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TheMover



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There were Big Debates, loads of trucks, a Learning Zone, plenty of exhibitors, a packing competition and even an old fashioned barber. If it happened, *The Mover* covered it.



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LEADER

Happy New Year and no comment

Steve Jordan, Editor



Happy New Year everyone. Let's hope that 2012 delivers more than it promises. Mind you everyone was predicting doom and destruction in 2011 and, for many, although profits were under pressure, the work held up well.

We start this year with a report on The Movers and Storers Show. Congratulations to everyone who won things and did things for charity. Congratulations too to the organisers who did a thoroughly good job, as always. I trust even more of you will support the event when it's next staged. Our cover picture this month is of Alan Bennett and Nigel Gilks from Britannia Bennetts, who won the packing competition sponsored by Simpson Packaging. Well done lads.

During the show I was asked, by a number of people why *The Mover* has not, as yet, published anything about the current BAR financial difficulties. Since then I have received e-mails on the subject suggesting I should be discussing it. Well, I choose to remain silent about it for a number of reasons; mainly because I don't know enough about what's been going on to make much of a sensible comment. It seems to me that not many other people do either. Anyone can read the accounts which clearly demonstrate the position at the end of last year. It's not pretty but it's not for me to pass an opinion on the reasons. I don't know if BAR has done everything it could to keep its members up to date but, if not, I am sure it has its reasons. It's a very sensitive and difficult subject and it would help nobody for me to be stirring things up unnecessarily. It will all come out in the wash in good time.

Finally, the man alleged to have committed the offence has not yet been tried as far as I know. Under British law he is, therefore, innocent until proven otherwise. I do not believe in trial by media.

I hope that's put that one to bed for a while. If and when there is something definite to report, I'll be onto it.

Meanwhile, I wish you a very happy, healthy and, I hope, prosperous 2012.

Steve Jordan



● House prices are predicted to drift sideways or modestly lower over the next 12 months.

Nationwide says house prices still going up

UK house prices rose for a third month in November, according to Nationwide Building Society, which said growth in property values will "remain soft" and may slip again over the coming year.

The average cost of a home rose 0.4% from October to £165,798 up 1.6% on a year earlier.

"House prices have remained surprisingly resilient in recent months, despite the deterioration in the economic outlook," Nationwide Chief Economist Robert Gardner said in the report. "But, with the UK economic recovery expected to remain sluggish well into 2012, house price growth is likely to remain soft, with prices moving sideways or drifting modestly lower over the next 12 months."

The housing market has struggled to gain momentum as inflation and government spending cuts weaken consumer confidence and as Europe's debt crisis pushes up bank funding costs. A report from Lloyds Banking Group Plc's Halifax mortgage lending unit on November 7 showed its gauge of UK home prices increased in October for the first time in three months, continuing what it said is a "highly mixed" picture of the property market. Hometrack Ltd for example, said that prices based on its measure declined for a seventh month in November.

As the euro-area crisis threatens the UK recovery, the Bank of England expanded its bond-purchase program by £75 billion to £275 billion on October 6. The bank also kept its key interest rate at a record low of 0.5%.

"But, with the UK economic recovery expected to remain sluggish well into 2012, house price growth is likely to remain soft..."

Robert Gardner

Bank of England data shows that UK mortgage approvals rose more than economists forecast in October. Lenders granted 52,743 loans to buy homes, compared with a revised 51,193 the previous month. Still, that's about half the average of 103,000 in the decade to 2007, before the financial crisis.

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NEWS: UK

So what is a damp squib?

David Cameron described the recent public sector strike as a 'damp squib'. Whether it was or not, what exactly is a squib and why does it matter if it gets damp? Following on from the 'Idiom' story in *The Mover*, December 2011, here's the answer.

A squib is a miniature explosive device used in a wide range of industries, from special effects to military applications. A squib generally consists of a small tube filled with an explosive substance, with a detonator running through the length of its core, similar to a stick of dynamite. Also similar to dynamite, the detonator can be a slow-burning fuse, or as is more common today, a wire connected to a remote electronic trigger. Squibs range in size, anywhere from 2 to 15 millimetres in diameter. Squibs can be used for generating mechanical force, or to provide pyrotechnic effects for both film and live theatrics. Squibs can be used for shattering or propelling a variety of materials.

In the North American film industry, the term squib is often used to refer to various electric matches and detonators (used as initiators to trigger larger pyrotechnics). Squibs are generally (but not always) the main explosive element in an effect, and as such are regularly used as "bullet hits".

While most modern squibs used by professionals are insulated from moisture, older uninsulated squibs needed to be kept dry in order to ignite, thus a 'damp squib' was literally one that failed to perform because it got wet. The phrase has since come into general use to mean anything that fails to meet expectations.



● Did you know, Prime Minister ...

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● The Olympic Park with London beyond. Picture courtesy of London 2012.

Are you ready for the Olympics?

With eight months to go before the opening ceremony, 26% of road freight operators are still 'not at all prepared' for the logistical challenge posed by the 2012 Olympic Games.

A survey by the Freight Transport Association (FTA) shows that while progress has been made many companies are still stuck firmly in the starting blocks.

Natalie Chapman, FTA's Head of Policy for London, said: "While progress is being made it is worrying that there are still so many businesses unprepared for the Games. This is a huge concern, not just for industry, but for anyone who wants the Games to be a success. A prolonged period of high demand – FTA is telling its members to treat the Games and the Paralympic Games like a three-month Christmas period – against the backdrop of severe delivery restrictions poses a huge challenge. But although for some forward-thinking companies the race to prepare for this enormous global event has already begun, many businesses haven't even started warming up yet."

FTA's survey also asked industry to indicate its level of knowledge of how the Olympic Route Network (ORN), which will effectively be closed to deliveries between 6am and midnight, and Games Lanes, which are designated roads set aside for athletes, games officials and marketing partners only, will affect their operations. 18% of respondents reported that they had 'little knowledge' and 26% 'no knowledge' when asked how the

Olympic Route Network or Games Lanes will operate.

Chapman said: "Since July a large chunk of the industry still has no idea about how the Games Lanes or the ORN will affect them, Transport for London (TfL) has provided postcode data to transport operators, which should help businesses plan ahead, but we would also urge companies to start thinking about other things they can do to mitigate any disruption."

Key dates for the Games:

27 June: Venues open, media centre opens, soft opening of Olympic Village
13 July: Official opening of Olympic Village
27 July: Opening ceremony
28 July–12 August: Olympic Games
13–16 August: Olympic Games departures
29 August: Paralympic opening ceremony
10–12 September: Paralympic Games departures
14 September: Olympic Park closes

The Olympic challenge

- 20,000 journalists, photographers and broadcasters will be covering the Games;
- 14,700 athletes will compete;
- 46 sports will be played over 29 days;
- 800,000 people are expected to use public transport to travel to the Games on the busiest day;
- Over one million will visit the stadium;
- 80% of visitors will come by rail;
- 2.6% of London's roads will be used by the Olympic Route Network

"This is a huge concern, not just for industry, but for anyone who wants the Games to be a success."

Natalie Chapman

and less than 1% of these will have temporary Games Lanes;

- 50,000 meals will be served daily in the 24-hour catering village;
- 1.8 million tonnes of material has been delivered to the Olympic Park by rail;
- 232 tonnes of potatoes, 330 tonnes of fruit and veg and 260,000 loaves of bread will be consumed in the Olympic Village during the Games;
- Four billion people around the world are expected to watch the London 2012 Games on TV.

There are also proposals to impose additional parking charges beyond the Olympic Route Network during the Games period in London. It is believed that London Councils' plans to extend the £200 parking fine penalty currently set for the ORN to surrounding areas is an unjustified, cynical move to cash in on the Games at a time when businesses will be under intense pressure to keep London moving.

Bishop's Move joins Nick Hewer

Bishop's Move recently helped Sussex Downs College AS students as part of Global Entrepreneurship Week 2011.

Chris Marshall, Bishop's Move Marketing Director, was joined by a number of other local businesses at the event at which Nick Hewer – Lord Sugar's right-hand-man in the hit BBC show, *The Apprentice* – provided a keynote speech to the college's business students.

Adviser to Lord Sugar and PR expert, Nick has recently been filming the *Young Apprentice* which has been broadcast on BBC1. He supported the Lewes students by reviewing a range of business opportunities that they have developed as part of Enterprise Week. The event unites local businesses and students in a real-life entrepreneurial challenge and provides an extremely valuable learning experience.

Representatives from Bishop's Move participated in lessons, offering advice and guidance to the students as they prepared their business plans. In 2010, the financial support offered by the sponsors meant that Sussex Downs College loaned the groups money to get their businesses off the ground and consequently saw them sell their products at their own Christmas fair.

Chris Marshall, Bishop's Move Marketing Director commented: "We are happy to help Sussex Downs' students during Global Entrepreneurship Week. Initiatives like this introduce students to the

excitement and inspiration of a new commercial venture, and we firmly believe in the values and skills it promotes."

"Initiatives like this introduce students to the excitement and inspiration of a new commercial venture, and we firmly believe in the values and skills it promotes."

Chris Marshall



● Chris Marshall (left) and Nick Hewer – in classic *Apprentice* pose.



● Left to right: HRH The Princess Royal, Georgina Berry and Mick Jackson of Skills for Logistics.

Richard Healey Removals wins Transport News award

Richard Healey Removals Ltd – based in Willowyard Industrial Estate, Beith – has won the title of 'Top Training Truck Operator' by Transport News.

Richard Healey Removals was up against some of Scotland's largest transport firms and its continuous staff development plan put them on top. The firm provides a variety of courses for staff with the aim to encourage and nurture high standards.

Richard Healey Removals had already been commended for its excellence when it was ranked as one of the top five for Domestic Mover of the Year 2011–2012 by the British Association of Removers. Companies that entered the competition had been judged on their outstanding performance, commitment and leadership in the domestic removals market.

In December 2010 the company

were successful in obtaining two quality Standards: BS EN 12522 Furniture Removals for Private Individuals and BS 8522 Commercial Moving Services.

These awards are a result of the staff's hard work and continuing effort to improve the level and quality of service given to their customers. On 11 November, 2011 Richard Healey Removals Ltd attended a champagne breakfast at the Crowne Plaza Hotel to celebrate, along with the other winners of the Transport News Scottish Awards 2012. The company's award was presented to Georgina Berry by HRH The Princess Royal and the category sponsor CEO of Skills For Logistics, Dr Mick Jackson.

Harrow Green preferred supplier to Bradford Council

Business relocation specialist, Harrow Green, has been named as a preferred supplier to Bradford Council.

The company, which has its Yorkshire offices in Millshaw Park Lane in Leeds, has been selected by the council to provide a range of removal, storage and associated services for the next year, worth up to £120,000.

The appointment comes as Bradford, the fourth largest Metropolitan Borough Council in England and the fifth largest in the UK, is consolidating

services into fewer premises to save money.

Preferred suppliers can be appointed by the council's various departments without having to repeat lengthy tender procedures for individual orders.

Terry Gibbs, Head of Regional Sales for Harrow Green said: "We are delighted to have been given the go ahead by Bradford Council in becoming a preferred supplier and are looking forward to working

with them in the next year. Harrow Green has strong public sector credentials and we firmly believe our project management skills will benefit the council by reducing downtime and delivering cost savings."

Harrow Green's full range of services includes commercial removals and IT relocation, storage records management, office interior design, fit out and furniture supply solutions.



● Terry Gibbs.

NEWS: UK



Yorkshire Area dinner party

It was a blustery night following a gloriously clear and bright day on 26 November in Scarborough for the BAR Yorkshire Area dinner dance.

Around 40 people braved the gale to visit the Ambassador Hotel, perched high on the Esplanade overlooking the North Sea. The guests included Mike and Jan Price: Mike used to run BARTS before his retirement; and of course Philip Kidd who also, it seemed, brought most of his staff for a well earned knees-up.

The event was well organised by Graham Puddephatt of Reason Global Insurance who is also the Yorkshire Area Secretary, and the Area Chairman, Michael Andrews from Pickfords.

After dinner and before the dancing started the guest speaker Steve Jordan, editor of *The Mover* and fellow Yorkshireman, dug up a few memories of days on the road as a removals salesman, and explained a little of the background to the birth of *The Mover* in April this year. Steve said that he had been in the moving business since 1974, had done every

After dinner and before the dancing started the guest speaker Steve Jordan, editor of *The Mover* and fellow Yorkshireman, dug up a few memories...

job at his old company, Avalon Overseas, including packing, portering, driving vans and fork lifts, making cases and, of course, all the office-based tasks. He had also worked with BAR, both paid and unpaid, for around 30 years including being the Chairman of the Freight Negotiation Committee at the birth of the MTC.

Steve had left Avalon in 1992 after its sale to Trans Euro and had been

working as a writer ever since. During that time he had been handling public relations and communications for BAR since Colin Quarrington's retirement some years ago. When he was offered the job as editor of the *Removals & Storage* magazine in 2005 he saw it as a great honour and he felt "like a square peg in a square hole". His writing experience and 30-odd years in the moving business made him uniquely qualified to be the custodian of the 'old friend' of the industry.

Unfortunately in recent years he felt that BAR was destroying the magazine by overly restricting its content and distribution and insisting on including far too much BAR advertising within its pages to the point that, he felt, some people had stopped reading the magazine completely. These matters of professional principle, plus commercial considerations, had made his position untenable by the

end of 2010.

