our day, and that of our support staff, meaning we have less time to get on with the work needed to get to an exchange. I think there is a lot to be said for educating clients to not think about moving until we are ready to exchange and then having some sort of accepted time between exchange and completion. I know it is human nature to get excited about a move and to want things done quickly, but there must be something we can do to manage clients' expectations and help to make their move a more enjoyable experience.

Just one further point, I think I'm right in saying this is the only country where we are able to have a whole chain of transactions completing on the same day. Certainly other lawyers abroad have often looked at me as if I'm mad when I explain the size of same-day completion chains. This is a system that has been developed by lawyers and considering what is achieved is, I believe, a very clever system and one which we have come to take for granted and rely on."

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Euro 4. 2007 Daf CF250.
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Euro 4. 2007 Daf LF 150
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- 2008 DAF CF 220. Sleeper pod, 5 container. air suspension.
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NEWS: INTERNATIONAL

Santa Fe Group Global Conference

As part of its global training programme, the Santa Fe Group held a Global Conference in Cebu, Philippines, from November 13 to 16, 2011.

The conference was a historic moment for the Santa Fe Group where three industry-leading businesses operating across three continents were brought together in a relatively short period of time. The theme of the conference was 'The Power of Combined Forces 2012'.

Colleagues from Santa Fe, Wridgways and Interdean found the three days, which were packed with training sessions, updates and integration tasks, highly informative. Representatives from each of the continents - Asia, Australia and Europe - delivered detailed training to ensure that the Group's employees gained a good understanding of how each of the three businesses operated.

The training focused on customers' needs, the relocation market place and how both of these facets are changing and developing. This was followed by a workshop on how to develop the company's services to meet these needs.



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

Remarkably Indonesian

ICM Gerson Ltd of Potters Bar was recently appointed by the Indonesian Government Ministry of Trade through the Indonesian Embassy in London to assist with their recent 'Remarkable Indonesia' exhibition and trade promotion, held at Harrods in Knightsbridge, London.



● The 'Remarkable Indonesia' exhibition.

The first task for ICM Gerson was to provide a receiving centre in Jakarta where numerous suppliers of furniture and artefacts could deliver their traditional Indonesian products for export packing and consolidation. In conjunction with the exhibition organisers, goods were received, checked against orders and catalogued before being prepared for export.

As it took longer than expected for suppliers to deliver goods to the receiving centre it was decided to airfreight the whole exhibition, all 865ft³ (24.40m³) of it, from Jakarta to London courtesy of Etihad Airways.

The schedule was tight but ICM Gerson Ltd was able to pre-arrange customs clearance so that it could be transferred directly from Heathrow to the company's Potters Bar warehouse as quickly as possible after arrival.

Here it was unpacked for examination and reorganised for delivery. This was particularly important as Harrods had requested items arrive at its store at 1.00am in the morning just as another exhibition was being cleared. Items had to be unloaded in the same order according to the position that they would be displayed as only six hours between 2.00am and 7.00am

The exhibition, organised to promote Indonesian trade and tourism, was opened at a formal luncheon at Harrods.

had been allowed for the exhibitors to set up in time for store opening.

The exhibition, organised to promote Indonesian trade and tourism, was opened at a formal luncheon at Harrods by the Indonesian Minister for Trade Mrs Mari Elka Pangestu and the Indonesian Ambassador to London His Excellency Mr Yuri Octavian Thamrin and was attended by many representatives of the Indonesian business community and their associates.

After the month long exhibition had closed ICM Gerson were contracted to return everything back to the Indonesian suppliers. Exhibition organiser Pincky Sudarman commented to Graham Horsler who co-ordinated both shipments for ICM Gerson: "We can never thank you enough for all your assistance and great team work and coordination."

International Movers Convention, Bangkok

29 Feb — 3 March, 2012.

The inaugural meeting of the IMC will take place at the end of this month.

Attendance costs are modest and the exciting city of Bangkok is a must to see for anyone who enjoys experiencing new cultures.

During the event attendees will experience what the organisers call a 'quality focused networking environment'. They say that if you are tired of wandering around cavernous hotel lobbies staring at people's navels trying to find your next appointment; or holding 'meetings' in crowded spaces where you can hardly hear yourself talk; or trying to talk to someone who is constantly looking over your shoulder to see who else is wandering around or who the competition is talking to; this could be for you.

Through a partnership with Lognet Global, IMC is providing access to a one-on-one meeting scheduler which will save you time in setting your meeting diary. The meeting venue, with its numbered tables, means that both parties will be in the same place at the same time and can get on with doing business and building their networks.

The agenda revolves around social events and one-on-one meetings without too much time sitting in plenary meetings dropping off to sleep. It's the first time they have run the event, so it remains to be seen whether it will capture the imagination of the moving industry, but it's all looking promising.

If you fancy trying international networking with a difference, check it out at www.moversconvention.com.



Cars are now dangerous goods

ANL Container Line has announced a rule change that will categorise anything with an internal combustion engine (car, motorbike, lawn mowers, etc.) as hazardous cargo. The new regulation came into force on 1 January, 2012.



“Articles with an internal combustion engine will fall within the scope of the IMDG Code and must be notified to carriers as dangerous goods ...”

ANL Container Line

The announcement says that “Articles with an internal combustion engine will fall within the scope of the IMDG Code and must be notified to carriers as dangerous goods, UN 3166, Class 9. UN 3166 can apply to a wide range of articles

including cars, vehicles, plant, boats and any equipment with an internal combustion engine that has either a connected battery or fuel tank containing flammable liquid (petrol or diesel) or flammable gas such as propane.”

Customers are reminded that any

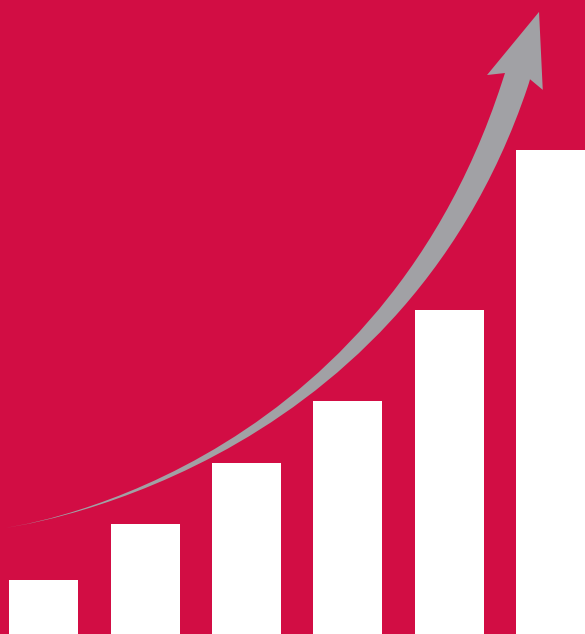
article that now falls within the provision of UN3166 will need to be declared as hazardous cargo at the time of booking and appropriate dangerous goods declarations and documentation will be required to be furnished to ANL. Special Provision 961 describes technical

measures that can be taken to neutralise the hazard of fuel and batteries and allow the articles to be consigned as non-hazardous, but that involves isolating the battery and removing the fuel from the tanks which may be technically difficult to achieve in many cases.

Although the advice to *The Mover* came from ANL, shippers should check with their shipping lines as the change is likely to be universal.

Larry Philips from Hellas Europe Australia said that the change would directly affect moving companies.

“Movers will have to pay extra charges as shipments will be declared as Dangerous Goods, as such this will have to be taken into account, some lines are even doing this when shipping lawn mowers,” he explained. “We will have to declare the item with a motor being shipped and where as before we could state that the tank was drained and the battery disconnected the lines are now stating that the engine is still dangerous goods so we will have to pay more freight. This also means DG stickers need to be affixed to the container so there may be higher port fees, cartage costs, etc.”