"When I started *The Mover*, I wondered if people would think of me as a traitor," he said. "But it doesn't seem that I needed to worry. People have been very supportive. I owe a particular debt to the people who booked advertising in issues one and two. The magazine didn't exist when they made their decision. That vote of confidence was quite humbling and gave all of us at *The Mover* tremendous encouragement. I'd like to take this opportunity of thanking everyone who has supported us during our first year."

Steve closed by encouraging everyone to read the new magazine and to contribute to it with their own stories and observations of the industry. "It's a magazine for all of you," he said. "Please don't be afraid to use it."

The evening concluded with a raffle, that helped cover the cost of the disco, which played until the early hours.

BAR's New Met members enjoy Christmas cheer and festive quiz

Around sixty members of BAR's New Met Area and their guests gathered at the Novotel Heathrow on 24 November for a Christmas get together and festive quiz. After enjoying an excellent meal it was down to the serious business of finding the brightest team in the room with Christmas themed

questions put by quiz master John Luker. It was no easy ride with questions on subjects as diverse as poetry, Christmas hits, ancient yuletide traditions and characters from Disney. As if that wasn't difficult enough the teams then had to identify 30 photos of celebrities disguised as Santa to complete the task.

After all the answer papers were called in for marking the winning team was finally revealed as Cadogan Tate Residential, with a magnificent score of 41 points out of a possible 60. Team captain James Mehmet stepped up to the stage to receive the winner's trophy from Red Recruit's Ray Inskip, who sponsored the competition.



● Ray Inskip (left) and team captain James Mehmet.



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INTERVIEW: NARIN GANESH



Undercover at Crown...

Narin Ganesh talks to Bob Bluffield and reflects on what he learned by working at the sharp end of the business - undercover.

During 2010 Crown Worldwide Group was featured in the popular television programme *Undercover Boss*. This was screened in the UK and in several countries across Europe, Asia and in Australasia and created enormous customer awareness and interest in the Crown brand that led to a positive impact throughout the world. Now that the dust has settled it is an appropriate time for Narin Ganesh, who featured in the programme, to reflect upon what he and the company gained from the experience.

When Narin Ganesh joined Crown Worldwide Group as Finance Director of the UK, Ireland and Scandinavia during 2009 he never suspected his acting prowess would be called upon within months of being appointed. As the new boy on the block, still relatively unknown to the majority of employees, he was ideally suited to be deployed in the popular Channel 4 primetime television series, *Undercover Boss*.

Narin's involvement was determined by Studio Lambert, the programme producers.

On a chilly February morning in 2010, 46-year-old Narin rose early at his Dorset home with some trepidation to begin his mission. He was filmed preparing as he stepped into his alter ego of Paul Ramdhanie, a recently redundant office worker who was looking for re-employment as an entry level worker. By adopting uncouth spectacles, sporting designer stubble and Crown workwear in place of his usual suit, Narin was ready to shadow Crown Relocations' employees in various UK branches to learn their functions and to report his findings back to his Regional Managing Director, Barry Koolen. The assignment served two purposes. While it provided entertaining TV viewing, Crown believed it would offer an unprecedented opportunity to gain a valuable insight into the daily activities of the company and to pick up on any issues that might be

concerning frontline staff. "I was feeling slightly apprehensive," Narin explained, "it was a surreal experience and the process was very different to what I had expected. Being natural in front of the camera was hard and I felt incredibly self conscious."

During the first day Narin was eased into the process with some unscripted scenes filming him driving and parking his car, participating in a board meeting at Crown's Ruislip headquarters and the next day while eating lunch alone in a Birmingham pizzeria. By the third day Narin moved undercover for real, with a 5.15am start to meet Paul Roundtree, who works at the company's West Midlands base. After being introduced to Chris Grimshaw, Team Leader of one of Crown's specialist packing teams and his crew, they drove 75 miles to Montgomery to pack the contents of a three-bedroom house for a couple who were relocating to Australia. The team worked flat out, packing more than three tons

of items and loaded them into a shipping container all within a nine hour time slot. "During the drive I had a very engaging conversation with crew leader Chris and learnt of his long-term aspirations to rise through the ranks and into management. I was able to judge that he had suitable potential to succeed within Crown but this sequence was lost due to camera failure." Working with the team soon gave Narin a clear understanding of the pressures packing teams face in meeting the demanding export standards. "I was really impressed. The team were extremely upbeat and worked well together. However, I became aware that efficiency measures introduced by the company meant crews were working a 65-hour week and the time to do each job had been cut from three days to two. The unsocial hours meant they were unable to plan their evenings. Chris Grimshaw, a leading packer with Crown for 12 years, expressed his concerns that

INTERVIEW: NARIN GANESH

quality could be compromised by cut-backs that required fewer people to do the job in less time. This was beyond me. I found the work extremely tough and after 11 hours of packing there were still 75 miles to drive."

Narin's next assignment was with the two-person Crown Record Management office in Nottingham where George Burbank, the site Supervisor, a 24-year veteran of the company, had far ranging day-to-day responsibilities. Narin was introduced to the workings of the order processing system before accompanying his mentor to deliver documents to clients in Nottingham and Derby. "George has a particularly good rapport with customers and his passion for the job is heart warming. In his own words he told me that: 'The most important thing in the world is customers; they pay good money and have to be looked after' which left me feeling extremely proud that we have unsung heroes like him working for the company."

While en-route to Crown's dedicated Internet sales centre at Leeds on day five, Narin received some daunting news when he was told that the Birmingham packing crew had been so taken with his performance that they reported to their manager that they were convinced he must be a 'plant'. He was further concerned that someone at Leeds might recognise him, but his visit went without a hitch. Narin was given a clear insight into Crown's telephone enquiry handling system by Deborah Matthews, the National Internet Leads Sales Manager. Deborah is a live wire, and it soon became apparent how she had quadrupled sales over the last two years. As every call that is converted to a sale can bring in a substantial amount of business, Narin soon appreciated why the function of the sales centre cannot be underestimated. After some role play devised to demonstrate how to deal with difficult questions, Narin was put to work taking live calls from potential new customers while Deborah listened using a headset. Though appearing nervous on camera and confessing to finding working the phone stressful, Narin handled the situation well. "I found the experience rewarding and felt confident that I had handled incoming calls quite well after being encouraged by Deborah. I was inspired by her genuine enthusiasm and by her clear aspirations as a talented and ambitious staff member to become



a branch manager."

Narin's greatest challenge arose when he returned to the London area where he felt certain his cover would be blown. His task was to join Darren Farrell and his three-man team who were packing for another family who were moving to Australia. He was surprised to be told that, on a temporary basis, London staff were working long hours without being paid overtime. "They were doing a very good job but I felt that they were not getting the recognition they deserved. It became clear that there had been a lack of communication and staff had not always been kept informed about changes that had taken place at senior management level. This was naturally causing discontent, leaving the staff to feel isolated. This was a particular area that I vowed to rectify."

The final day of filming was fairly intense and Narin had mixed feelings. "I had enjoyed working with the film crew and I had been well received by all of the Crown employees who had taken me under their wing, but at the same time I was looking forward to returning to my normal life." The final period was spent at Global Archiving in Manchester, a facility that holds more than half a million boxes of client documents.

With filming completed it was time for Narin to report to the Board and to reflect on the experience. "It is important for employees not to feel they are simply regarded as numbers.

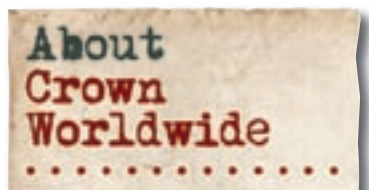
They are real people, with real lives and some of those I worked with opened up to me and spoke of their personal struggles, yet they never let this stand in the way of their professionalism. I felt a need to reward and value staff more when individually so many give so much to the company. Clearly there had been a perceived lack of communication amongst certain divisions that left staff feeling they weren't being listened to, especially those on the road. Communications have since been reviewed and expanded and now everybody gets to hear what is going on at briefing meetings. There were also a few health and safety training issues that were given priority and overtime payments for the London packers have been reinstated."

As is customary, at the conclusion of the programme, Narin called the staff he had shadowed to London to reveal his true identity. This was a particularly poignant part of the process. "I felt privileged and grateful to be able to do something positive for the people that I met along the way to recognise their commitment to the company." As a result Deborah Matthews was promoted to Branch Manager - Midlands and now heads up Crown's Birmingham office with responsibility for driving new business to the branch; Darren Farrell's packing talents were recognised and he has moved to Crown's Fine Arts Division as a

Fine Art Technician; and, in recognition of Chris Grimshaw's outstanding potential, he was given management training and is now Operations Trainer for the Northern Region. Since the programme, George Burbank has retired.

"I was extremely impressed with the loyalty and professionalism of the workforce that I encountered. Crown Worldwide Group prides itself on its exemplary customer service and all the staff that I met showed a remarkable commitment. Going undercover was a very positive experience that has given Crown the impetus to implement a number of ideas taken from the people that I met. I feel it is easy in any large organisation to become detached from what takes place day-to-day on the front line. I firmly believe bosses must take the time to listen to their staff and experience what they do within the company. The programme gave me a valuable insight that has shaped my views on how management should never take decisions without considering the wider consequences."

The programme was filmed over a period of ten days during late February and March 2010. Albeit the scene sequences were changed when the programme was edited to 48-minutes, it was screened on 19 August, 2010.



The Crown Worldwide Group was established as a private company in 1965 and has 250 locations in 55 countries, a £400 million turnover and provides relocation and other services to corporations, private clients and diplomats. The company works with over 2,000 organisations and performs over 100,000 international relocations every year.

Crown Records Management offers a comprehensive range of services, from information management and consultancy through to online tracking and monitoring and on- or off-site records management.

NEWS: UK

Interdean raises £32,000 for cancer care charity

Interdean held its fourth annual Rugby 7s Tournament in aid of Marie Curie Cancer Care on Sunday 7 August, 2011.



● Paul Evans and friends, with the victorious Pickfords team.

This year's Rugby 7s tournament smashed the last three years' fund raising, reaching in excess of £32,000 which will be donated to Marie Curie Cancer Care.

The highlight of the day was a surprise visit from the Welsh National Rugby Team who popped into the Wasps ground for a last minute training session ahead of their World Cup qualifying game against England later that day. The weather held up for most of the day; the few spots of rain not being enough to dampen anyone's spirits.

Nineteen teams competed in the tournament, playing a gruelling fifty-eight games across three pitches. One team even travelled all the way from Belgium to take part. The crowds flocked to show their support as their friends and family took part in their respective matches.

The teams put up a great fight, with old-timers of the Interdean Tournament, Ruislip, having very narrowly missed out on the cup for the second year running. Newcomers to the tournament, Hollywood Praetorians, put on a great show in the semi-finals, with an impressive end score. Runners up for the Plate, Imperial Medicals, have competed each year since the tournament began but have yet to take home any silverware.

Interdean's on and off the pitch rivals, Pickfords, were worthy

winners. A young and confident side, they thrashed their opponents throughout the day, all the way to the finals to bring home the Cup.

Winners

Cup winners: Pickfords (26-19)

Runners up: Ruislip

Plate winners: Hollywood Praetorians (45-5)

Runners up: Imperial Medicals

Bowl winners: HAC (24-21)

Runners up: Wandsworthians

Fun for all the family

Entertainment on the day was found in the shape of a Wild West Fun Run bouncy castle, sweets and cake stall, balloon popping competition plus – originally intended for the younger crowds – the space hopper race ended up being a big hit with the adults. There was even a 1955 restored Ford Popular on display with experts on hand to give those interested a little bit of history on the car.

Fuel for the athletes was provided in the form of a traditionally-themed Australian barbie, sponsored by Interdean's sister company, Wridgways.

Considering the number of heavy tackles, there were relatively few casualties on the day (bar a lost tooth and a couple of black eyes). Injuries were tended to by the on-site physios from Central Health and St John Ambulance kindly afforded their time to administer first aid.



● The Exchequer wants people to be more engaged with their own tax affairs.

Tax system overhaul

The government has revealed plans to overhaul the personal tax system with the launch of a discussion paper setting out ways to make information clearer.

The paper, titled 'Modernising the Administration of the Personal Tax System', details a range of ideas on how people can get better access to information on their personal taxes. The government is then calling on taxpayers, representative bodies, and tax professionals to give their views on various issues including what taxpayers know about the tax they pay, and what areas of the personal tax system create the most difficulty.

In parallel to this, work continues on the integration of income tax and national insurance contributions (NICs) with a paper summarising the results of recent calls for evidence on the issue. The government is now setting up a number of technical working groups, to identify and explore options further over the coming months.

Commenting, Exchequer Secretary, David Gauke said: "At the moment, for a lot of people, the tax line on their pay slip is the only time they see just how much they're paying in tax, but the government doesn't think that's good enough. We want to make tax more transparent and we want people to be more engaged with their own tax affairs. We plan to lift the lid on

"We plan to lift the lid on tax so that people understand how much they are paying, what their overall tax rate is, and what they should be paying..."

David Gauke

tax so that people understand how much they are paying, what their overall tax rate is, and what they should be paying, in the same way that the government has lifted the lid on what they are paying for."

Mr. Gauke continued: "We are also exploring ways in which we could integrate the operation of income tax and NICs, with benefits for employers and employees. The government will be working in partnership with external stakeholders to identify options and will report on progress at Budget 2012. Our vision is to transform the customer experience of the personal tax system."

Article courtesy of Wellers.

THE PAST IN PICTURES

Following a trend we started in last month's *The Mover*, when we published a photo of a Pickford's wagon delivering to the ship *Terra Nova*, we're publishing an image from the 1930s of a truck and staff from coal merchants H. Appleyard & Sons. The company went on to become Britannia Appleyards, of course. We'd like to publish more of these pictures, so if you have any images from your company's distant past, we want to see them, and hear the story behind them. See below for details.