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COVER STORY: STEPHEN GRAY INTERVIEW



INTERVIEW: Stephen Gray

Stephen Gray is managing director of Anglo Pacific in London, one of the UK's largest international movers specialising in migrant destinations. **Steve Jordan** from *The Mover*, met him at his London NW10 office to ask him about the migration shipping industry and about how he runs his business.

How have things changed in the migrant business in the last few years?

Over the 33 years we've been in business we've seen a lot of changes and have had to adapt quickly as the market has shifted. Over the last few years the visa requirements for entry into most migrant destinations have become tougher. Five years ago it was a fairly safe bet that if you were a qualified trades person you could get in; now there is a much greater focus on job skills matching requirements for the local market.

Fees for visas and medical tests have all increased in recent years, there's also an English test to be passed. It takes longer to process applications too which I suspect discourages some people.

There is no doubt that the financial advantage of emigrating has been eroded over the years. The improved lifestyle people may be able to expect has to be balanced against rising house prices in Australia and New Zealand. Right now people in the UK are finding it hard to sell their

houses so, with everything considered, their net migration wealth has altered.

Customers are also much better informed than before because of the Internet. They can all tell you what's right and what's wrong!

In what ways has the company developed from its migrant roots?

Anglo Pacific is now much more than a migrant shipper. We have thriving baggage and mini-moves departments that have consistently

achieved or beaten targets over the last five years. We have a successful fine art department that handles antiques, art, new furniture and has many valuable contacts who require specialist shipping services. Our trade department is well known and works closely with many smaller move companies to support them and provide a seamless door to door international service to their own clients. We also enjoy a thriving market in helping long-stay Australasians when they return home. We are fortunate in having a very low turnover of staff so our people are able to help us develop the business and enjoy the rewards of their hard work.

"The only thing you can do is try to make your service offering different but everybody is very price-aware."

Stephen Gray

It's a very competitive market, so how do you differentiate yourself?

The only thing you can do is try to make your service offering different but everybody is very price-aware. Where we benefit is that on groupage work we can guarantee the frequency to all the major ports in New Zealand, South Africa, Australia and Canada.

When you say 'guarantee' what exactly do you mean?

On our baggage business for our own private customers we offer a money back guarantee. If we don't get the shipment there in the specified time we give them their money back. On the non-baggage groupage we can guarantee the frequency because we load for those ports every week. We don't have a 4-5 week consolidation period as do many companies.

Do you think there's an opportunity to provide a 'relo' style service to migrants that would increase your service offering?

There probably is but a lot of customers feel they can do these things themselves through the Internet. The power of forums gives them direct feedback on what is available at destination and the quality. The proper migrant people

COVER STORY: STEPHEN GRAY INTERVIEW

don't expect to have their hands held as much as some corporate clients.

So how do you expand the service offering to migrants?

We always offer a professional service and invest in the quality of packing materials, the skills of our packing crews and we maintain the frequency of consolidated containers. We are very much aware of the power of the Internet for feedback. We accept the positive comments with good grace and, if we do get any negative comments, we react quickly to put things right.

How important are electronic enquiries for you?

The importance of search engines, compared to print media, is growing rapidly as people have the ability to sit in the comfort of their own homes, conduct extensive research and review experience of previous customers before inviting you to quote. It's all part of our 'instant' world. For this reason we find it necessary to filter out the good enquiries and react quickly, preferably providing a quotation on the same day.

Do you think customers will ever accept you quoting estimated figures and adjusting the final figure based on what is collected?

Yes, and we do that for some small jobs now. But it revolves around what can be collected in a day. If the extra pushes it into another day you start to run up big bills that would be unacceptable. I don't think we'll ever get to a stage where nothing is surveyed. I don't think the customers are ready for that yet.

Do you ever buy enquiries from brokers?

Yes we have done but the results have been mixed for us. Experience has shown that some of the enquiries can be very good but many are not. The trick is to learn how to sort out the good from the not so good. You also need to select who you use very carefully too.

Will your company be going for the new overseas Standard BS 8564:2011

Probably not as we believe the FIDI/FAIM standard that we already hold will cover this. We have always been big supporters of the FIDI standard and the benefit it brings. We support the introduction of BS 8564:2011 and are sure that companies that currently do not hold an overseas standard will benefit greatly from adopting it.

"We choose good people and pay them well. But we also help them to set clear goals for themselves and work with them to help them be successful."

Stephen Gray

Do you think that IMMI is still as relevant now that most people pay by credit card?

I think IMMI, or some scheme like it, is critical during this time of economic uncertainty. If a customer is parting with £3-£4,000 they want to know that some organisation has responsibility for making sure the shipment is delivered. I think the global financial crisis has made everyone more aware of the need to be careful and, in a way, might have played into our hands in that respect. But I think most members of the moving public, and some movers, know very little about what IMMI provides.

Why do you think the number of overseas visitors at the BAR conference has gone down over the last few years.

I have spoken to a lot of overseas companies about this. The cost of travel and time away from the office are big factors especially as many companies are experiencing difficult market conditions. The BAR conference also has to compete with some other conferences that are specifically dedicated to international moving. The business content at the BAR conference is not always relevant to overseas visitors.

If there was something at the conference that was organised specifically for overseas visitors I think more of them would come.

How do you motivate people?

We choose good people and pay them well. But we also help them to set clear goals for themselves and work with them to help them be successful. We run a lot of social events during the year – pig roasts and boat trips during the summer – and our Christmas party is sacrosanct. It's the one time of

Biography in brief: Stephen Gray

Stephen Gray is the Managing Director of Anglo Pacific. His company ships around 2,000 TEUs a year of household goods for its private and trade customers making it one of the largest migrant shippers in the UK.

Stephen began life in the moving industry as a management trainee with Pickfords in 1988 and, over the following eight years specialised in transforming under-performing branches. He left the company in 1997 to move to Robinsons of Abingdon where he ran the branch for five years before taking on the responsibility for the whole of the

company's branch network.

After a brief spell with AGS he joined Anglo Pacific as general manager in September 2007 and two years later became its managing director.



the year we have the chance to let everyone have a good time. We try hard to create a good working environment in which everyone has access to the senior management team. The place still has a family feel to it. We treat people like adults. For example we have not banned Facebook; that's the way the current generation communicates. We have TVs around showing the sales figures which concentrates everyone's minds, but when the rugby World Cup was on we watched the rugby. Nobody abuses it, so it works for everyone. We emphasise team success.

What's your social media policy?

Everyone can access social media from their desks. The rule is you only use it during breaks. We promote responsible use and there is considerable peer pressure not to abuse the privilege. The business also has its own Facebook page. We have a huge education job to do to make sure we make the best use of social media and don't suffer from abuse from people within or outside the organisation.

What would be your advice to a company just starting out doing overseas moving?

Build long-term relationships with your agents. Work just as hard at getting inbound business as you do at getting outbound. Invest in training your people out on the road and in the office. You can haemorrhage just as much money if you do the administration badly as you can by breaking the furniture.

"We have a huge education job to do to make sure we make the best use of social media and don't suffer from abuse..."

Stephen Gray

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

NEWS: INTERNATIONAL



● Hapag Lloyd will be part of the new network.

Six container lines form Far East-Europe alliance

Two major shipping alliances are to join forces to create one of the largest vessel networks of the Far East–Europe trade.

The deal brings together New World Alliance members APL, Hyundai Merchant Marine and Mitsui OSK, with Grand Alliance members Hapag Lloyd, NYK and OOCL. In total they will operate nine services with fast transit times using more than 40 ships and covering more than 40 ports in Asia, Europe and the Mediterranean.

The new G6 alliance is scheduled to begin operation by April 2012 with seven joint services operating between Asia and Europe and two services to the Mediterranean. It includes a direct Far East-Baltic service with calls at Gdansk, Poland and Gothenburg, Sweden as well as transshipment in Singapore.

Member carriers said the new

alliance will have fast transit times, broad port coverage and the latest vessels, with capacities of up to 14,000 TEU. The new alliance will enable the most efficient integration of the largest ship sizes that will be introduced over the next 30 months.

The nine joint services will offer more frequent departures with daily sailings from the major Asian, European and Mediterranean ports. The schedule will include multiple weekly calls at Singapore, South China, Rotterdam, Hamburg, Hong Kong, Shanghai and Southampton. The ports of call also include Le Havre, Antwerp, Bremerhaven, Thamesport, the Bohai Bay ports of Dalian and Xingang, Ningbo, Qingdao, Xiamen, Kaohsiung, Cai Mep, Japanese ports, Colombo, Jeddah, and Port Said.

UK ships to have armed guards against pirates

UK-registered vessels will be able to employ armed guards to defend themselves against pirates under new guidance confirmed by the government.

The move comes after a significant increase in the number of attacks against vessels in the Indian Ocean and Gulf of Aden in recent years. Evidence shows that vessels with armed guards are less likely to be successfully attacked, which is why the government has been working in recent months to allow the lawful use of armed guards in exceptional circumstances.

Shipping Minister Mike Penning said: "The word 'pirate' can conjure up cartoonish images of eye patches, parrots and wooden legs, but the reality is much more serious. Modern pirates are dangerous, organised criminals who have shown they are not shy of using violence to achieve their goals. We have not taken this decision lightly. It is clear that we must offer those flying the Red Ensign every opportunity to ensure the safety of their crews and vessels."

He concluded: "By allowing the use of armed guards in a structured, legal framework we can move to a system where ship owners can provide an adequate deterrent against this scourge on the maritime industry."

The guidance will be kept under review to ensure it reflects continuing work being done at both a national and international level to counter the increase in piracy around the world.

The exact circumstances under which the use of armed guards could be permitted are:



"Modern pirates are dangerous, organised criminals who have shown they are not shy of using violence to achieve their goals."

Mike Penning

- When the ship is transiting the high seas throughout the High Risk Area (an area bounded by Suez and the Straights of Hormuz to the North, 10°S and 78°E); and
- The latest 'Best Management Practices' are being followed fully but, on their own, are not deemed by the shipping company and the ship's master as sufficient to protect against acts of piracy; and
- The use of armed guards is assessed to reduce the risk to the lives and well being of those on-board the ship.

In the last four years, 64 people have lost their lives as a consequence of Somali piracy. Currently 12 vessels and over 240 hostages are in the control of pirates off the Somali coast.

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HOW'S MY DRIVING?

Driving is by far the most dangerous activity most of us experience in our everyday lives and although casualty rates are falling in the UK, around 2,000 people are killed every year on our roads – over 20,000 are seriously injured. Here, **David Jordan**, Deputy Editor of The Mover, offers ten tips for staying alive.

People who drive for business are particularly at risk, so improving driving skills can have real benefits in improving driver safety and avoiding the nightmare of an accident. Many sales people, for example, are expected to drive long distances on unfamiliar roads, often under work pressure, frequently with limited experience and with no additional training. So, if you want to stay alive long enough to make sales manager, here's what to do.

1 Get your head right Safe driving on the road has a lot to do with your mental attitude, there's no place for aggression or the competitive spirit - that's for the race track. Expect others to make mistakes and learn to anticipate them rather than reacting aggressively. If someone acts aggressively towards you, try to ignore it, the cost of getting even can be very high. Use the horn to warn others who may not have seen you: not to vent your anger after something has gone wrong. Top drivers seldom complain about others, they've already anticipated their actions and prevented a dangerous situation developing.

2 Following distances Keep plenty of fresh air between you and the car in front - at least one metre for every mile per hour. Remember the two-second rule: as the car in front passes a stationary object say, 'only a fool breaks the two second rule', and make sure you don't pass the same point before you've said it. In wet weather you should double the distance. If someone is following too closely, create a bigger gap to give you more time to stop and avoid being hit from behind in an emergency.

3 Roundabouts Accidents often occur at roundabouts, especially shunts after waiting at the give way line. The trick here is to make sure your last look is forward and not to the right, that way you'll be sure the driver in front really has moved off and not changed his mind at the last minute. If you are the leading vehicle, don't dither around – when it's safe, go!

4 Observations Take a good look around before moving off and consider giving a signal if appropriate. Look as far ahead as possible then switch to the road directly in front of you and check the rear-view mirrors; repeat the routine every few seconds. Remember, the faster you go the further ahead you need to see. You must drive so you can stop within your seeing distance. When overtaking, check your door mirror then take a glance over your shoulder before pulling out to check there's no one in your blind spot.

5 Signalling Give clear signals before turning or changing lanes and allow time for other drivers to react to them. Many drivers give signals after starting the manoeuvre, especially on motorways - give three flashes before changing position. Remember to check behind you before signalling, not afterwards. When leaving a motorway signal early at the 300 metre sign before the off slip.

6 Bad weather Check the weather forecast for all the areas you'll be travelling through and consider whether it's wise to make the journey by road at all. Some modern cars, especially those with rear wheel drive, are particularly difficult to drive in icy conditions. Make sure your vehicle is ready for winter, carry a spade or shovel to clear snow in an emergency and make sure you have warm clothing in the car in case you're stranded and have to walk. Keep your mobile phone fully charged so you can call for help if necessary.

7 Keeping awake Falling asleep at the wheel is a common cause of accidents, especially at night and on long featureless roads such as motorways. If you feel yourself dropping off, stop at the earliest opportunity and take a short nap for about fifteen minutes. If possible take a high-energy drink such as Red Bull or sweet tea or coffee and take a brisk walk for about five minutes before continuing your journey.



**Good manners**

It's important to be considerate and courteous to other people on the road, especially in urban areas during peak times when everyone is under stress. Allow traffic to join your lane from minor roads but take care not to beckon other drivers or pedestrians forward, give them space but let them make their own decision. If other drivers beckon you forward check carefully that it's safe before moving off, don't assume they've checked for you. However, always acknowledge courtesies from other drivers.

**Planning your journey**

Be realistic, don't attempt to drive too far in one go. Take a break every two hours to reduce fatigue and boredom and avoid driving at night if you can. If you have an early morning appointment a long way from home, you'll be in better shape when you arrive and won't be exhausted when you get home. Be particularly careful on very familiar roads and try to avoid known accident black spots, most accidents happen within three miles of the driver's home.

**Avoid distractions**

It's amazing what people do and try to drive at the same time. Texting, reading, shaving, eating, drinking coffee - not to mention map reading, setting the satnav or fishing for another CD. Of course, everyone knows it's a bad idea to do any of these on the move, but most will have been guilty of some or all of them at one time or another. Just consider though, at 60mph your car will travel around 30 metres in one second, so if something happens ahead while you're looking for your latest Beyonce CD, it could be curtains.

Why not take an advanced driving course?

We all like to think we're great drivers, but the sad fact is most of us are not. Taking a driving assessment with the Institute of Advanced Motorists or RoSPA will give you a true assessment of your driving and highlight any areas you need to improve. If you wish, you could go the whole hog and take an advanced driving course in preparation for an advanced test. Apart from making you a better, safer driver you could also benefit from reduced insurance.

To find out about advanced driving assessments and courses visit: www.roadar.org (RoSPA), or www.iam.org.uk (Institute of Advanced Motorists).

M5 CRASH

The crash on the M5 in Somerset that killed seven people and injured 51 on 5 November, 2011 developed over a period of 17 minutes. 34 vehicles were involved, meaning the last was around 20 miles away when the first collision occurred.

Source: Police road safety seminar NEC Birmingham, 25 November.