● In the truck, from left: Bill Appleyard; dog Rip; George Appleyard; man next to cab - unknown; driver Eric Appleyard. Outside truck from left: Joe Appleyard, (John's dad); Jeff Soar; Harry Appleyard, (Harry's dad); man standing - unknown.

Appleyards in the 30s

This archive picture from Britannia Appleyards in Rotherham dates from the 1930s and shows several members of the Appleyard family, including Rip the dog and members of staff.

As was the case with many long-established removals companies, Appleyards began as a coal merchants and diversified into removals. The theory being that people didn't need coal during the summer, but did move house and it provided work for the vehicles and the men. In those days most people didn't have many possessions – that's why they didn't need to lock their doors – and so the large removal vans that we have today weren't required. Appleyards continued in the coal business until 1997.

Fascinating fact:

In 1930 a company owned by Harry Appleyard senior, Appleyard & Lumb, was commissioned by the Air Ministry to bring back wreckage of the ill fated airship R101 after she crashed in Beauvais, France on her maiden flight to India.



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TheMover

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

NEWS: UK



● West and East Midlands Areas' meeting in Telford.

BAR West and East Midlands Areas joint meeting in Telford

The BAR East and West Midlands Areas came together for an Area meeting on 21 November at the Holiday Inn Hotel in Telford.

The meeting was conveniently held between the two days of The Movers & Storers Show to allow attendees to visit the show.

The joint meeting was considered necessary as attendance, from the East Midlands Area in particular, had been down recently. Bringing the two Areas together meant that the meeting was well attended by around 25 people which enabled a lively discussion. The guest speaker was John Merry, of Lanyon Bowdler Solicitors who had some practical advice on employment law.

The Chairman welcomed everyone. Items discussed were:

BAR Linked-In group: around 90 people had joined.

BAR lead generator on the website: members were disappointed with the system as it was providing leads that were frequently out of area for some members. It appears that not enough members have signed up for it so the catchment area for some is very high. Customers coming through the system, however, are keen to use BAR members. It was suggested that it might be better to offer the enquiries free to stimulate greater interest. The Chairman did not believe that sufficient money was being spent on Search Engine Optimisation to drive visitors to the

...the meeting was well attended by around 25 people which enabled a lively discussion.

site. Nigel Shaw said that the CMG was addressing the problem for the commercial sector.

William Burdon presented a report on the BAR National Council Meeting held on 11 October, 2011:

- Conference next year is in Windsor from 17-19 May. The theme is 'A New Focus'. The conference will be organised in workshops run by the different functional groups. The keynote speaker will be Mike Nattress, the UKIP MEP for the West Midlands area. There will be a vehicle exhibition for the first time in some years. There has been a minor increase in the cost of attendance – the first increase for three years. Day packages will also be available.
- The previous model for the removals apprenticeship will be abandoned in favour of a single qualification. It will be called simply the Removals Apprenticeship.

- The BAR's new Marketing Manager Caroline Suard has been tasked with the job of increasing lead generation and brand recognition through corporate alliances and mutual agreements. She will also work on networking through social media, including Twitter, Linked-In, etc., and conferences. An agreement with Re:Locate magazine will link to BAR's website online estimating system.

- The BAR website has a new section on the Olympics showing the exact route the Olympic torch, with its entourage of 70 vehicles that you may not overtake, will be taking.

- The current financial situation in BAR is becoming more defined since the discovery of alleged fraud by a member of staff. It is believed that the problem goes back to 2004. The exact figures involved are still to be determined.

- The East Met Area has been struggling since the death of its Chairman Ray Slemmings.

- The BAR OFT leaflets are no longer available other than as a pdf download from the BAR website. This was discussed at some length. It was suggested that this was more expensive and of inferior quality to having them professionally printed. However it was pointed out that quotes generally go by e-mail

nowadays so the pdf can be attached.

Nigel Shaw reported for the CMG. He explained that the CMG was having a section of the BAR website dedicated to commercial moving. He also reported on changes to the CMOTY (Commercial Mover of the Year) competition; the CMG golf tournament at Belton Woods; the Commercial Moving Apprenticeship; and the integration of the CMG and BAR conferences which was viewed as a positive move.

Robert Bartup reported for the Overseas Group. He said that it had been proposed that companies should be required to have BS 8564, the overseas Standard, or FAIM to be eligible for Overseas Group membership from July 2013. He also reported that some overseas movers had reported an increase in insurance claims for iPods going missing in shipments. He found this extraordinary as most kids can't be separated from their iPods for a second let alone during international transit. On a similar note, there are a lot of reports of laptops going missing from owner packed boxes – so much so that one mover has resorted to X-raying boxes before loading to confirm their contents.

John Merry, Lanyon Bowdler Solicitors

John Merry was asked to provide advice on how to dismiss people if necessary without risking legal action. He said that it was important to have a well-drafted performance procedure and disciplinary policy. These do not need to form part of the employment contract. He explained that staff that had been employed for less than one year could be dismissed at any time without fear of legal action (this is increasing to two years in June 2012). However, for employees that have been with the company for longer than one year the procedure is as follows:

- The first thing to do if someone isn't doing their job properly is to give an oral warning: a conversation explaining the problem, saying how you would like the job done in future. Keep a date note of the conversation.
- If that doesn't work you go to the formal stage of the performance review. You should write to the employee, set out the problem and invite them to a meeting, give them time to prepare and the right to be accompanied. Make it clear what the meeting's for. At the meeting decide how you want to proceed. The aim is to improve performance.

Tell them what they need to do to improve and time to do so. Confirm it in writing and give them the right to appeal.

- The next step, if there's no improvement, is to repeat the process making it clear that a final warning will follow if the problem persists. Again give time to improve and an opportunity to appeal.
- If there is still no improvement the potential outcome is dismissal.



John Merry was asked to provide advice on how to dismiss people if necessary without risking legal action.

It can be a drawn-out process for some employers but John explained that each step might succeed in improving the performance so that it becomes satisfactory.

A more practical approach for some, however, might be to dismiss a person immediately and accept that compensation might have to be paid. The compensation could be less than the disruption the person is causing. Another approach might be to agree a compromise agreement with the employee. It's not a decision to be taken lightly, you have to do the maths and weight up the risks.

It's always wise to have a chat with a lawyer or HR professional before starting the process.

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



Hair raising

Staff at Pound Gates have raised over £6,500 for the Movember charity by taking part in a moustache-growing competition during the month of November.



This figure put the company in the top 100 teams in the UK.

There were ten categories in the Pound Gates challenge including: best dodgy-coloured Mo, which went to Dom Nicholls; the lowest visibility Mo, awarded to Kieran Pearce; the highest visibility award was taken by Rob Thacker; and Rob Appleton won the celebrity look-a-like award for his remarkable

● The Mo the merrier - Pound Gates staff with their assorted fund raising face-fuzz.

resemblance to Oliver Hardy.

The girls too took part with Felicity Taylor making the best Non-Mo contribution as official Cake Master; and Abi Pearce who was voted the 'sista' most suited to having a Mo.

The Tim Foster Award for the best Mo went, understandably, to Rob Thacker.

Snowdrop Ball raises £20,000 for Worcester Hospice.

Britannia Bennetts of Malvern has helped the St. Richard's Hospice in Worcester raise over £20,000 at its annual Snowdrop Ball.

The ball took place on 19 November at Worcester Sixways Stadium; the money was raised through a raffle and auction that was generously supported by the 400 guests.

St. Richard's Hospice care for patients and their families in the Worcestershire area, who are living with cancer and other life threatening illnesses. Each year St. Richard's Hospice provide free care and support to around 2,200 patients and their families and is completely reliant on the generosity of the public and local businesses to keep the Hospice running.

As always the guests had a jolly time with a three course dinner



● Left to right: Judith Bennett, Director of Britannia Bennetts; Julian Powell, Partner at Hallmark Hulme Solicitors and Rachel Jones, Corporate Partnership and Events Fundraiser for St. Richard's Hospice.

followed by live entertainment from Jamie Knight and the Big Swing Band followed by the Midland Leisure Disco.

Playing for the regiment

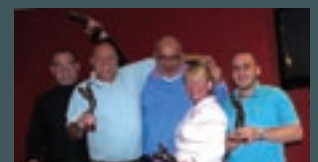
Timon and Jenny Thorncroft of JT & Sons Relocations held a charity golf day in aid of the London Regiment Welfare and Benevolent Fund at Seddlescombe golf club on 18 November, 2011.

A number of BAR members supported the event including some of Timon's colleagues from the CMG. The players enjoyed bacon rolls on arrival and then set to battle; a number of the players had only recently started playing and the course is tree lined, which proved difficult for the novices.

Despite this, the scores were impressive. There were eight teams of four, and amazingly two teams tied on 83 points; the tied teams were Greg Wildman (Basil Fry), Malcolm Pearson (Clockwork), Rod Seeland (BCL) and Nick Flaxman (Northern Crates). The other team was Graham Puddephatt (Reason Global), Juan Coo (JT & Sons) and Kerry Doidge and Tamsin Wiggins (EDGC). As a result of the draw, Timon declared a putt off, and nominated Malcolm Pearson and Graham Puddephatt to decide the result: Graham managed to win by a narrow margin at the second play off hole. Nearest the pin was won by Steve Cornhill and the longest drive by his brother Richard Cornhill both of the London Regiment.

The golf was followed by a buffet and an auction expertly conducted by Captain Gary Anglin who, by writing thousands of letters, managed to obtain some wonderful auction items, resulting in over £1,200 being raised for this wonderful cause. JT and Sons has nominated the London Regiment as its charity for 2011/12 and has raised money throughout the year at various events.

Timon and Jenny are very proud of everyone who took part in the golf day considering the time of year and the predicted weather, and thank the following companies: A Williams Plumbing, Basil Fry, BCL, Chatfield Removals, Clockwork, Northern Crates, Pluscrates, Reason Global and The London Regiment for sending representatives to take part.



NEWS: UK

Government to bin unnecessary health and safety rules

Plans to radically reduce the burden of unnecessary health and safety regulations on UK businesses were announced by Employment Minister Chris Grayling on 29 November.

One recommendation is that health and safety law should not apply to self-employed people whose work activity poses no potential risk of harm to others. If implemented, the changes would benefit around a million self-employed people. The Minister also said the government will immediately begin a wholesale revamp of UK health and safety legislation – binning more than half the rules and regulations currently in force over a three-year period. He also signalled a ‘sooner rather than later’ approach, with the first rules removed from the statute book within a few months.

One move that took place on 1 January, 2012 was the creation of a new ‘challenge panel’ allowing businesses accused of breaching

health and safety regulations to immediately overturn an inspector’s ruling if he is judged to be wrong.

Health and safety regulations will also be reduced by combining, simplifying and reducing the existing regulations. The report also makes recommendations to ensure that employers are not held

“The report will go a long way to refocusing health and safety in Great Britain on those things that matter...”

Judith Hackitt

responsible for damages when they have done all they can to manage risks.

Alex Jackson, Senior Policy Adviser for The Forum of Private Business said, “Civil action against businesses is a huge issue for our members, and many over-compensate where health and safety is concerned. Not only does this unduly raise the cost of compliance – disproportionately so for the smallest businesses – but it also raises the expectations of

employees should personal injury befall them.”

Judith Hackitt, Chairman of the Health and Safety Executive has welcomed the findings of the Review. “The report will go a long way to refocusing health and safety in Great Britain on those things that matter - supporting those who want to do the right thing and reducing rates of work-related death, injury and ill health,” she said. “We welcome these reforms because they are good for workers and employers but also for the significant contribution they will make to restoring the rightful reputation of real health and safety.”

Another government regulatory reform initiative, the Red Tape Challenge, will report in the new year on further possible changes to the stock of health and safety regulations.



Comment

This sounds like welcome news. But what’s your view? Have you been affected by H&S regulations in the past? See *The Mover*, May 2011, page 36 for inspiration. Have your say at comment@themover.co.uk



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Employment law shake up

A shake up of employment law has been revealed by Business Secretary Vince Cable during a speech to the EEF.

The reforms are designed to help businesses to grow and flourish, by improving the way employers take people on, manage disputes and let people go. Proposed reforms to tribunals alone are expected to deliver £40 billion to employers in benefits.

Some of the measures proposed include the introduction of a consultation on 'protected conversations', which would allow employers to openly discuss poor performance with employees, without fear that the conversation could be used as evidence in a tribunal.

A call for evidence has also been made on the length of time required for a consultation period on planned redundancies as a direct response to the Red Tape Challenge - this currently stands at 90 days, but the government is considering reducing this to 30.

As part of the response to the 'Resolving Workplace Disputes' consultation, the government has also committed to requiring that all employment disputes go to ACAS to be offered pre-claim conciliation before going to a tribunal, and from April 2012 increasing the qualification period for unfair dismissal from one to two years.

A consultation on the introduction of fees for anyone wishing to take a claim to an employment tribunal is also due to be published by the Ministry of Justice. Meanwhile, small businesses look set to benefit from a proposal to introduce compensated no fault dismissal for micro firms, with fewer than ten employees.

The proposals have been met with mixed reactions, prompting Cable to defend the measures against claims that they will instill fear in employees. Speaking on *BBC Breakfast*, Cable said: "We are



"We are not trying to create an environment of 'hire and fire' and insecurity, absolutely not. That is not the way we want to proceed, in current conditions that would not be helpful at all."

Vince Cable

not trying to create an environment of 'hire and fire' and insecurity, absolutely not. That is not the way we want to proceed, in current conditions that would not be helpful at all."