David Jordan

Before becoming Deputy Editor of *The Mover* David Jordan was a motorcycle test rider for Triumph Motor Cycles and a professional riding instructor with over 1.5 million miles experience. During his time as a professional rider he never had an accident, despite riding all-year round throughout Europe, through all kinds of weather. David is also a qualified advanced motorist with RoSPA.



LIFE ON THE FRONTLINE

BY DAVID JORDAN

Glenn Biggs: delivering all over London for Pluscrates

Delivering crates in central London is no easy task with ever increasing parking restrictions, road works and traffic congestion. Time is always at a premium, but despite the difficulties Pluscrates' customers - some of the industry's top relocation companies - still expect their deliveries to be made on schedule with the minimum of disruption.

Thirty-four year old Glenn Biggs joined Pluscrates three-and-a-half years ago and now works as a mobile porter scurrying all over London by underground to help with deliveries wherever he's needed. Glenn lives in Rotherhithe not far from the City and the West End where many of Pluscrates' deliveries are made. "I phone in at about 6.30am and find out what's happening that day," said Glenn. "I usually meet up with the first delivery at about 7.30, sometimes I'll stay with the same delivery driver all day, but I usually move around town using my Oyster Card to meet up with other drivers during the course of the day."

I asked Glenn what he liked best about the job and was a little surprised by his answer. "I like meeting the customers and finding out a bit about what they do - I think it's important to take an interest in people," said Glenn. "Even though we're wearing Pluscrates' uniforms we're also representing the relocation company we're working for so we need to make a good impression." Glenn's interpersonal skills also come in useful with the omnipresent traffic wardens who tenaciously patrol the London streets looking for easy prey. "Sometimes if you talk to them nicely they'll give you a few minutes to get the load off, it doesn't always work but it's worth a try."

Glenn also likes to keep fit and so the physical side of the job appeals to him too. "Running up



● Glenn Biggs.

"I really enjoy my job, it's great to get out and about and be part of London - I'd go mental if I was stuck indoors all day."

six flights of stairs with five crates on your shoulder is as good as any workout. If I had to pay to get that sort of exercise in a gym it would cost me a fortune, but with this job I get paid for doing it," he said with a smile. "I really enjoy my job, it's great to get out and about and be part of London - I'd go mental if I was stuck indoors all day. There's a great atmosphere between the lads and although we work hard we always find time to have a good laugh. I think that's what life's all about."

Away from work Glenn enjoys playing pool at his local pub and supporting his favourite team Arsenal.

De-regulation of tachograph calibration and inspection fees

The fee for calibration and periodic inspection of tachographs was deregulated from 1 January, 2012 following a consultation with the industry.

The deregulation of the fee:

- Allows the Approved Tachograph Centres and vehicle operators to negotiate a fair fee for the calibration and inspection of tachographs;
 - Results in geographical variations in cost being accounted for;
 - Better supports vehicle operators looking to have tachographs calibrated during unsociable hours;
 - 'Future-proofs' calibration/inspection against technological changes which will affect how much work will be involved in the inspection and calibration of tachographs;
 - Removes the need for future government involvement in fee setting;
 - Incentivises companies considering becoming an Approved Tachograph Centre. From January the fee charged by Approved Tachograph Centres will be a commercial matter to be agreed with the customer presenting the vehicle.
- A summary of the consultation responses can be found at: www.vosa.gov.uk/tachograph-fee-deregulation.

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

Government slashes motoring red tape

Drivers are to be released from reams of red tape currently required by government, Transport Secretary Justine Greening recently announced.



Proposed changes to transport regulations include abolishing the requirement for drivers to prove they have insurance when applying for road tax.

As a result of the Road Transport Red Tape Challenge – the government-wide process to get rid of unnecessary, burdensome and overcomplicated regulation – the Department for Transport (DfT) is:

- Scrapping the regulation requiring motorists to hold a paper counterpart to their driving licence by 2015 – saving drivers up to £8m;
- Improving the regulation surrounding the notification process for vehicles that are not in use on the road (Statutory Off Road Notification or SORN). Once drivers have notified the DVLA that their vehicle is SORN, they will no longer have the burden of annual SORN renewal;
- Only issuing hard-copies of V5C vehicle registration certificates for fleet operators when needed, with the potential to be rolled out to private motorists;
- Introducing a limited exemption from drivers' hours rules so that those who also drive as Territorial Army reservists in their own time can continue to do so.

Following a vigorous process of challenge, both by the public and within Whitehall, a total of 142 road transport regulations will now be scrapped or improved. Justine Greening said: "Motorists shouldn't have to keep numerous bits of paper just to prove they can drive and have bought insurance – we live in a digital age and we need to embrace that. Reducing the number of rules and regulations in our life is

absolutely vital to removing barriers to economic growth and increasing individual freedoms. This whole process just proves that there's so much sitting on our statute books that at the very least needs a good spring clean or can be scrapped entirely."

"This whole process just proves that there's so much sitting on our statute books that at the very least needs a good spring clean..."

Justine Greening

Business and Enterprise Minister Mark Prisk said: "I'm delighted that so many motoring regulations will be scrapped or improved, particularly those that affect business. The Red Tape Challenge has built up real momentum since it was launched in April. Overall, of over 1,200 regulations considered so far, we have agreed to scrap or improve well over 50%. We have already published regulations covering 12 themes, and there are 13 themes to come, so there remains huge scope for reducing the burden of regulation on business and individuals even further."

Other proposed changes to road transport regulations include:

- Removing the need for an insurance certificate. The Department for Transport will work with the insurance industry on removing the need for motorists to have to hold an insurance certificate.
- Abolishing the requirement for drivers to prove they have insurance when applying for tax meaning 600,000 more people will be able to tax their car online. This has been made possible by new checks of existing databases for insurance under new Continuous Insurance Enforcement rules. The DVLA's records are compared regularly with the Motor Insurance Database (MID) to identify registered keepers of vehicles that appear to have no insurance.
- Looking at the experience in other countries on driver Certificates of Professional Competence (CPC), the qualification for professional bus, coach and lorry drivers. In particular, to see if the need for some sectors, such as farmers who drive stock to market, can be removed from needing a CPC.
- Local Authorities will now have to ensure business interests are properly considered as part of any future proposed Workplace Parking Levy scheme. They must show they have properly and effectively consulted local businesses, have addressed any proper concerns raised and secured support from the local business community.
- Abolishing the regulations on the treatment of lost property on buses. Bus companies currently have to wait 48 hours before they can throw away perishable items left on the bus.

Within the Road Transport Red Tape Challenge, the Department placed over 400 regulations online. After removing those that have already lapsed, 376 remain – of which 142 will be scrapped or improved.

Keep as is:	226	60.1%
Improve:	84	22.3%
Scrap:	58	15.4%
Moved*:	8	2.1%

*Moved regulations predominantly relate to another theme, and will be resolved in a different part of the red tape challenge.



● Local councils are now able to put up signs such as this wherever they feel appropriate without reference to central government.

Keeping HGVs on the right road

Ministers are tackling the misery caused by lorry drivers following satnavs down narrow and inappropriate roads as part of a package of new traffic signs rules.

Under the new rules, laid before parliament by Transport Minister Norman Baker, councils will no longer need Whitehall approval to introduce certain new signs or some existing ones that they need to use on a regular basis, including one to warn lorry drivers of unsuitable roads. The government believes the changes will cut bureaucracy and give councils the flexibility to make sure their roads reflect the reality of modern driving and cycling.

Among the new signs councils will now be able to use without needing to get government approval are those indicating that a route is unsuitable for lorries - designed to tackle the problem of lorry drivers using inappropriate roads because they are following satnavs - and signs indicating charging points for low emission vehicles.