"But we also want to create an environment in which entrepreneurs want to start businesses, expand, take on staff and feel confident that they can do that and, if they run into difficulties with a particular employee, they can have a conversation with them without worrying they are going to be taken to a tribunal."

Business groups the CBI, EEF and the British Chambers of Commerce (BCC), have all welcomed the proposals. Commenting, Dr Adam Marshall, director of policy at the BCC said: "Employment regulations often create uncertainty for businesses and act as real barriers to confidence, growth and job creation. The BCC has long called for a reduction in red tape and a shake-up of the Employment Tribunal system, so we welcome the government's reform proposals, which respond directly to business concerns."

Article courtesy of Wellers.

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NEWS: UK

Armed guards on ships – good idea?

A recent release from Nautilus International, the union that represents 23,000 ship officers and staff, has cautiously welcomed the UK government's news that British-flagged vessels will be able to carry armed guards to protect them from pirate attack.

It does, however, say that there are significant concerns about the practise. Mark Dickinson, International General Secretary for Nautilus said "There continue to be grave unanswered questions about liability and responsibility associated with the use of weapons on-board merchant ships," he said. Of particular concern were the liabilities for masters and officers in the event of something going wrong; the problem of flag states, coastal states and port states facilitating the carriage of weapons on-board; who pays the cost; the fact that this will give greater incentives for operators to 'flag out' to avoid the new rules; and the quality and regulation of private armed security guards."

The union has previously stated its preference for military Vessel Protection Detachments rather than the privately contracted security operatives proposed by Prime Minister David Cameron, in an interview with the BBC.

"This would ensure there are no concerns regarding training, authority and liability," confirmed Mr Dickinson. "We believe this would be cost-effective and provide direct protection to merchant vessels. We also believe there should be absolute clarity on the type of weapons private security guards can use."

Mr Dickinson maintains that there is still significant room for consideration of other, more passive yet highly effective, forms of defence against piracy and armed attacks.

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

CV Show 2012 looks set to be a sell-out

With truck and van sales up and the service and repair sector serving a busy road transport business, confidence is building for the 2012 CV Show and its dedicated Workshop zone.



35% more exhibitors have booked stands compared to this time last year and, according to David Crawford, Sales Manager for the Show's sales and marketing team at Crystal Communications, bookings are now received on a daily basis.

"Indications are that the industry is determined to up its game, despite the doom merchants in consumer media. With many new light and heavy vehicle launches and the oncoming impact of Euro 6 technology, there can be no better way for operators to keep up with

what's new in transport, logistics and distribution," said Crawford.

The 2012 Show will occupy four halls of the NEC Birmingham from April 24 to 26, covering some 44,000m² and showcasing in excess of 400 exhibitors. Those requiring exhibitor information should contact enquiries@cvshow.com. For more details, please call the CV Show organisers on +44 (0) 1634 261262 or e-mail the address above.

The Commercial Vehicle Show is owned by the CV Show LLP, comprising the Road Haulage Association, the Society of Motor Manufacturers and Traders and IRTE Services Ltd, the trading company of the SOE (Society of Operations Engineers).

Public procurement reform

According to the Forum for Private Business, news that the government will implement 'radical reform' to the public procurement system is good news.

Ministers say the changes will make the process less legalistic and it should be easier for SMEs to access lucrative state-funded contracts, worth in the region of £230 billion a year.

Changes recently announced by cabinet minister Francis Maude include the publication of £50 billion in contracts via a new website and improved collaboration with businesses at a much earlier stage in the procurement process. The government is also pledging to make it 40% faster for firms to do business with Whitehall, reducing all but the most complex procurement processes to a maximum of 120 days – a reduction of 80 – from January 2012.

"With a budget of around £230 billion a year, the state remains the single biggest source of work for UK business," said the Forum's Chief Executive, Phil Orford.

"Encouraging smaller firms to compete for access to government contracts is something we have long campaigned for, and, if successful, should provide a vital source of new income for smaller firms in to the future as the UK economy grows," he said. "This should also encourage and hopefully speed up



"... the state remains the single biggest source of work for UK business..."

Phil Orford

economic recovery next year. Competing for public procurement contracts has traditionally been a complicated, time-consuming process, making it an unattractive, remote prospect for small business. Any reform which simplifies the procurement process, demands fewer man hours and less financial outlay is clearly welcome."

The Forum added that it hopes that if government increases the number of small business on their books they prioritise the need to pay promptly. Big business may well be able to absorb late payments weeks past the invoice date, in some cases months, but for small business it can be a terminal blow.

Sharron Davies advises on relocation during the Olympics

Interdean's UK Sales Director, Barrie Gilmour, was delighted to introduce Sharron Davies MBE as the headline guest speaker at the Forum for Expatriate Management's Global Mobility Summit on Friday 3 November, 2011.

HR and mobility professionals from a number of multinational organisations assembled to hear Sharron's interactive seminar on how organisations can prepare their assignees for being in London throughout the Olympic period.

Having experienced nine Olympic Games in a number of capacities, not least; athlete, pundit, commentator, supporter, organiser, interviewer, mentor, ambassador – Sharron was the ideal person to discuss preparation for the Olympics.

Sharron gave the audience a unique insider's guide to the Olympics, drawing on her personal experience which began at the tender age of 13. Many of the HR and mobility professionals who attended the seminar took the opportunity to meet Sharron and ask her further questions at Interdean's stand.



● Sharron Davies.



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Euro 4. Scania P230 sleeper.
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BUSINESS: SIMPLY SHIP



● Paul Delo, left and Ian Laing.

Simply Ship reborn

Simply Ship held a meeting in Coventry on 16 November to bring together the companies who had previously been involved with the organisation for a re-launch following the demise of EVL earlier this year.

EVL previously handled the company's shipping and, when the company failed, the management of Simply Ship struggled to keep the organisation together.

However, Paul Delo explained that lessons had been learned from the experience and now the company was once again set to supply shipping and related services to its member companies. Simply Ship is intended to bring all its members, especially smaller companies that do little shipping and might be unsure of export requirements, under a single brand.

Despite the earlier problems the company now had a new head office in Aberdeen manned by a strong team: Ian Laing, Lynn Fraser and Nick Laing.

The meeting also brought together a number of suppliers – software, insurance, financial services, marketing, etc. – to Simply Ship to explain how their services would benefit the group.

During the meeting there was a lively and open discussion relating to branding, quality standards,

"This is no amateur organisation. If we all commit this could be a big company and add kudos to our own companies."

Matt Purdie

and franchising. These subjects were widely discussed and the management of Simply Ship were given clear guidance on the way the licensees wished the organisation to develop.

Paul closed his presentation by explaining that the future looked positive for the organisation. The company was working on its membership criteria and would, early in the new year, be on the lookout for the required number of suitable companies that are in the correct geographical locations and can meet the stringent quality standards to join the group.

Rebirth: the members' views

Cheryl Lees: Moveware

Cheryl explained that the Moveware software was dedicated to the moving industry and had been developed by members of the industry. It was already providing a reliable service to a large number of well known shipping companies worldwide.

The system provides a complete software system for movers including administration, surveys, etc. It also allows clients to log in and track moves. Cheryl also explained that the product was in continual development with new features being added regularly. She explained the details of how the software would work for Simply Ship members and that it could be branded and customised to meet most requirements.

Nick Laing: Simply Ship Aberdeen

Nick explained that he had been in the business for 17 years and was now working from the head office in Aberdeen. It was his aim to ensure the success of Simply Ship by providing better rates and better quality. There is also Simply Pack which is now controlled solely from Aberdeen.

Colin Lawrence: TOR FX

Colin explained how it is possible for overseas moving companies to make money out of currency exchange and provide their customers with an added value service at the same time. Over 90% of people transfer their money using a bank because they are unaware of the savings that can be made by using a broker. TOR FX pays 20% of all its profit to its introducing companies. It also pays £20 for every lead to the salesperson who provided the lead. Customers can save the total cost of their overseas move compared with bank charges.

Andy Dickerson: Simply Creative

Simply Creative is Andy's family's business. Every idea has to have marketing to promote it. He said that there is no myth about marketing. It doesn't have to cost a fortune and it can be done quickly.

Alan Wilkinson: Franchise consultant

Franchising provides tested business system on which to base a business. Alan explained how the Simply Ship franchise will work for members now and in the future. Existing licensees will become franchisees giving them a saleable asset. The franchisor must continually improve the system. Franchisees will be allowed to operate multiple businesses.



● Clockwise from top: Cheryl Lees; Colin Lawrence; Andy Dickerson; Alan Wilkinson. Left: Greg Wildman.



Greg Wildman: Basil Fry

Greg Wildman showed the new system his company had developed for Simply Ship. He said that it would allow members to raise an insurance certificate, very quickly, directly off the web, ready for presentation to the customer.

Matt Purdie: Matt Purdie and Sons

You are all good companies. That's one of the reasons I joined. I thought when EVL went down that Simply Ship could fail but now all my issues have been resolved. I am 100% committed to support this, hence I have liveried a vehicle. I am delighted with the freephone number that's going to be handled by the head office. This is no amateur organisation. If we all commit this could be a big company and add kudos to our own companies. So let's give it our very best shot and we'll judge it in years to come.



● Matt Purdie.

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NEWS: INTERNATIONAL

Four-metre height limit must go

The Freight Transport Association (FTA) has written to the EU Transport Commissioner Siim Kallas urging him to intervene and withdraw the proposals to limit the height of semi-trailers to four metres before they pass beyond his control in the Brussels process.



● The FTA is predicting a "catastrophic impact" on logistics for the four metre limit.

Although negotiations are continuing, the FTA is concerned that political horse-trading will result in a messy compromise that wrecks the efficiencies achieved through use of high cube trailers in the UK.

"A future four-metre height limit will have a catastrophic impact on many logistics contracts and wreck the efficiencies achieved through the use of high-cube trailers in the UK," said James Hookham, FTA's Managing Director of Policy and Communications. "This proposal started life as one of those Brussels ideas that everybody assured us would go nowhere, but nine months later and there is still a piece of paper with 'four metres' written on it," Hookham continued.

The issue is a potential problem for the moving industry as HHG has a very light volumetric weight and so could, potentially, benefit from the flexibility to run high-cube vehicles into Europe.

"We have supplied countless briefings to the Department for Transport, supported academic research into the impacts and the FTA's Brussels office has been working overtime making MEPs and Commission officials aware of the efficiencies and carbon savings achieved in the UK through the use of 'high-cube' and double deck trailers. Whilst we think double-deck trailers are safe we are now focussed on getting the four-metre limit for single decks removed. The best way we can see to do that is to kill the proposal. The transport commissioner needs to pick up the phone to his colleagues in Brussels and end this now!"

The FTA announced a five stage campaign plan to drive home its message:

1 Letters to the secretary of state for transport and EU transport commissioner – to get those at the top sighted on the seriousness of this issue and answer the FTA's

demands for it to be stopped.

2 Briefings for MEPs – the European Parliament will get to vote on the final proposals on a 'take it or leave it' basis before they become law. It is important to make sure they vote the right way and understand the significance of this issue for UK logistics.

3 Visits to UK depots for European Commission staff – the FTA wants those making the decisions to see first hand how we do things in the UK and realise the practical implications (and sheer folly) of their intended actions.

4 A rally in Brussels to consolidate support for a higher limit – there would be implications for operators in other Member States so FTA is organising an event to share experiences and build an alliance of interests. Any FTA member wanting to attend will be more than welcome.

5 Consolidate support amongst other Member States – the UK is not the only country to operate trailers over four metres high so the FTA is rallying support from others who will be affected. So far the FTA

believes France, Sweden and Ireland are with us.

Hookham concluded: "The FTA will not sleep until this proposal is in the bin. We must decapitate the four-metre limit before it takes the top off our trailers."

The IRU adds its voice

The IRU (International Road Transport Union) has added its voice to the call to dump the four-metre proposal. James Hookham, FTA's Managing Director of Policy and Communications, said: "IRU's support shows that the loss of a national trailer height exemption is not just a UK issue. Far from it, the estimated cost of harmonising trailer heights in the way being proposed would amount to around euro 800 million every year for those affected; an additional cost that Europe could certainly do without right now."

@ Comment

How important is the four-metre rule to your company?
Is this a lobby BAR should add its voice to?

Have your say at comment@themover.co.uk

Robinsons wins EMMA two years in succession

The most prestigious award in the international relocation industry has been won for the second year running by Robinsons Relocation.

Robinsons scooped the ultimate accolade from the industry, the 'International Moving Company of the Year' Award, at the annual EMMA (Expatriate Management Mobility Award) Awards at the Park Plaza Riverbank Hotel in London in November. It puts Robinsons firmly on the map as a prestigious global supplier of relocation services.

Managing Director Anthony Robinson paid tribute to Robinsons' staff: "I am absolutely thrilled, delighted and proud at our success. Winning the 'International Moving Company of the Year' Award for the first time last year was an outstanding achievement, the culmination of a long journey and an enormous amount of

hard work by all of us who work for Robinsons. But as everyone knows, it's even harder to retain an award than to win it the first time, especially as we were up against some incredibly tough competition who were all chasing after our crown! So to hold them all off and win again is truly remarkable. It was extremely satisfying that the judges saw that we have something special to offer to the market."

"These awards are for everybody who works for us. Their dedication and determination has been fully recognised within our industry at an international level, and everyone can hold their heads up and be proud that they work for the industry's finest."



● Left to right: award sponsor Sarah Collins of MPI; Anthony Robinson; awards organiser Brian Friedman and celebrity comedian Stewart Francis.



● The elephant pump, courtesy of Britannia.

Water for all

Dave Aldridge, Warehouse Manager from Britannia Movers International in Croydon, has set up a deal to provide the company with three new water coolers through a company called Aquaid. In return Aquaid has constructed an elephant pump in Zimbabwe for Britannia. Dave received a

certificate for the sponsorship of the water pump and a very touching thank you letter from a young school pupil, who wrote to tell him how grateful her school was to have the elephant pump so close to them, which means they have clean drinking water and water to clean their classrooms and equipment.

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or email: sally.saunders@dbonner.co.uk



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REPORT: THE MOVERS & STORERS SHOW



Bringing the industry together – The Movers & Storers Show 2011

The 4th Movers and Storers Show was held in Telford on 21/22 November 2011. Around a thousand members of the UK moving industry, and some visitors from overseas, came together in the only all-inclusive event of the year.

Keith Merrett and Charlotte Parslow, the organisers of the event, acknowledged that numbers, both for exhibitors and visitors, were down a little on previous years, however it was definitely a question of quality over quantity. Most of the exhibitors reported a regular stream of enquiries and considered the whole event very worthwhile. For visitors, especially some of the smaller companies and those just starting out, the products and services on show and the access to business information were invaluable.

As in previous years the show included the Learning Zone – a staged area for presentations - this year sponsored by Strategy Plus. There was a programme of speakers and panel discussions throughout both days on subjects including: search engine optimisation, generating money from foreign exchange, financial support, and much more. The programme also included two 'big debates': 'Industry problems old and new'; and 'What impact do trade associations have?' Both sparked some lively exchanges – some might say a bit too lively.

The truck show was sponsored by

Basil Fry. Again the turnout was down but the quality of the vehicles and the way in which they were presented was very high. Pound Gates sponsored the central networking area which gave all the visitors the opportunity to relax in comfort while remaining central to the exhibition area. Simpsons Packaging sponsored a packing competition, organised by M&G Transport. And PHS Teacrate brought their sponsorship of Movember, the men's charity, to the show: Pat Bryan, a professional barber, provided a little male pampering for anyone who wanted a traditional wet shave and separated Dave Ewart and Paul Bullock from their precious tashes, all in aid of the good cause.

Well over 100 people were refused entry to the show because they were suppliers to the industry who were not exhibitors. The organisers said that to admit any suppliers as visitors would be unfair to those companies that had bought stands. A number of stand holders appreciated the discipline and applauded the level of control. The organisers said that the strict policy will be continued at next year's event.



● Nikki Gee (left) and Marianne Lee.

The Mover on show

Thanks to everyone that came to see us on our stand at The Movers & Storers Show. Nikki Gee and Marianne Lee did a great job of looking after the stand while David and Steve Jordan snapped and taped their

way around the whole show. "The show was a great success for us," said Steve. "It gave us the chance to meet lots of new people and see some old friends too. I suspect David and I have stories to last us until the summer."

THE FIRST BIG DEBATE: Out of area addresses and completion dates

The first of the two big debates at The Movers & Storers Show centred around two subjects: the problem of companies promoting out of area addresses; and the problem of lack of notice and Friday completions.

The first was dealt with fairly quickly. The second was a more knotty problem.

Neville Moody acted as chairman to keep the peace while Matt Faizey from M&G Transport and William Burdon from Whites took to the stage to stimulate the discussion.

Out of area addresses

The out-of-area address problem was soon dealt with. Some companies had expressed their frustration with companies that advertised addresses that were out of their natural area and, by nature, were on somebody else's. Matt said that he had experienced the problem and the company had even used his address. He didn't worry because the acceptance forms came to him.

William said that everyone in an area would be aware of the problem and it wouldn't take long for the 'rogue' company to be exposed. His advice was to ignore it, do a good job at the right price and you'll survive.

Conversely some said that they felt it was their choice if they wished to canvass for work in other areas. What mattered was that the company was traceable and their actual address was clear to see. It was accepted that there is no such thing as a company's own area and all companies should decide for themselves how far they are prepared to travel in each case.

The conveyancing problem

This is a particular problem that Matt Faizey is concerned about and has voiced in these pages (see *The Mover*, November 2011). He was looking for support from other movers. His argument is twofold: solicitors push people to move on Fridays so they can keep the funds in their client account over the weekend; there should be a minimum period between exchange and completion to give movers (and everyone else) more notice.

Matt, who is a member of the BAR Board, said that he had asked BAR to address the problem but

nothing had happened. He needed BAR members to bring the subject up at Area meetings and so force the National Council and the Board to discuss it seriously. He also wanted BAR and the Guild to work together to lobby MPs and gain press attention for the problem.

The discussion went on for at least half an hour. Some said they did well out of short notice and Friday moves because they could charge more. Matt maintained that more notice would allow customers to make a more considered decision and, therefore, not be so concerned about the price.



Some said they did well out of short notice and Friday moves because they could charge more.

It was said that solicitors, conveyancers and estate agents are unaware of the way in which their actions affect the moving industry and their mutual customers. The government probably won't do anything unless there is a tax opportunity. Customers should understand that it is they who choose the completion date, not their solicitors. The movers are so far down the process that it's impossible for them to educate the public because all the decisions have already been made by the time the mover gets there.

For this reason it should be handled at trade association level. It would give the trade associations a way of justifying their fees to their members.

Winning the bubbly

Congratulations go to Angela Boreham of Alfabet Removals & Storage Ltd on winning the Magnum of Champagne in the Kes Reclamation prize draw at The Movers and Storers Show. Trudie Mitchell presented Angela with her prize at Kes HQ on the Thursday after the show.

● Right: Trudie Mitchell of Kes presents the bubbly to Angie Boreham of Alfabet Removals.



Look out! He's on his way to your office

Tim Oliver, who has become a familiar face in every way in the moving business, has joined BAR Services. Tim is, of course, a David Brent look-a-like and has performed at industry events, including the BAR conference in 2008, for some years. He's now decided to get a proper job and could well be turning up at your office to sell you BAR Services' wares in the near future.

Good luck Tim. Bet you can't manage a whole day on the road without being asked to do 'the dance' at least once.



● Tim Oliver from BAR Services as his alter-ego David Brent.

Kindle competition

Neil Matthews from Pound Gates won the Kindle competition organised by the Moving Home Company on its stand at The Movers & Storers Show. The competition was both simple and impossible for most of those who tried. It was an electronic version of the game we all played as kids with a picture composed of eight sliding squares and one blank space. By moving the squares around you had to make up the

image. Neil managed to do it in a record time and won himself a Kindle. Happy reading Neil.



● Top right: Marianne Lee from *The Mover* tries her hand; Right: Neil Matthews and F. Choudry, Sales Director for The Moving Home Company.



REPORT: THE MOVERS & STORERS SHOW

The Strategy Plus Learning Zone: Advice on finance, marketing and making a TV show

Internet marketing company Strategy Plus sponsored a series of seminars at the Show covering a wide range of subjects of particular interest to the moving and storage industry. Here's an account of some of the presentations given in the Learning Zone Auditorium.



● Daniel Ricardo of Strategy Plus emphasises the importance of trust in web marketing.

Difficulties in securing financial support

Ian Priest: Federation of Small Business

Ian had spent a number of years on, as he called it 'the wrong side of the desk' as a banker. His presentation gave the audience some top tips to help get the finance they need for their businesses.

Business people say banks won't lend money. Banks say they want to lend but nobody wants to borrow and that they are approving nine out of ten of all applications made for loans. Ian said that this did not take into account the hundreds that the account managers turn aside on the basis that they are too difficult. "These people are under great pressure to generate income and if it's difficult they will do something else. They don't get sacked for not lending they get sacked for making bad decisions."

Ian said that the only securities that matter are bricks and mortar and cash. His top tips for approaching your bank were:

- If the bank asks for management information, never fail to send it.
- Don't send raw data, always give an explanation. Don't let the banker think for himself.
- Demonstrate that you understand your business. Identify the risks and show how you intend to manage them.

National marketing campaign

Jane Finch: Moving etc...

Jane Finch from Moving etc... put forward two ideas to help the industry forward. One was a mentoring programme in which experienced members of the industry would help those with less experience. This was clearly a laudable objective, however, Jane didn't explain why they might want to do that or what compensation they might receive.

Jane also spoke about the lack of branding for the industry. She suggested a comparatively small levy on industry members would provide enough money to develop a nationwide press and TV campaign. Unfortunately, however, it is unclear what brand values could possibly apply to the whole industry. Jane is planning a meeting to discuss this initiative early in 2012.

Online marketing

Paul Weston, Daniel Ricardo, Keith Ricardo: Strategy Plus

Strategy Plus, as the sponsors of the Learning Zone, were much in evidence throughout the two days providing information on website design and optimisation and advice on social media.

Paul Weston provided an interesting insight for many into the use of Facebook for business. He said that

it was a misconception that it was only for young geeks: 40% of users are over 45. Facebook is another route to market for most businesses that capitalises on the statistic that 78% of people say they trust referrals from friends.

Paul explained that having a personal Facebook page was useful as it showed business people who you are. The closest business relationships we all have are with people that know something about our out-of-business lives. But if you are using Facebook for business you need a separate business page. Developing and using this page will help you develop what Paul called 'social proof': confidence that you are genuine, knowledgeable and keep your promises.

He concluded by providing some tips on how to develop a Facebook page and how to get engagement on it. He said that when people click the 'Like' button, they connect you with all their followers and provide the opportunity for your comments and ideas to go 'viral'.

Daniel Ricardo gave tips on how to convert website visitors to business. He spoke about creating a good initial impression, ensuring simple navigation, the importance of headlines and using strong images to break up text to make it more

readable. Daniel said that it was important to get customers to trust you on the web. Techniques for doing this included: showing profiles of staff members, having a full postal address and contact details, showing logos of affiliated organisations, providing testimonials and offering guarantees where appropriate.

Daniel also spoke about search engine optimisation and the use of Google tools such as Google Analytics while Keith Ricardo provided advice on interactivity on your website.

CPC Driver Update

Liz Heaton: Driving Standards Agency

Liz Heaton from the Driving Standards Agency gave a brief presentation about the Driver CPC qualification that will become mandatory in 2014 for everyone who drives an LGV professionally.

She explained that the Driver CPC was designed to provide Continual Professional Development for professional drivers that would help improve road safety and ensure that drivers were fully aware of changing regulations.

The requirement is for all professional drivers to have completed 35 hours of training before the 2014 deadline. New drivers who started driving after 2009 will also need to take an initial qualification. The training is a continual process and may be done in blocks of seven hours to suit each individual. There are around 1,100 approved training centres in the UK with over 2,600 courses to choose from. The DSA maintains strict quality control on training centres reserving the right to drop in unannounced to perform inspections and seed mystery shoppers when appropriate.

Liz said that the quality of the training at centres was very high, however the DSA was keen to hear from drivers if they had any complaints and a dedicated complaints e-mail address was available:

It will be an offence to drive without a Driver CPC, to ask an employee to drive without one and to fail to carry a driver qualification card. The regulation will be enforced by VOSA.

Making of a TV programme

Mark Herrington: Pickfords

Mark Herrington from Pickfords explained how his company had been involved in the making of the Channel 5 TV programme earlier this year.

He said that the first step had been for the production company, Tiger Aspect, to make a four-minute taster film to help them sell the idea to the TV companies. Filming had begun in April last year. Pickfords was required to find enough willing customers to take part, which proved very difficult. At the beginning they didn't offer any inducements to customers however, when it became obvious that not enough were willing to take part, they did offer their customers some



Jane Finch of Moving etc... suggested a comparatively small levy on industry members would provide enough money to develop a nationwide press and TV campaign.

encouragement including discounts and charitable donations. Mark said the whole cost to Pickfords was under £20,000.

Pickfords had had no editorial control over what was broadcast. The management at Pickfords had only seen the final cut two days before it was due for broadcast. The programme had used only one camera man – who turned up on a motorbike. There were no retakes or cuts so that the moves were not delayed in any way.

Pickfords had benefitted with a dramatic increase in traffic to its website and the halting of a negative trend in enquiry levels. He also hoped that the industry had benefitted by Pickfords showcasing what was involved in a move.

Filming for the next series took place over Christmas and New Year for screening this spring.

Death of the slug balancers

Honorary Mo Bros Dave Ewart and Paul Bullock from PHS Teacrate had their tashes whipped away by Pat Bryan, professional barber, at The Movers & Storers Show.

Their sacrifice was for Movember, the men's charity that raises vital funds and promotes awareness for men's health, specifically prostate cancer and other cancers that affect men.

Pat set up his barber's shop as part of the PHS Teacrate stand at the Show and offered passers by, mainly men, a shave in return for a donation to the charity. Steve Jordan, editor of *The*

Mover, was one who took Pat up on his offer. "I had never had a proper shave before," he said. "It was a little piece of male pampering, something us chaps don't do too often."

By the end of the two days Paul, Dave and Pat had raised £300 for the charity. Rumour has it that Dave has already grown his back (on the insistence of Mrs. Ewart); at the time of going to press Paul remains facially naked.

BEFORE:



AFTER:



● Left: Paul Bullock and Dave Ewart with and without their hair-based facial accessories. Above: in the chair - Paul gets the full grooming experience, courtesy of barber Pat Bryan.

Free Guild membership

The National Guild of Movers & Storers offered four months' free membership to anyone signing up at The Movers and Storers Show. Unfortunately, if you weren't there it's too late.

What are the odds on the Guild having another punt on the idea next year?