Norman Baker said: "I am bringing an end to the ludicrous situation where councils have to come to central government for permission to put up signs they need to use on a regular basis to manage their roads. This will also allow them to more easily introduce new signs - like those which will prevent satnavs directing huge lorries down narrow country lanes".



"I am bringing an end to the ludicrous situation where councils have to come to central government for permission to put up signs they need to use..."

Norman Baker

He concluded: "By adding these signs to the list of those which councils can use without needing Whitehall approval we will be reducing costs and bureaucracy as well as making sure that the needs of 21st century drivers and cyclists are met."

The statutory instrument outlining the changes to the Traffic Signs Regulations and General Directions was due to take effect from 30 January, 2012.

THE PAST IN PICTURES



● Packing perfection - a crate packed by John Masons, destined for Sweden, together with part of the customer's letter, as quoted below.

Wooden lift van success for John Mason

John Mason first began appointing agents for overseas removals in 1926. This was also the year in which wooden lift vans for rail transportation were bought by the company. One of the first removals abroad was a shipment from Liverpool to Stockholm, Sweden in the 1930s.

Below is an extract from the customer's letter to John Mason's office in Liverpool acknowledging the arrival of the furniture, circa 1930s.

'... It is all safely installed now. Messrs Arfstoms (referring to Arfstoms Express, John Mason's overseas agent for Sweden at the time) were really

excellent and decent people. They, and all of us, were very impressed by the beautiful packing and the excellent condition in which it all arrived. (A load of furniture from Germany from another company, which came by rail the day before, was almost completely destroyed by bad packing). There were no breakages in my effects and the barometer works as usual, no mercury split. To our surprise, the bedding was not at all damp, we actually used the beds the same night. The wireless is perfect too. It's unbelievable knowing the load has come so far ...'

TheMover

The Mover wants your archive pictures and stories. Send your submissions to David Jordan, david@themover.co.uk.

OVERLOADING AND VEHICLE WEIGHING GUIDE



Red Forge Ltd – an expert in the field of axle load indication and on-board weighing systems – now has a downloadable guide to overloading and vehicle weighing available from its website: www.redforge.co.uk.

The guide covers:

- Overloading;
- Your responsibilities;
- The see-saw effect;
- Fines and penalties;
- Other downsides to overloading;
- Overload prevention;
- Overload monitoring;
- Certified 'charge-by-weight' regulations.

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



Over 50% of HGV drivers care about fuel consumption

A recent survey carried out by Volvo has shown that over 50% of HGV drivers drive as fuel efficiently as they can. A further 40% occasionally consider fuel economy when driving with only a very small proportion of professional drivers giving fuel economy no consideration at all.



● Training seems to be the key to drivers being able to make the most of their fuel.

Tests carried out by Volvo have shown that receiving training in fuel efficient driving can improve even an experienced driver's ability to squeeze every drop of power from his fuel by around 7%. For an HGV covering 50,000 miles a year that can amount to around £3,000 per year on fuel alone.

Volvo used its World Trucker Forum on www.worldtrucker.com to survey driver attitudes to fuel-efficient driving. The aim of the forum, which got under way last spring, is to increase the company's

understanding of driver interests and needs. The fresh survey results show there is considerable awareness on the subject of fuel-efficiency.

"It is important to work on awareness of this issue so that drivers understand that their efforts do make a difference," said Andrew Low, who is in charge of driver training at Volvo Trucks. "Knowledge is power. Everything becomes simple once you know how - and this applies equally well to fuel-efficient driving. That is why it is important to invest in driver training," he

continued.

In order to increase awareness of fuel-efficiency, Volvo Trucks also holds the Drivers Fuel Challenge - a global competition in economical driving open to commercial vehicle drivers. This year's event attracted more than 3,500 drivers from all over the world. The fact that the Worldtrucker survey revealed that as many as half the drivers already think about their driving style does not surprise Andrew Low.

"It's very encouraging to see these figures in black on white. They underscore the responses we have received regarding our courses. Haulage firm owners and drivers have truly taken on board the message that environment and economy go hand in hand," he concluded.

Top tips for economical driving:

- Get the tyre pressures right;
- Set the vehicle up properly: cab gap, cab deflector and axle/trailer alignment;
- Try to get into top gear as soon as you can;
- Plan ahead, blend in with traffic and try not to come to a complete stop.

Internet research: more fuel-saving ideas and advice

BigLorryBlog's lesson in fuel-efficient driving:

See the film (pictured) in which journalist and founder of BigLorryBlog Brian Weatherley gets a lesson in fuel-efficient driving and succeeds in cutting his consumption by 7% in one single step: www.youtube.com/watch?v=MLtrA95Ln7o.

Every drop counts:

Volvo Trucks works tirelessly in a variety of ways to reduce fuel consumption on behalf of its customers. Read more at: <http://everydropcounts.volvotrucks.com/>.

Drivers Fuel Challenge:

The Drivers Fuel Challenge is a global competition in economical driving that is organised by Volvo Trucks. Here you can see a video from the exciting final: www.youtube.com/watch?v=uPdXuayYEBa.

Worldtrucker:

Worldtrucker is an Internet community run by Volvo Trucks. However, the forum is open to all truck drivers irrespective of the make of truck they drive, and it has more than

17,000 members from all over the world. See the responses from the Web survey here: <http://worldtrucker.com/Forum/Thread/?topicID=810>.





● The scanners will enable police to reduce motorway disruption in the wake of accidents.

Government awards police forces £2.7 million to tackle motorway closures

Roads Minister Mike Penning recently announced that drivers across England are to benefit from shorter motorway closures after crashes thanks to the roll-out of 3D laser scanning technology funded by the government and police (see *The Mover*, August 2011, Page 34).

The Department for Transport (DfT) has awarded 27 police forces across England a total of £2.7 million. The funding, together with police and the National Policing Improvement Agency (NPIA) contributions, will enable them to purchase 37 scanners.

The technology saves time by quickly making a 3D image of the whole crash site, rather than investigators painstakingly surveying multiple sections of a scene. This digital image of the site can then be viewed on a computer screen remotely allowing investigators to take measurements of where vehicles are in relation to each other and examine other important evidence.

Mike Penning said: "There is nothing more frustrating than being stuck in a traffic jam for hours on end. But even worse than that is the shocking £1 billion cost of those lost hours for our economy. That is why we are determined to improve the clear-up of accidents so we can get our motorways re-opened as quickly as possible."

In 2010 there were more than 18,000 full or partial motorway closures lasting a total of more than 20,000 hours. A government strategy to tackle congestion caused by motorway closures and drive down the £1 billion annual cost to the economy was published by the

Minister.

Assistant Chief Constable Sean White, of the Association of Chief Police Officers (ACPO), said: "On behalf of the police service we welcome enormously this important funding opportunity that has been made possible by government through the Department for Transport. Police forces acquiring this equipment will be in a better position to manage such critical events in a more efficient way and present the most accurate and detailed evidence from the laser scanning devices to criminal, civil and coroners' courts."

Chief Constable Nick Gargan, the Chief Executive of the National Policing Improvement Agency (NPIA), said: "The 3D laser scanning project is innovative and will enable motorways to be opened more quickly after incidents, passing a direct benefit to the public. The National Policing Improvement Agency is pleased to support the project, which also brings significant improvements in supporting better outcomes in policing and increased efficiency in officer time."

Successful bidders were due to start receiving their grants in January 2012 to enable them to put the technology to use quickly on motorways and major A roads, benefiting road users across the country.

Kipping in the back

The Mover magazine team was tweeted a question that we didn't know the answer to, so we set about finding out.

The question was: "Is it legal for a removal man or driver to sleep in the back of a truck with no proper sleeping bunk?"



According to Thames Valley Police, as long as the vehicle is not moving then it's fine. If the vehicle is moving and the sleeping person is sitting in the passenger seat with their seatbelt correctly fastened that's fine too, however it would be illegal if someone was lying in the back seat of a moving vehicle for instance, as they wouldn't be correctly belted up.