● Below: worth a punt? The Guild offer of free membership was represented at the show by a life-size gift horse, no less.



Who's in the chair?

Who is braving the barber's blade and contributing nobly to the cause of men's health in the shape of the Movember charity? Can't guess? Why it's none other than *The Mover's* very own Editor, Steve Jordan!

REPORT: THE MOVERS & STORERS SHOW

THE SECOND BIG DEBATE Should you join a trade association?

For many moving companies the decision whether or not to join a trade association is a major one. What will be the benefits, what will it cost, what are the entry requirements? The second Big Debate at The Movers & Storers Show in Telford tried to shed some light on the subject.

Wayne Bishop from Silver Fox, who is not a member of any trade association, Brian Maidman from Maidmans, who has been a member of BAR for many years, and Gordon Rafferty, who is a long-standing Guild member formed the panel.

Brian said that being a member of BAR had enabled him to get to know a large number of other moving companies very quickly. This had been vitally important as a source of knowledge, assistance and advice for him. He said that whatever help a member needed it was available through the head office in Watford, through the conference, Area meetings and road shows, or just from other members.



Wayne had started his business some years ago and decided to stay independent of any trade association.

Gordon said he started as a man and van company in 2004. After first approaching BAR he chose to join the Guild as a way of projecting a more professional approach. The advice and training provided had allowed him to grow well in recent years and even remain level this year. But he said that if you are a member of a trade association it was important to use it and sell the benefits to the customer.

Wayne had started his business some years ago and decided to stay independent of any trade association. He said that he had built his brand

by reputation, saved the money he would have paid out in fees and had still grown year on year. He admitted, however, that had he been a member of BAR he would have had more opportunity to secure larger moves. In future he would consider joining to help his company expand further.

One major issue was the problem of the amount of effort trade associations make to sell their benefits to the public. The meeting felt that this was inadequate and that this was a major reason why more companies didn't apply to join. Brian said that he felt that BAR had improved in recent years with the redevelopment of the website and the introduction of the Code of Practice which was a very good tool to promote to the public. Gordon said that the Guild too had enhanced its website but acknowledged that more needed to be done all round to educate the public.

The general feeling amongst the non-member companies seemed to be that until the public is more aware of the trade associations there was limited benefit in joining.

Questions from the audience revolved largely on the subject of standards, formal or otherwise, within the industry. Brian said that everyone wanted to see standards improve. Alistair Dean said that he thought BAR should be the standard, that subscriptions should double and inspections should be made every year.

In what was something of a diversion from the main topic of conversation, Geoff Salt from the Guild asked, on behalf of a joint member, for Brian Maidman to comment on the loss of members' funds through BAR over the last few years caused by the alleged fraudulent activity of a member of staff. Brian said that it was a sensitive subject and not something that was appropriate to discuss at that meeting.



● Against the clock - competitors struggled to solve the packing puzzle.

The Krypton Factor comes to Telford

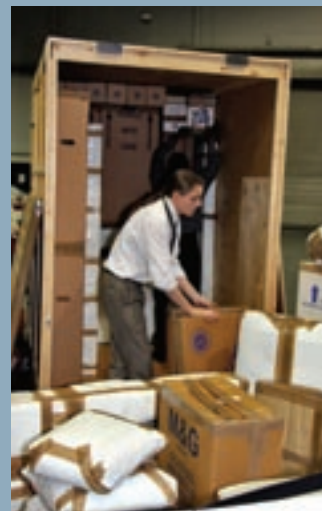
The packing competition at Telford, devised by M&G Transport, looked like it had been created by a fan of the *Krypton Factor* – the ITV game show that graced our Monday nights until 1995. And so it proved that superhuman skills were needed to complete the task.

The idea was simple. Two removal specialists from M&G Transport, Paul Lancett and Richard Mason, packed a storage pallet with cartons and packed items, then unloaded the box. All the contestants had to do was put them back where they belonged in the shortest possible time. Sounds easy enough.

Well, no it wasn't. It was, in fact, very tricky. Nobody managed to get all the packages back in the box and everyone was penalised two minutes for each piece left out. In the end it was the chaps from Britannia Bennetts, Alan Bennett and

Nigel Gilks, who did the best job and went home with the trophy.

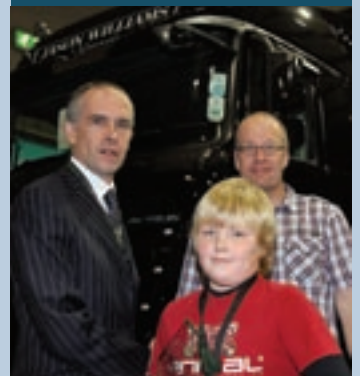
Just to demonstrate that it was indeed possible, Paul and Richard tidied up after the competition by putting everything away. Mind you, they cheated – they'd done it once before!



● Left: Richard Mason and Paul Lancett – the experts.



AND THE WINNER IS ...



● From the top down: Gary Venugopa from James Removals with his stunning MAN; Jason Williams and son Luke with the Ekert Mercedes; Nathan Pearson and Tom Saunders, with the APAK Renault; The beautiful Iveco from Matthew James was immaculate but lost out on practicality.



Bring on the trucks

Gleaming and polished, the trucks rolled into the Telford International Centre for the 2011 truck show. Only three could drive away with the silver but all deserved applause.

There were three categories: best small removals van; best vehicle from a small company; best vehicle from a large company.

The judges had an easy job in the 'small company' category as only Jason Winters entered with his Mercedes Actros fitted with an Ekert body. It was greatly over engineered but fabulous and designed to last for a generation. He would have been a worthy winner in any company.

The 'large company' category was more competitive with the judges torn between the Mercedes Actros from Apak Removals, the sparkling MAN from James Removals, or the more traditional, but beautifully turned out DAF 45 from Abels. In the end it was the

MAN and the enthusiasm of its driver Gary Venugopa that won out.

The small van category gave the judges the greatest headache. The choices were very different: a 1953 Morris 8 van from F. Rainbow and Son; a Renault Master Low Loader from APAK; a similar (but not quite so clean) Vauxhall from MoveCorp; and the beautiful Iveco Daily from Matthew James. After much deliberation the judges chose the APAK Renault over the Iveco purely on the grounds of practicality as a removals vehicle, ignoring the potential for overloading that the vehicle represented.

The prizes were presented by the competition's sponsor, Philip Wildman of Basil Fry.



● F. Rainbow and Son's 1953 Morris 8 van.

NEWS: INTERNATIONAL

Crown Worldwide acquires John Nurminen Prima (JNP)

The Crown Worldwide Group has announced its acquisition of JNP, a specialist fine arts logistics company with 115 employees.



● Back, left to right: Rob Foote, Chief Financial Officer - EMEA, Crown Worldwide Group; Peter Lonnblad, JNP; Markus Aalto, JNP. Front, left to right: David Muir, Chief Executive Officer - EMEA, Crown Worldwide Group; Jan Lonnblad, Managing Director - Jon Nurminen OY.

This acquisition enables Crown Fine Arts to considerably strengthen its service offering in the fine arts logistics sector.

Crown Fine Arts has been providing specialised fine arts packing and transportation services since 1989 with fine arts 'Centres of Excellence' (CoE) in London, Paris, Milan, Dubai and Hong Kong and operating from over 200 locations worldwide. These CoEs will now be extended to

We are pleased that this high quality fine art business is being further developed by Crown..."

Jan Lonnblad

include the existing JNP locations in Amsterdam, Beijing, Berlin, Brussels, Frankfurt, Helsinki, Moscow, Munich, St Petersburg and Shanghai.

JNP serves museums, art galleries, auction houses and collectors to arrange the installation, storage, packing, transport, international shipping, collection care and

restoration of artworks and antiquities. It will benefit from the backing and investment that Crown's network can provide.

Jan Lonnblad, Managing Director of the Finnish parent company, John Nurminen OY, commented: "This divestment is the last of our fully owned logistics companies, as we move strategically into new business areas, such as renewable energy and the cleantech sector. We are pleased that this high quality fine art business is being further developed by Crown as part of their expansion plans."

David Muir, Chief Executive Officer, Crown Worldwide Group - Europe, Middle East & Africa said: "The fine art market is highly specialised, with clients demanding world class levels of expertise and appreciation. John Nurminen Prima is well established, with excellent credentials and a first class client list including internationally renowned museums and institutions. We welcome this highly experienced team, led by Fred Weijgerse, so that continuity of service for all clients is assured."

John Nurminen Prima will continue to trade under its existing name during a transitional phase before assuming the Crown Fine Arts brand.

MOL now present in Eastern Europe

Mitsui O.S.K. Lines (MOL), one of the world's largest global multimodal transportation companies, will take over all the agency activities carried out on its behalf in the Czech Republic, Slovakia, Slovenia and Hungary as part of its strategy to grow closer to customers. Currently all MOL agency activities in these countries are performed by Multi-Shipping and the transfer of responsibilities will take effect as of 1 February, 2012.

Jochen Veldmann, Executive Director Area for MOL Europe, said the company is establishing its own presence to increase its commitment to the fast-growing region of Eastern Europe. "The decision to serve these important markets with our own organisation is part of MOL's company-wide strategy to have our own people on the ground and grow closer to our customers."

Awards for Move One Relocations

Move One Relocations was recently honoured by Brookfield Global Relocation Services and Weichert Relocation Resources Inc. at the ERC Global Workforce Symposium held in Denver, USA in October. Move One Relocations was selected to receive the 'Strategic Partner Award' from Brookfield, a trusted global leader in the management of international relocation and assignment services throughout the world.

Weichert (WRI), also a top global relocation and assignment management company, presented Move One with an Award for 'Innovative Solutions'.

Both awards reflect the growing and consistent partnership that has developed between Move One and these leading relocation management companies. Move One said it finds it very rewarding to see its efforts recognised.

PD Ports Hull Container Terminal gears up for growth



● Hull container terminal.

PD Ports operated Hull Container Terminal recently completed the re-configuration of its container cranes to increase the facility's efficiency and meet growth expectations.

The smallest of the three rail-mounted ship-to-shore gantry cranes, which weighs 650 tonnes, was moved to allow the terminal's two biggest cranes to be positioned alongside each other.

Paul McGrath, PD Ports Hull General Manager, said: "We moved one of our two larger 35 tonne capacity quay cranes to allow them to operate alongside each other, rather than being separated by our smaller 29 tonne capacity crane. By changing the set up, our two larger cranes will become our mainline cranes, while the smallest will become back-up. This will help increase the speed at which we can process vessels and therefore maximise operational capacity to meet future growth."

The two larger cranes have also been electrically refurbished, which involves switching the drives from a low-voltage system to a high-voltage system to improve efficiency, while the third crane will undergo a partial electrical refurbishment.

McGrath said its two major existing customers, Samskip and ESL/MacAndrews, are expecting growth and he also expects the terminal to attract new customers.

The cranes were moved by heavy lift expert Sarens. The crane was jacked up on a mobile heavy-lift trailer and moved back further into the quay side, allowing the other two cranes to be moved further along the quay wall. Finally, the jacked-up crane was positioned back on the quay rails.

Britannia runs for Cancer Research

Britannia Movers International has raised over £6,500 for Cancer Research by entering a team in the Amsterdam marathon that took place on Sunday 16 October, 2011. The team had been training since the start of the year for the event.

The weather was good for running, not too hot or windy. Although some of the runners went through some tricky patches the general feeling was that being part of a team had helped them through.

Plans are already being made for next year's event, the Chicago Marathon on Sunday 7 October.



● Left to right: Michelle Byatt, Tom Wicks and Vinny Byatt pick up their numbers at the Marathon Expo Olympic Stadium.



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Memb. No: S031



Compulsory driver training is still causing sleepless nights

By September 2014 all lorry drivers in Europe must have completed 35 hours of training in compliance with Driver Certificate of Professional Competence (DCPC) requirements.



● Waiting game - industry seems reluctant to invest in driver training.

However, according to the Freight Transport Association (FTA), nearly half of members surveyed claim that meeting their EU driver training requirements is a major concern, second only to rising fuel costs.

The DCPC was introduced over two years ago, but industry concerns – including an annual driver employment churn in some sectors of up to 20% – have made industry reluctant to invest in this compulsory training.

Isobel Harding, FTA's National Training Manager, said: "Tough trading conditions, high fuel costs and traditionally slim profit margins mean that budgets are stretched across the industry; it is therefore understandable that uptake has been sluggish. While awareness of these training obligations is high, there is a manifest reluctance from

"... there could be as much as a 30% shortfall in the number of legally qualified drivers of heavy goods vehicles before 2014."

Isobel Harding

industry to invest in training drivers when there is a good chance that by the time the deadline comes around those same drivers might be working elsewhere. But this approach could leave many companies twisting in the wind as the deadline approaches and demand for good value and meaningful

training outstrips supply."

Latest figures from the Driving Standards Agency show that the number of qualified HGV drivers could be well short of the 35 hours mark approaching the 2014 deadline. Although there is a demonstrable improvement in the uptake of Driver CPC, particularly during 2011, there is a reducing window of opportunity which will require an accelerated uptake to meet the deadline in 2014.

Assuming that drivers should spread their training evenly by undertaking seven hours a year for five years, FTA has determined that the current shortfall stands at 46%.

With 1,100 approved centres and at least 271,000 courses still to be delivered, the longer companies take to book their training the more unsustainable the pressure will be on training delivery. The likelihood is that this will translate into higher costs and harder to find seats.

Harding continued: "We know there is a considerable shortfall in the number of drivers on track to having completed their allotted training by the September 2014 deadline. In most cases this isn't about lack of awareness but more about businesses weighing up their options. By playing this game though, they could be leaving themselves exposed to a lack of choice and more cost."