With regard to the health and safety side of things, Jill Townsend, HR expert at Ibex HR Ltd, added that the following also has to be taken into consideration:

- The employer has to take into account his duty of care in this situation;
- According to EU rules and regulation 561 the driver should have access to a bunk in which to sleep overnight;
- There is no such ruling for the porter (removal man);
- The vehicle should be parked

where it is not causing any obstruction;

- The vehicle should not be parked in an area which is designated as not allowing overnight parking.

So, if it's your business, it looks as though it is OK for you to sleep in the back of your truck at night. In addition, following the recent shake-up in the health and safety rules, you are not obliged to adhere to health and safety rules yourself; they do, however, apply to anyone working for you.

Top tips for camping in vans:

- Make sure the tailgate can be opened from the inside. Vancraft reliably informs us that most trucks can be opened from the outside only;
- Make sure the handbrake is on good and tight;
- Don't drink too much the evening before as the en-suite facilities are not too clever.

Van and truck sales up in 2011

Van and truck registrations increased by 17.8% in 2011 to 303,097 units, as registrations in December grew 13.7% to 23,026. Truck registrations were up 24.6% for the full year to 42,944 and by 45.3% in the month to 4,611. Van registrations increased by 16.7% to 260,153 in 2011 and rose 2.8% in December to 18,415.

"The van and truck market has

enjoyed a consistent trend of growth throughout 2011, albeit from a very low base," said Paul Everitt, SMMT Chief Executive. "Renewed business confidence fuelled the month-on-month rises, while innovative developments in vehicle design and technologies provided solid business reasons for companies to upgrade their vehicles in 2011."

INTERVIEW: ROB LANE



● Bags of enterprise - the Business and Home Shred service offered by Britannia Lanes is just one of the company's recession-busting initiatives.

Busting the recession

According to Rob Lane, Exeter-based director of removals firm Britannia Lanes, looking for new opportunities has helped the company grow its way out of the recession.

When the recession arrived, his company went from its best financial year to its worst in 12 months. "The impact on the removals industry was swift and devastating, as the housing market slumped," he said. "We had vehicles and staff sitting around doing nothing. It was tough, but we had to make staff redundant and sell surplus vehicles."

Rob said that his revenues fell back to where they were a decade earlier, and prices fell back even further as firms competed for what little

business there was. "It has been a tough time, and some established firms have not survived. But rather than cut costs, sit back and wait for the situation to improve, we realised we had to look for opportunities to grow our way out of the downturn."

The company was founded in 1974 in Cornwall by Rob's parents Mike and Sylvia. It's still a family business with Rob and his wife Emma running Exeter; Rob's brother Mark, his wife Julie and their daughter Sarah, running Truro; and his sister, Maria, and her husband Angus, running the operations in Bridgwater and

"But rather than cut costs, sit back and wait for the situation to improve, we realised we had to look for opportunities to grow our way out of the downturn."

Rob Lane

Bristol. It's network across the west country includes a fleet of about 40 vehicles and more than 90 staff.

Being masters of their own destiny means that they can move quickly to take advantage of opportunities as they arise. "The move to Exeter came about after land values had fallen back due to the recession of the late 1980s and early 1990s, giving us the opportunity to acquire a site we otherwise would not have been able to afford," explained Rob. We've done the same this time, taking advantage of the downturn, with our move to Bristol. What we have found is that when times are hard you have to be positive, review your own business and see what opportunities there are to widen your services and find areas of growth. It gives a positive sign to your customers that you are expanding and it is also good for the management team to have projects to get their teeth into."

A major decision in recent years has been to create new revenue streams to replace the reduction in the company's core business. "We have offered self storage facilities at our Cornwall site for many years, and five years ago I was considering adding it to Exeter. When the recession hit it became clear we had to act quickly to get our revenue streams back, so we moved 200 containers into the newly built Merrit House building across the road from our Marsh Barton depot. We put in a self store structure on three floors giving us 15,000ft² of rental units – this required an investment of £250,000."

Like any business venture, it takes about three years to see a return, but the company is now seeing the rewards. This has led to further business, with self-drive van hire. "We were referring customers to local hire firms, then decided we should offer the service ourselves. We launched in Exeter last August with one Luton van. Now we have four and a 7.5 tonne lorry and have just taken delivery of our second panel van, investing a total in excess of around £150,000. It is providing a positive revenue stream which is already showing a significant return on the investment. Encouraged by its success, we are working on plans to expand our hire offering to include minibuses, motorhomes and cars."

Another recent initiative is the company's Business and Home Shred service. "We started the service for householders who were worried about avoiding identity theft by securely disposing of their sensitive documents, and are now

expanding the service to businesses. I can see that area growing to become a good separate stream of revenue."

Rob said that this has meant that the company is moving on from removals to become 'Britannia Lanes Services'. "We are not just moving, storing and shipping, but adding services relevant to our business which are needed by our customers. And we have done it all with the same number of staff."



"We are not just moving, storing and shipping, but adding services relevant to our business which are needed by our customers."

Rob Lane

Now the business is back to the level we were at five years ago. "I'm pleased to say we have been able to re-employ those who were made redundant, and have just won a major long-term contract that is keeping two road-trains and four staff occupied full-time. What we have learned is that when hard times arrive, you have got to go out there and look for business – and adapt what you do to find ways to survive and grow."

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

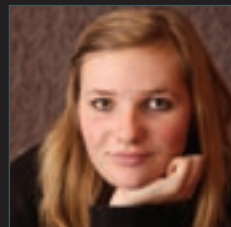


Paula Patton as Jane and Tom Cruise as Ethan Hunt in the latest Mission Impossible offering.

MOVING MOVIES

By Mary Jay

Title:
Mission: Impossible - Ghost Protocol
Director:
Brad Bird
Starring:
Tom Cruise, Jeremy Renner, Simon Pegg and Paula Patton
Classification:
12A
Genre:
Action
Run Time:
133 min



Mary Jay is a student of film at Redborne College in Bedfordshire.

Mission: Impossible still has bags of spirit

This latest Mission: Impossible film has everything you would want in an action film. Plenty of chase scenes, fighting, tension-building stunts, near death experiences and for the male audience members gorgeous women in outfits that leave little to the imagination. For us girls there's not much to distract from the plot. Then again, Tom Cruise isn't looking bad for someone who will be 50 this year. He stars as Ethan Hunt, an IMF (Impossible Missions Force) Agent stuck in a Moscow prison doing a mission. Jane Carter (Paula Patton) and Benji Dunn (Simon Pegg) rescue him to take on another mission "should he choose to accept it" – as if he had any choice. William Brandt (Jeremy Renner) joins in to help them out as they travel from Moscow, to Dubai, to Mumbai in their quest. The team bump into complications including a feisty

French assassin, a rich Indian businessman and a Russian nuclear strategist.

This is the fourth film of the series and in my opinion it is the best. Others think so too if rating figures are to be believed. Hunt's three sidekicks all bring something different to the film. Paula Patton adds a little glamour; Jeremy Renner brings a touch of sneakiness; Simon Pegg does what he does best and adds a much needed dash of humour. His one-liners and brilliant timing is what takes the film from being good to great.



Upcoming films:

New horror film *The Darkest Hour* comes out later in January. It stars Emimle Hirsch (*Into The Wild*) and Olivia Thirlby (*Juno*):

Invisible aliens invade earth and the cast try to defeat them. Good stuff! Also worth a look is the new thriller *Man On A Ledge*

starring Sam Worthington (*Avatar*), Elizabeth Banks (*Scrubs*) and Jamie Bell (*Billy Elliot*). With this cast the film should be great.

INSIGHT: PAPER BLANKETS



● The Kes factory continuously produces 33 metre rolls of blankets; Inset: the component layers of a 6-ply blanket.

Kes: making a better blanket

After bumping into the guys from Kes at The Movers and Storers Show in November, Steve Jordan, Editor of *The Mover*, took a trip to darkest Iwer Heath in Buckinghamshire to find out what goes into making a top quality paper blanket.

It was back in 1986 that Kirk Smith's father sold his reclamation company and Kirk started Kes. Today Kes is one of only two paper blanket manufacturers in the UK producing well over two million blankets a year, about 50,000 bed bags, and supplying a wide range of cartons to the moving industry in the UK and abroad too.

Kirk's factory, conveniently located next to the family home where he grew up, is not packed with modern equipment and computer-controlled, LED flashing robots. It's a traditional factory using practical equipment and the expertise of its staff to produce the products its customers need.

Three machines chunter away all day turning out blankets of varying widths, bed bags, and blankets on a continuous 33-metre roll ideal for wrapping large pieces of furniture with only a single join. But, according to Kirk, the quality of the final product is dictated by the customer. His company does not manufacture in bulk then sell what it has in stock.

"They can have all recycled materials if they want but we wouldn't recommend it. Recycled paper has contaminants such as plastic fragments, which can cause abrasion ..."

Kirk Smith

Instead it takes orders to customers' specifications and manufactures accordingly. If you want a blanket that's top quality, designed for packing the most delicate of antiques, it's yours; if you have something more ordinary in mind, that's OK too. It's all down to you.

Peter Gosling works with Kirk as the company's Key Account Manager. He explained that the quality of the final product is partly down to the materials chosen and partly the manufacturing process employed. "One thing to look out for," said Peter, "is to make sure the inner layers all cover the whole width of

the blanket. Some manufacturers skimp on this and so produce an inferior product."

But it is the materials chosen that generally differentiate one blanket from another. "The outer sheet is a big component in high quality blankets as it is a pure Kraft paper that provides the strength," Kirk explained. "The filler layers may be embossed to create extra padding and the inner surface should have a nice smooth pure MG (Machine Glaze) finish to protect the furniture."

By contrast some customers require all recycled materials. "They can have all recycled materials if they

want but we wouldn't recommend it. Recycled paper has contaminants, such as plastic fragments, which can cause abrasion particularly on very delicate polished surfaces. We don't want to go that route," explained Kirk. "Even on recycled products we would advise using a pure Kraft inner sheet."

Embossing the inner ply sheets creates more bulk and puts more air between the layers to provide protection from impact and from heat changes that cause condensation. But for some applications, customers prefer not to have embossing. "If very delicate items are in store for a long time the embossing can come through to mark the surfaces. For this reason the antique trade often prefer a perfectly flat product."

Generally the more layers of air you can get the better. With this in mind Kes has recently started producing a new 8-ply, super-soft blanket for top end use. "Overall the weight is the same as we use lighter inner layers, but it's slightly stronger than the old 6-ply product and provides better cushioning," said Kirk. "It is only marginally more expensive. Although we only launched the product at The Movers and Storers Show, it's already proving popular."

For more information visit: www.paperblankets.com.

CARTON SUPPLY AND RECYCLING

Kes does not manufacture cartons but is a major distributor of cartons from D. S. Smith Plc. As well as supplying cartons Kes provides a recycling service through D.S. Smith that uplifts paper, plastic and timber materials from customers, giving significant savings on their disposal costs. Depending on the market price for waste materials,

it's possible that moving companies could even get some revenue for their waste. "It costs about £110 a tonne to dispose of old materials," explained Kirk. "We can reduce the amount companies send to landfill by around 60%. This can amount to a lot of money for some of the larger companies. Everyone should be doing it."



Surface protection for carpets and flooring

By Ian McQueen of Varotapes



● Watch your step - there are a confusingly large number of carpet protection film products available.

Carpet protection film is a temporary product which can be used by removal companies to protect the carpets when moving customers into their new homes, and to my mind if you have spent the money on a removal company the chances are you have good quality carpets. So I reckon that removal companies need to ensure they are buying a good quality carpet protection product. However, if you type into a popular search engine the words "carpet protection film", you will see page after page of companies offering you dozens of different products, all claiming to be the one for the job.

Most of the companies offering you carpet protection film that you see offered on the net do not actually tell you whose product they are promoting. Surface protection films today come from mainland Europe, American and even further away in the Far East. Some even offer you a printed version with their company name on, more of which later.

I have been in this industry nearly 30 years, and the rise in the number of companies who sell carpet protection films has grown tremendously. I see people who offer carpet film today and have very little knowledge about the technical background of the product they are selling. It is quite a tricky business getting the adhesive right so it isn't left on the carpet when you are ready to remove it.

The performance demands of a carpet protection film are very high, and if the correct product is not chosen it can cause severe problems,

additional costs, extra work and loss of credibility to your business. Why then do the suppliers on the net not tell the customer whose product he is buying, the technical facilities behind it, and where it came from? Why the secret?

Try asking the seller for the ISO certificate of the manufacturer, the technical data sheet, and see what answer you get.

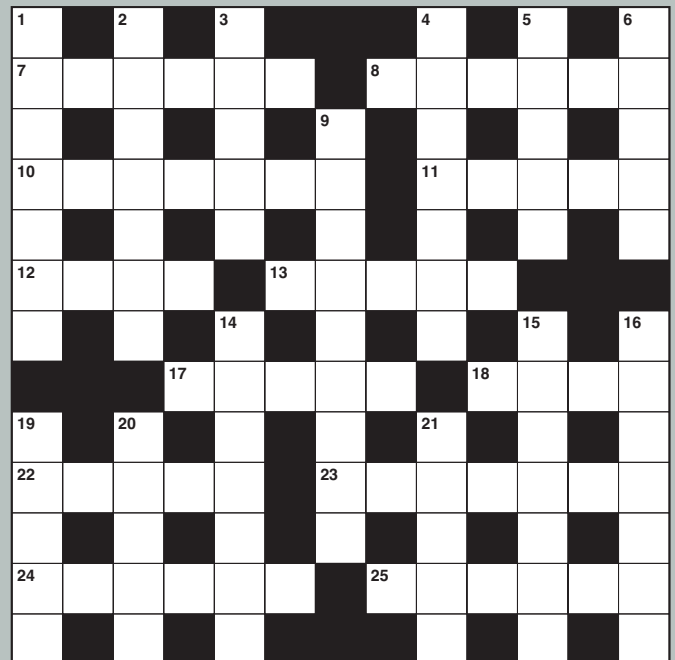
Branding. Yes, you can buy a number of carpet protection films printed with a company name. But it's not your company name or the factory that manufactured it, so what additional help does that offer? However, you still do not know who made it and where it is actually from. Any reputable carpet protection film manufacturer will offer transparent unbranded products with traceable batch numbers and the product reference number (usually inside the core of the roll) which if not removed by the seller, can give the manufacturer all the information he should need to investigate any problems.

Some resellers may buy from more than one manufacturer, so what you bought last month, may not be the same as you buy next month, somewhat dangerous when the worst consequence can be adhesive left all over the carpet.

If you wish to promote a name why not choose your own; it is easily available now to larger users and merchants who buy direct from the manufacturer and want to offer protection films as part of their product portfolio.

For more information visit: www.verotapes.com.