"The logistics sector comprises very professional firms who completely support efforts to professionalise the industry and improve road safety and many of our members have invested heavily in ensuring that Driver CPC works for them. However, by delaying the inevitable these companies could be walking a dangerous line."

"The current gap of five million training hours is getting worse and we predict there could be as much as a 30% shortfall in the number of legally qualified drivers of heavy goods vehicles before 2014. Should this happen, the impact on the UK economy could be devastating, with a downturn in productivity coupled with loss of sales for many millions of businesses that depend on road haulage."

DRIVER CPC – ZERO TOLERANCE

Kidds Services from East Yorkshire supply CPC training to the UK moving industry. Philip Kidd said that many companies are burying their heads in the sand thinking this will go away. "If you are a lorry driver who has held a vocational licence (C1, CE, C1E) prior to 10 September, 2009 you will have required rights until 9 September, 2014. If you want to continue driving professionally after that time you must have, by then, docked up 35 hours of periodic training," he explained. "New drivers will need to pass the Initial Qualification to gain their vocational driving licence and qualify for their Driver CPC. For a new driver the requirement to undertake the minimum 35 hours training to retain their Driver CPC will start once they have passed their test to drive."

The DSA is offering no tolerance after 2014. Any driver stopped by the police or the Ministry of Transport who has held a licence from 10 September, 2009 must have in his possession his driver's card stating that he has 35 hours periodic training. The expiry date will be September 2019.

It is the responsibility of the driver to complete the 35 hours of training and it is the responsibility and a legal requirement for companies and agencies to ensure that the driver has it before they let them drive. It is against the law for an employer to send a driver on revenue-earning duties without a valid CPC.

If a driver is stopped after September 2014 and does not have a current driver card the vehicle will not be able to move until his company sends a driver who does.

Penalties

It is the employer's responsibility to ensure that drivers hold up to date cards. While driving professionally it is a mandatory requirement for all vocational drivers to have their DQC (Driver's Card) in their possession at all times.

Failure to produce the DQC at the roadside if asked to provide it can result in a fine of up to £1,000. If a driver is caught with a forged licence, or making a false statement, the fine can be up to £5,000.

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



● XF105s roll off the DAF production line.

Advancing transport efficiency with greener DAFs

A Limited Edition DAF XF105 model has been released and is now available for demonstration and to order, providing buyers with the most fuel-efficient and environmentally friendly DAF tractor unit ever made.

Built at the Leyland Trucks plant in Lancashire, the new Limited Edition models, also available on the CF model range, mark an evolutionary change in DAF's progress in delivering cleaner and more fuel-efficient trucks.

Available with the ultra-frugal Euro-5 PACCAR 12.9-litre MX engine, producing 460hp and certified to EEV (Enhanced Environmentally-friendly Vehicle) Standard, these special models provide enhanced fuel economy and lower running costs as well as being greener, thanks to a range of transport solutions for DAF vehicles collectively known as Advanced Transport Efficiency (ATE).

ATE features Engine Idle Shutdown, which automatically switches the engine off after five minutes idling time thereby preventing unnecessary waste of fuel and emissions. In addition the speed limiter can be factory specified at 85 km/h instead of 89 km/h to help reduce overall fuel consumption. Enhanced fuel economy information is shown on the driver's information panel in the dash, helping drivers to get the best from the vehicle by encouraging an economical driving style.

Also part of DAF ATE are recent enhancements to the MX engine to further improve efficiency and fuel

economy. A number of changes have been made to the 12.9-litre engine at ratings up to and including 460hp; optimising the combustion process, reducing mechanical losses (internal engine friction; inertia energy) and reducing thermal losses (less waste heat). These changes all help to make the MX even more fuel efficient.

It is not purely about mechanical enhancements because the Limited Edition comes with a host of additional features. Distinctive in 'Ice White', the spacious and beautifully finished XF105 Super Space Cab has been enhanced with a high specification that includes refrigerator, microwave, Xtra comfort mattress and skylights. Further features include the MX engine brake, which enhances the braking system and reduces wear and tear, along with a 12-speed AS Tronic automated manual gearbox. The 6x2 tractor units also include a 525-litre aluminium fuel tank and sliding fifth wheel, with Alcoa Durabrite aluminium wheels completing the picture.

The DAF dealer network is ready with Limited Edition models for demonstration drives and assessment. These vehicles have been custom ordered to reflect the wide range of configuration options available to those who want to further enhance their trucks.

Low Emission Zone will transform London's streets

With little more than a month left until the new Low Emission Zone is introduced, new research by the Society of Motor Manufacturers and Traders (SMMT) has shown that of the 3.57 million vans on UK roads at the end of 2010, 31.1% were not eligible for London's new Low Emission Zone (LEZ) that comes into effect on 3 January, 2012. More surprising is the fact that London exceeded the national average with 37% of vans (almost 85,000) not meeting the emission standards.

The changes to the LEZ will require larger vans, minibuses and other specialist diesel vehicles to meet Euro 3 emission standards in order to be driven within the LEZ without paying a daily charge. Typically, Euro 3 vehicles are those registered after 1 January.

"It's not only emissions that improve when owners and operators upgrade, fuel efficiency also gets better, returning real-world benefits on top of the LEZ savings," said Paul Everitt, SMMT Chief Executive. "SMMT anticipates a slight rise in commercial vehicle registrations in the last quarter of 2011 as owners and operators buy into more efficient, compliant vehicles. The CV market has

been strong all year and is up 20% for the year-to-date. It's clear that those businesses and individuals running vans and trucks in the capital have already begun to renew their vehicles and we'll be watching with interest how the market performs over the next few months."

The LEZ will continue to apply to Heavy Commercial Vehicles (HCVs) but from 3 January, 2012 the regulations will demand an increase from Euro 3 to Euro 4 standards. Vehicles first registered as new on or after 1 October, 2006 will meet the Euro 4 standard.

Transport for London provides further detail and guidance on the London Low Emission Zone, the vehicles affected and options open to commercial vehicle operators on its website: www.tfl.gov.uk.



● The Mercedes 'aero trailer'.

Aero trailer design cuts fuel consumption

Mercedes has come up with a trailer design which it says cuts wind resistance by 18% and fuel consumption by nearly 5%, according to a design study that goes by the working title 'aero trailer' and shows how it is possible

to reduce yet further the already low consumption, and therefore also the CO₂ emissions, of state-of-the-art trucks such as the new Actros. The study was presented for the first time at the "Trailer 2011" show which took place in November in Kortrijk, Belgium.

PROFILE: EXCESS BAGGAGE



● Left to Right: Ian MacLeod, Managing Director; Alex Gatt, Global Moves Sales Supervisor; Gourav Jalan, Manager, Waterloo sales office; Judyta Szyszka, Global Moves Administration Supervisor; Suhair Obaro, Operations Assistant Manager.

Baggage to bags and all points in between

Excess International Movers is one of the successful companies that made its name as Excess Baggage Company in the emigrant market in the 1980s.

Others fell by the wayside, but Excess prospered. Steve Jordan took the trek down to NW10, to chat with David Elliott, the company's Chairman and Ian MacLeod, its Managing Director, to find out how they did it.

David Elliott started Excess Baggage in 1983 having migrated from his native Scotland. He had worked in the baggage industry in London but was unimpressed with the level of customer service. He figured he could do better. He and Ian MacLeod had been at university together and, when he was looking for work, David took him on as a driver.

"In the early days it was just me and David sitting in our office near Wandsworth Bridge willing the telephone to ring," said Ian. But after about six months of struggle, and aided by some prominent advertising in *TNT* and *LAM* magazines, the company began to take shape.

"In the early days it was just me and David sitting in our office near Wandsworth Bridge willing the telephone to ring..."

Ian MacLeod

At that time it was all baggage shipments to and from Australia, New Zealand and South Africa. But even then David and Ian had some revolutionary ideas. "We bought an Ansafone," explained David. "Nobody else answered the phone out of hours."

Inevitably baggage turned into removals and the company moved out of central London into NW London. "It was easy to get sucked along," said Ian. "If people had

shipments that were borderline between baggage and removals we didn't say no."

By the end of the decade the company was a mover. It joined the BAR Overseas Group and became FIDI members. "People always regarded us with suspicion because we did things differently," said David. "I remember we attended a convention and someone said incredulously, 'I hear you take credit cards!' And indeed they were. That forced the rest of the industry to do likewise. 'A lot of our customers were from overseas so it was easier to use credit cards.' The commission was well worth paying.

The airport business

Excess Baggage is still the company name for its retail service provided at airports and railway stations. It was in 1991 that David recognised the opportunity of providing an unaccompanied baggage service for people who were not prepared to pay the excess baggage rate to the airline. "We started the service at Heathrow three days after the start of the first Gulf war," David explained. "Not the best time." But it was a new, different business and it brought the company into the retail market selling bags to airport customers. "BAA were surprised that it went so well. They also asked us to handle their left luggage. Gradually we expanded to other terminals and to railway stations." Today Excess Baggage is at 35

locations across the UK, turns over £2 million a year in retail luggage sales and fights for prime locations with Tie Rack.

The corporate market

Corporate relocation is not something that in the past sat well with the Excess business model. However, as procurement has increased its hold on purchasing so the corporate market has played into its hands. "Many companies have decided to by-pass the HR and procurement functions completely preferring to give employees a lump sum allowance," said Ian. "This suits us better because we are dealing directly with the customer. We are even developing web pages so these customers can book direct using a portal customised for their companies. It's becoming a much bigger part of what we do."

Internet

As a confirmed early adopter it's no great surprise that in 1997 Excess International Movers was one of the first moving companies outside the USA to have an online presence. Most of us hadn't even heard of the Internet at that time. "It was obviously going to be important so we wanted to make sure we could hold our own on the web," said David. He admits, however, that he did make some mistakes. He bought the URL www.removals.com about ten years ago and never did much with it. It does, however, now link to the Excess International site.

Trade groupage

A large part of the company's shipping today is trade groupage. It has been hit hard by the recession in the industry partly from reduced volumes and also because many other companies have entered the market in an effort to supplement their own incomes. Nevertheless, frequencies to the traditional markets are holding up well as are services to Hong Kong and Thailand. The company's relationships with its overseas agents are both strong and long standing. Reciprocal work maintains a regular flow of inbound work.

Continued innovation

Nothing stands still for long at Excess. Its retail luggage brand Luggage Express is doing well and is top of the Google listings. Try just Googling the word 'luggage'. Excess has also recently opened a new service called Cloakroom Co. at the Westfield shopping centres

MOVING MOVIES: MY WEEK WITH MARILYN

in West London and Stratford in East London. Rather than struggle with heavy shopping bags the service allows visitors to buy items and have the store deliver them to Cloakroom Co. on the site, either for collection at the end of the day or for delivery to their home. If shoppers are visiting from overseas, the items can be shipped (or flown) back for them. No more aching arms at Christmas time!

We always try to do what the customers expect. What you see is what you get with us. We don't cut corners."

David Elliott

The secret of success

As always success comes from the top and it is the drive and ingenuity of the key players that gave the company the opportunity to succeed. "We have always had a 'can do' attitude," said David, pointing, as an example, to a van in the yard signwritten: 'Rapid Van and Man'. It's there just to take people's goods from their home into the self store as he recognises that this is a break in the logistics chain. "It won't make us rich but it does work." David went on to say that he is always looking for new opportunities. "We always try to do what the customers expect. What you see is what you get with us. We don't cut corners."

David and Ian are modest about their achievements and reserve their greatest praise for their staff. They acknowledge that much of their success is down to their young, enthusiastic team of very talented people. "They are the future of the company," said Ian, "and an inspiration to us all."

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



Title:

My Week With Marilyn

Director:

Simon Curtis

Starring:

Michelle Williams, Kenneth Branagh, Eddie Redmayne, Emma Watson and Dame Judi Dench

Classification:

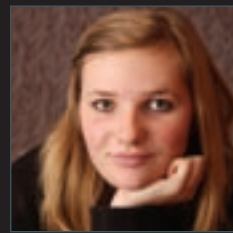
15

Genre:

Drama

Run Time:

96 min



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



● Marilyn (Michelle Williams) with her playwright husband Arthur Miller (Dougray Scott).

A week was a long time with Marilyn

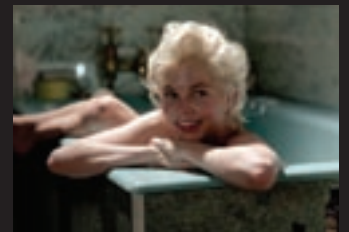
This inspiring film is the true story of how the assistant of Laurence Olivier, Colin Clark (Eddie Redmayne), met and fell in love with Marilyn Monroe (Michelle Williams) while he was working on the set of *The Prince And The Showgirl*. Kenneth Branagh brilliantly played the easily frustrated director and co-star of the film, Laurence Olivier. Olivier is considered one of the best actors that has ever lived, so to fill his shoes must not only have been a hard job to do, but an honour; Kenneth did an excellent job of it. Emma Watson left her wand and robes

at home to play the shy wardrobe assistant who gets used by Colin Clark. Judi Dench plays actress Dame Sybil Thorndike who seems to be the only person who will let Miss Monroe off for being a bit of a diva. Well, apart from Colin Clark of course. Supporting roles include actors Dougray Scott, Dominic Cooper and Zoe Wanamaker.

Michelle Williams has done a fantastic job portraying Marilyn Monroe. She showed her funny, frustrating and flirty sides brilliantly. I couldn't imagine any present day young actress doing a better job than she did. She had to gain weight for the

role and worked with a choreographer to help perfect the Monroe walk.