Puzzles



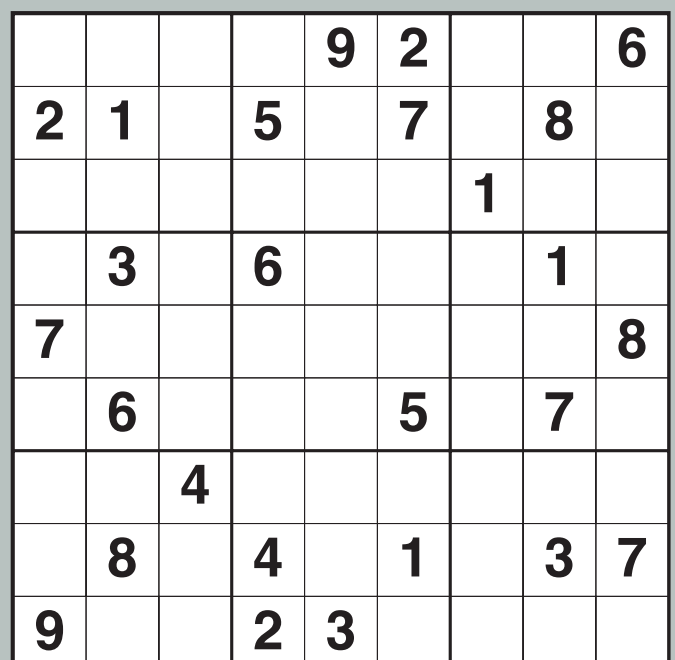
ACROSS

- 7 Source (6)
8 ____ Bocelli: Italian operatic singer (6)
10 Famous astronomer (7)
11 Tattered and torn (5)
12 Japanese beverage (4)
13 Promised; swore to do (5)
17 Game with an oval ball (5)
18 Remedy (4)

- 22 Noisy firework (5)
23 Beyonce ____: famous singer (7)
24 Put in jail (4,2)
25 This comes after summer (6)

DOWN

- 1 Opposite of shortest (7)
2 Feeling of aversion (7)
3 Handle a tool effectively (5)
4 More irate (7)
5 Ire (5)
6 Woodland spirit (5)
9 Form of transport (9)
14 Fat or bulging (7)
15 Withdraw (4,3)
16 Eg. spring and winter (7)
19 Lyrical poem or song (5)
20 Unit of weight (5)
21 Appear suddenly (3,2)



NEWS: PRODUCT

Software automates Olympic delivery routes

Software from Paragon Software Systems is providing transport operators with the ability to manage vehicle movements along traffic-disrupted routes during the London Olympic and Paralympic games.

The software models how road closures, congestion and the increased demand for consumables will affect operations as well as consider how to handle changes to delivery times, unloading times and alterations in delivery frequency. The system is likely to be particularly useful for companies making regular deliveries to London addresses such as crate hire companies and baggage shippers.

With the start of the 2012 Olympics and Paralympics less than six months away Paragon Software Systems is keen to help its clients minimise likely disruption to any London logistics operations. Using data recently supplied by Transport for London, Paragon has developed functionality and prepared data files that can be used in a Paragon

system. As a result users can tackle issues such as identifying delivery points that may be affected and understand where the likely areas of congestion will be. For example, users can easily identify which of their customers are likely to be affected by a specific event such as the cycle road race. It is also possible to identify and exclude those sections of the Olympic Route Network likely to affect their delivery operations so that delivery vehicles avoid them on the day.

Paragon will soon also include congestion data around the event start and finish times for each venue so users can automatically create delivery schedules taking account of the anticipated hold-ups.

● Paragon's software is designed to help keep users' deliveries in London up to speed by identifying likely areas of congestion during the Olympics.



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YourComments

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

Re: An examination of idiom

The Mover, December 2011, page 30

John Court

As a Bristolian I can't let your item on page 30 go without bringing your readers' attention to: "Ship shape and Bristol fashion".

Bristol, as a port, once rivalled London as Britain's busiest port until Liverpool developed. The hazardous access to the port of Bristol up the river Avon is subject to some of the highest and difficult tides in the world, consequently it demanded the highest seamanship skills to navigate. Also all cargo, etc. needed to be strictly stowed.

So any ship destined for Bristol was ordered to be "Ship shape and Bristol fashion".

Especially relevant to the shippers among us!

Richard Stoddart Arrowpak

Whilst your explanation of 'let the cat out of the bag' seems plausible I believe this to be another purely nautical reference. The 'cat' was the cat o nine-tails the tool of choice for the administration of a flogging in the navy. It was



stored in a red baize bag. If a conspirator let slip something that condemned him or his fellows he would have 'let the cat out of the bag' by revealing a secret so that the punishment would be forthcoming.

The 'cat' was a very short whip, mainly the nine tails and a very short

handle. It was so designed so that it could be stored in a bag and used in a very small space below decks on a ship. Hence the expression 'not enough room to swing a cat' meant that the room must be really small!

Well, that is my story and I'm sticking to it!

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NEWS: PEOPLE/DIARY DATES

New business development head for Santa Fe in India

The Santa Fe Group has appointed Mukesh Kailash as Head of Business Development and Sales in India. Mukesh is a management graduate with an MBA in Sales and Marketing. He is born and bred in Bangalore but has excellent cross-cultural knowledge which was established early in his career with Modi Xerox. He has built a strong track record in sales with over 14 years in industry by continuously acquiring, managing and retaining clients and relationships. Mukesh has maintained a consistent approach to client networking and business development, resulting in the generation of high levels of revenue across a wide spectrum of industries.



● Mukesh Kailash

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

DiaryDates

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

MC Inaugural Meeting

29 Feb – 3 March, 2012,
Bangkok, Thailand

LACMA Convention

10-14 March, 2012,
Curacao (Caribbean)

Procurement National 2012

13 – 14 March, 2012,
NEC, Birmingham, UK

Euromovers

12 – 15 April,
Nice, France

FIDI Annual Conference

22 – 27 April, 2012,
Boston, USA

Commercial Vehicle Show 2012

24 – 26 April, 2012,
NEC Birmingham, UK

EuRA Conference

25 – 27 April, 2012,
Stockholm, Sweden

OMNI Annual Conference

28 April – 1 May, 2012,
Miami Beach, USA

BAR Annual Conference

17 – 19 May, 2012,
Beaumont Estate Hotel,
Old Windsor, UK

Young Movers Conference

24 – 27 May, 2012,
Budapest, Hungary

Annual Convention of the German Movers Association

21 – 22 June, 2012,
Essen, Germany

The PMA conference

9 – 12 August, 2012,
Legends Golf and Country Club,
near Cape Town, South Africa

FEDEMAC General Assembly

28 – 30 September, 2012,
Innsbruck, Austria

IAM 50th Annual Meeting

10 – 13 October, 2012,
Washington DC, USA



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or e-mail design@themover.co.uk

26 Swanwick Lane, Broughton, Milton Keynes MK10 9LD

TheMover

Did you know?

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

No piece of square dry paper can be folded in half more than seven times.

Lightning strikes the Earth about 6,000 times per minute.

I wandered lonely as an... orange?



No word in the English language rhymes with month, orange, silver or purple.

A starfish can turn itself inside out.

Roberta Flack wrote "Killing Me Softly" about singer Don McLean.

There are 336 dimples on a regulation golf ball.

The ball on top of a flagpole is called the truck.



Puzzle solutions

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L	D	W		A	W	S
O	R	I	G	I	N	A
N	S	E	M		G	A
G	A	L	I	L	E	O
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7	2	5	3	1	4	6	9	8
1	6	8	9	2	5	4	7	3
3	5	4	7	8	9	2	6	1
6	8	2	4	5	1	9	3	7
9	7	1	2	3	6	8	4	5



FEATURE PREVIEW:

Workwear

Everyone knows how important proper uniforms are for movers to help create a professional image. But what works best, what do crews like to wear and where can you get the best deals? All will be revealed in the Workwear feature: *The Mover*, March 2012.

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).

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MARKETPLACE

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01732 358900 'WHEN SERVICE MATTERS'



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.



TheMover Advertising Rate Card 2012

Booking advertisements

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

Overseas subscriptions

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

Copy dates

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

Enquiries

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

PLEASE NOTE:

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

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

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



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