It's more aimed at women, but if men get forced to go and see it (like my brother was) they will enjoy it too - if only to ogle at Michelle and Emma. If you miss it in the cinema you must buy it on DVD.



Upcoming films:

New Year's Eve came out in December so you can still catch it. This star-filled cast looks like it could be the American version of *Love Actually*. Robert De Niro, Halle Berry, Zac Efron and the amazing

Jon Bon Jovi are just four out of 18 of the huge stars that will be appearing in this film.

If you like plenty of action you are in for a treat in January with *Haywire* starring Ewan McGregor, Channing Tatum (*Step Up*), Antonio Banderas and Michael Douglas. With this cast it is bound to be great.

NEWS: PEOPLE

New appointments at Interdean Switzerland

Interdean has announced two new appointments in Switzerland.

Mark Muss has become the company's regional director for the Alpine Region and will be based in the Geneva office. He will be responsible for Interdean operations in: Switzerland, Italy, Austria, Hungary, Poland, The Czech Republic and Slovakia.

Dale Collins commented "We see this as a tremendous step forward in the evolution of Interdean. Mark has a very successful track record of building customer-focused service centres and so I am particularly excited to have him manage this region with its huge potential."

Mark joined Interdean in 1995 and has enjoyed a successful career in the moving and relocation industry managing many aspects of the business. He has unique knowledge of the European moving and relocation industry and this teamed with his language capabilities mean that he is recognised as a leader in this specialist field.

"I am thrilled to take on the added responsibilities for both Switzerland

and Italy," said Mark.

At the same time Marc Meier has taken on a new role within the Interdean group of companies as director of special projects. In this new role, Marc will be assisting Dale Collins with numerous special projects. "I would like to take this opportunity to thank Marc for all of his hard work and personal dedication to building Interdean Switzerland into the company we are today," he said.

Marc joined Interdean in 1983, with a career in moving and relocation spanning 35 years. Marc's most recent role saw him serving as the managing director of Interdean Switzerland, covering Interdean's operations in Geneva and Zurich.

"Of course I am delighted to be able to assist Dale in my new role at Interdean. Given my tenure and experience in the business I am looking forward to adding value to the new Group as we strive for greater business efficiency and sustainability."



● Mark Muss.



● Mark Meier.

Obituary: Peter Middup

Peter Middup, former publisher of *Premises and Facilities Management* (PFM) died of a heart attack while hill-walking on holiday in Wales with his wife 'Jules' on November 16, 2011.

With over two decades as publisher of PFM and PFM Awards, and more recently as publisher of *Food Processing* and its event *Appetite for Engineering*, Peter was a hugely popular leader of his editorial and advertising teams, and the rest of the staff at IML. This popularity extended into the industries he served, his integrity, warmth and dry humour earning him both respect and friendship in equal measure. He will be missed by all who knew him.



● Peter Middup, delivering one of his many Moving Trends Surveys to BAR.

Keith Meader returns to Transpo

Keith Meader has been appointed as President and Chief Operating Officer for the Asian Tigers Mobility companies in Thailand, Malaysia, Vietnam and Cambodia.



● Keith Meader

Keith has been in the moving industry for 25 years, and has spent the last 20 years in the Asia Pacific Region. He was the General Manager of Transpo International Ltd. (Thailand) from 1991-1995 before serving as the country manager of Brink's Thailand (a Transpo joint venture with Brink's Inc., USA) for three years. For the next seven years, he was the chief operating officer for another major removal's group where he oversaw 1,200 employees in eight countries. Keith also served as Asia Pacific president of Brink's, Inc. in Hong Kong for five years from 2005-2010,

overseeing 5,500 employees in 11 countries with \$160 million in revenues.

Keith will return to Bangkok where he will oversee the strategic growth and drive organisational changes in the Mobility Group to meet the continuing challenges and diversification in the relocations industry.

Bill Reinsch will remain the chairman of the Transpo group of companies and its broadening range of business interests in Asia. "Keith's appointment will enable me to focus on the strategic development of the Group's overall business units," he said.

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Over 700,000 driving minutes gained through Stoneridge

On 1 October, 2011 the new 'One Minute Rule' tachograph legislation came into play, meaning that all new trucks must now be fitted with a 'One Minute Rule'-ready tachograph.



Six months ago the SE5000 Exakt™ became the first 'One Minute Rule'-ready tachograph on the market. To date it has now helped over 5,000 operators see how much driving time they can gain through the Stoneridge Comparison Tool. By uploading their VU data, operators have gained a total of over 700,000 extra drive minutes.

● The first 'One Minute Rule'-ready tacho on the market - the SE5000 Exakt™.

With an average of 45 minutes extra driving time per driver per day, the SE5000 Exakt™ could pay for itself in less than eight weeks. Furthermore, this time saving could mean fewer infringements, more deliveries for fleets and more revenue for their business.

LED Autolamps announces new Eurolamp 7

LED Autolamps has introduced a brand new, heavy duty Eurolamp 7F rear light cluster to its existing range of heavy duty trailer lamps, which incorporates a triangular reflector and amber side

marker lamp. This new introduction to the range comes with a five-year warranty and compatibility with the company's new and easy wiring harness system.

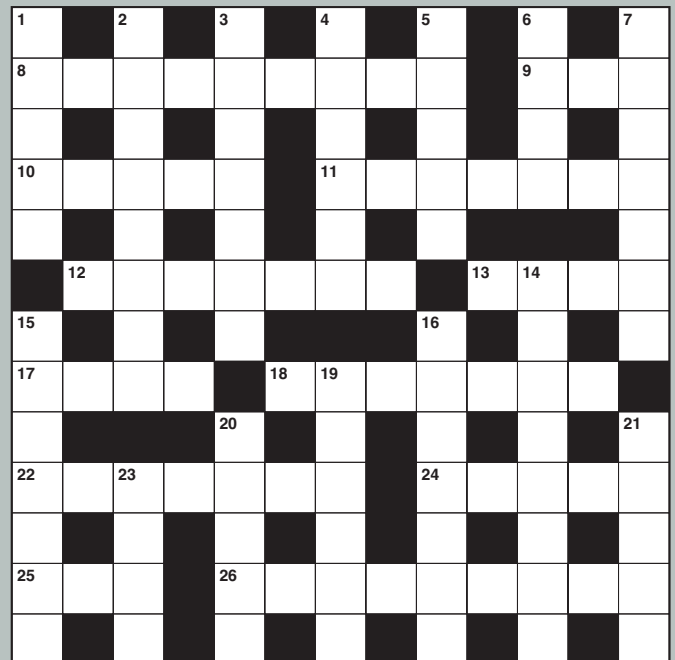
The lamp's embedded electronic circuit boards are potted front and back to ensure the clusters are waterproof, dust proof and rated to IP67. With both ECE and RoHS compliances, the units are made from shock-resistant plastics for demanding work environments.



● The Eurolamp 7.

Puzzles

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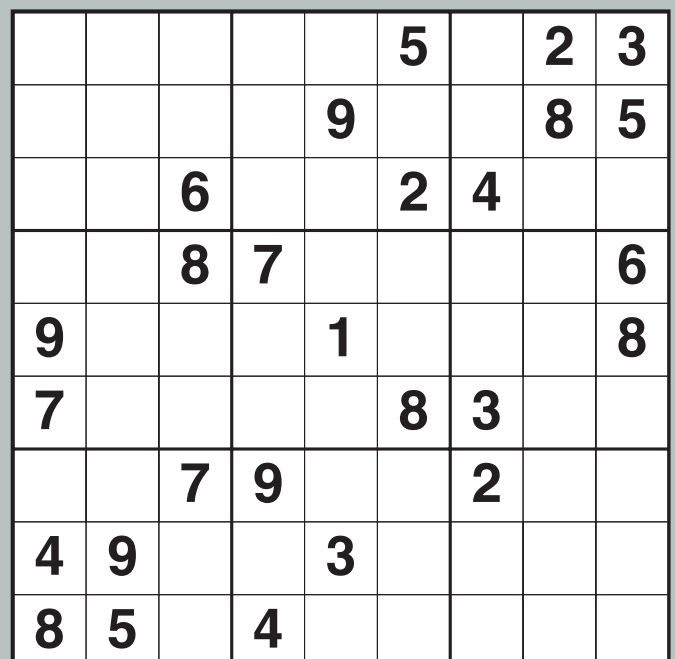
ACROSS

- 8 Compress (9)
- 9 Boy (3)
- 10 Pale brownish-yellow colour (5)
- 11 Abandon one's principles (4,3)
- 12 Bowling pin (7)
- 13 Rolled tortilla (4)
- 17 Metallic element (4)
- 18 Width (7)

- 22 Small hardy range horse (7)
- 24 Pertaining to the moon (5)
- 25 Number of toes (3)
- 26 ____ steel: used to make cutlery (9)

DOWN

- 1 TV show performer (5)
- 2 Steadfast (8)
- 3 Thoroughfares (7)
- 4 Christmas decoration (6)
- 5 Steps over a fence (5)
- 6 Highest adult male singing voice (4)
- 7 Version of a book (7)
- 14 Went along to an event (8)
- 15 Horizontal angle of a compass bearing (7)
- 16 Vexing (7)
- 19 Style of music (6)
- 20 Latin American dance (5)
- 21 Timber framework (5)
- 23 Having a sound mind (4)



Solutions on page 43.

YOUR COMMENTS

YourComments

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

Re: Tackling completion dates

The Mover, November 2011, page 26

Dave Wilson

Smallmove Removals
and Storage

I've been in removals almost as long as Matt Faizey, in his territory Redditch and Solihull. He knows this business inside out so I'm surprised he could expect the public to move midweek. Many people work only a Friday morning now, so taking a Friday off will cost less in lost wages. If a weekday move should happen, they need to take at least one more day off work to unpack the bare essentials. Friends and family are not available to help like they are at weekends.

Solicitors need to do their jobs with the interests of their client as priority, not just cruise along with the attitude 'it'll be done when it's done'.

We have to accept that moves happen on Fridays but we should seriously look at the bigger problem of last minute bookings and date changes. A booking deposit would sound easy but if the customer is not given a date by the solicitor, he won't give us a deposit.

What does 'pencil them in' really mean? We either book them or we don't. All removers have had the phone call on a Wednesday to say the Friday move is off for a while. The customer has booked child minders, kennels, gas fitters, aerial fitters, etc. etc. He's not the cause.

Solicitors need to do their jobs with the interests of their client as priority, not just cruise along with the attitude 'it'll be done when it's done'. A date should be set well in advance and adhered to. Everyone needs notice of a moving date, and that date should not change.

David Halsall

David Halsall Sons &
Daughter Removals Ltd

The Matt Faizey article in *The Mover* was the best article I have ever read from the removal man's perspective of removals. Surely it is possible to give 4 to 6 weeks for a 'definite' completion date.

We are always hearing from customers who were unable to dispose of goods, because they are downsizing, and did not dare sell or dispose of unwanted items in case the sale of the property fell through. Other customers cannot place orders for furniture, etc. for the same reason.

Surely banks and building societies could work out a formula for mortgage repayments that would allow the customer to put 10% deposit on the property their customer is buying.

We have even had the ludicrous situation of both customers in a 'house exchange' asking for a Tuesday or Wednesday removal and the solicitors giving them a Friday removal.

John Slade

Journeys Removals

Well! What an interview. Matt is at last someone on the BAR Board that talks sense and understands the frustrations of our industry.

I left the BAR membership due to its lack of vision and understanding what really is required within the industry as I always had the perception that it is no more than a private members club, like the Guild: buy the product and you can be a member just comply to 1 or 2 criteria. The BAR members don't seem to work for the collective good, too short sighted and one dimensional.

First time I read anything that is sensible and accurate for a long time in the industry, unfamiliar territory having something in common with a BAR member. Well done Matt!



● Part one of the Matt Faizey interview in November's *The Mover*.

Re: On quality and costing

The Mover, November 2011, Page 38

MJ Ryan

Brytor International
Moving, Canada

Great article on Maidman's and Brian Maidman's comments on 'costing' were spot on! If you don't know what a job really costs then how do you know if you are making a profit? And I agree with Mr. Maidman - EVERY job you do should generate a profit.

Thanks for the article and kudos to Brian for his success.





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Did you know?

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

The most common name in the world is Mohammed.

The dot over the letter 'i' is called a tittle.



The word "samba" means "to rub navels together".

In Chinese, the words for crisis and opportunity are the same.

It takes a lobster approximately seven years to grow to be one pound.

Goat's eyes have rectangular pupils.



The ridges on the sides of coins are called reeding.

Diary Dates

MC Inaugural Meeting

29 Feb – 3 March, 2012, Bangkok, Thailand

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

OMNI Annual Conference

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

BAR Annual Conference

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

The PMA conference

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

Puzzle solutions



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C	O	N	S	T	R	I
T	S	R	N	I	T	I
O	C	H	R	E	S	E
R	A	E	E	E	I	
S	K	I	T	T	L	E
A	E	S		G	T	N
Z	I	N	C	B	R	E
I		S	E	L	E	T
M	U	S	T	A	N	G
U	A	L	G	I	D	U
T	E	N	S	T	A	I
H	E	A	E	G	D	S

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

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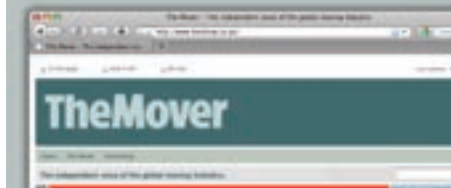
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