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TheMover



A FAMILY BUSINESS

How hard work and determination has bred success for Matthew James.
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TheMover

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LEADER

Game, set and match Mr Twain

.....
Steve Jordan, Editor



Thank goodness Wimbledon's here again. It's a time when Brits the world over become fanatical viewers of, and armchair experts on, a sport that they never watch for the other 50 weeks of the year. Wonderful! What's better is, at the time of writing at least, we have a solitary Brit still wafting his bat in what will undoubtedly be a futile attempt to fluke a ball or two past Roger Federer. In what must always be a triumph of hope over experience we all sit, cold Pimms in hand, cheering on Tim, Greg, Andrew or whoever the 'hope of the year' might be, sound in the knowledge that it will all end in tears sooner or later – probably sooner. Of course, I write this as we approach the quarter finals so, I hold my breath, maybe this year 'we' might just do it. Then again ...

I also know that the good people of the removals industry know nothing of Wimbledon other than it's the only thing on the tele when they drag themselves in from yet another 15-hour day as they labour in their quest to make a few quid during the summer madness. There will be plenty of time in the dark months to catch up on luxuries such as sleep, food and seeing the family. But I wonder whether this seasonal scramble is, very slowly, becoming a relic of a past age.

I mention this only because of the trend towards diversification that seems to have gained some momentum during the last few lean years. Necessity has led some moving companies to change their ways. Self storage, for example, may well be seasonal but, as it's not labour intensive, it doesn't much matter. Document storage too is a business that, once started, tends to grow on an unrelenting march upwards without much seasonality. Retail sales are, of course, seasonal but, just like self storage don't use much labour so the bulge isn't an operational problem. Van hire is also becoming popular – and when the vans are all out, that's it: no transport books to juggle or crews to manage.

Still many companies doggedly stick to their core business. Good luck to them if they are happy and can make a living. But, as Mark Twain said: "If you always do what you've always done you'll always get what you've always had." Maybe now it's time for a change.

New balls please!

Steve Jordan



● Left to right: Sam Darby and Yeates' Managing Director James Griffin.

Clevedon firm helps youngsters move into work

Clevedon-based Yeates Removals and Storage is helping youngsters gain valuable work experience through a government programme aimed at getting people into jobs.

The firm has taken on 20 year-old Sam Darby on a 13 week placement that will help him gain skills, confidence and a positive reference for future employment.

The scheme is being delivered through Prospects Training as part of the New Deal initiative which aims to help people into work by providing them with real work experience from supportive employers.

Sam, who lives in Clevedon with his fiancé and two young children, said: "I am keen to work in an active environment where I am out and about a lot and so removals really suits me. I had contacted Yeates previously to see if they had any vacancies so when I was offered a placement opportunity I asked if I could go there."

Prospects then contacted Yeates' Managing Director James Griffin to see if he would consider taking Sam on. James said: "This is the first time we have taken on a placement like this and Sam has done really well. We have completed all the requirements of the scheme such as health and safety and the fundamental skills that the job

requires. Unfortunately I don't have any full-time positions available at the moment but I wish Sam every luck in getting a job as he has been a welcome addition to our team."

"I am keen to work in an active environment where I am out and about a lot and so removals really suits me."

Sam Darby

Sam added: "I have really enjoyed working at Yeates, it has got me back into a work environment and I am hoping that with help from Prospects with things like my CV and job search that someone in a related industry will consider taking me on full-time."

Anyone who might have an opening for Sam is welcome to contact Theresa Penfold at Prospects on 0117 929 9016, www.prospects.co.uk.

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REPORTING OF INJURIES TO HSE ONLINE

Although businesses will still be able to notify fatal and major incidents and injuries by phone following changes to reporting arrangements, from 12 September, 2011 all other reportable work-related injuries and incidents under RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) will move to a predominantly online system, with a suite of seven forms available on HSE's website to make the statutory reporting process quick and easy.

Trevor Carlile, HSE's Director of Strategy said, "More than half of reportable injuries are already notified to HSE through the website and this proportion has been increasing steadily over the past seven years. Taking advantage of the growing use of the Internet allows HSE to be more efficient in the way it works. We do recognise, however, that people reporting a traumatic event still need that personal interaction so the notification of fatal and major incidents and injuries will still take place by phone."

In a move to improve efficiency further and deliver value for taxpayers, HSE's Infoline telephone service, which currently provides a basic information service to callers, will end on 30 September, 2011.

Businesses and members of the public seeking information and official guidance on health and safety can use HSE's website - a huge knowledge bank where people can access and download information free of charge and use interactive web tools.

The HSE website features information on the most frequent health and safety enquiries such as those on RIDDOR reporting, first aid and the health and safety responsibilities of new businesses.

A Q&A on the changes is available to view at www.hse.gov.uk.

The seven online RIDDOR reporting forms will be:

- F2508 Report of an injury;
- F2508 Report of a Dangerous Occurrence;
- F2508A Report of a Case of Disease;
- OIR9B Report of an Injury Offshore;
- OIR9B Report of a Dangerous Occurrence Offshore;
- F2508G1 Report of a Flammable Gas Incident;
- F2508G2 Report of a Dangerous Gas Fitting.



● SMEs prefer not to give banks a stake in their businesses in exchange for growth capital.

Small firms miss out on funding

The Forum of Private Business (FPB) is warning that the vast majority of small businesses seeking affordable finance will miss out on a new £2.5 billion equity fund recently launched by the UK's largest banks and the British Bankers' Association (BBA).

The Business Growth Fund allows banks to take stakes of between 10% and 50% in 'high growth' businesses with turnovers of between £10 and £100 million in return for investments of £2-10 million. However, according to the latest figures from the Department of Business, Innovation and Skills (BIS), just 5% of SMEs have funding requirements of £1 million or more - with just under a quarter (23%) needing between £10,000 and £24,000. In addition, a paltry 1% of SMEs are seeking equity finance (down from 2% in 2006/07), with the majority choosing not to sacrifice a stake in their businesses and preferring debt lending in the form of bank loans (40%) and overdrafts (35%).

Dubbed the 'modern day 3i' in reference to the organisation set up to help finance SMEs in the aftermath of the Second World War, the Forum is concerned that the Business Growth Fund will not help the vast majority of firms struggling to find the cost-effective finance necessary to compete for new contracts, create jobs and drive

"...we cannot allow this to overshadow the real problem - the lack of affordable lending being made available by banks to start-ups and other small businesses..."

Alex Jackman

economic growth.

"The Business Growth Fund aims to bridge the clear gap in funding for 'high growth' firms identified in the Rowlands Review back in 2009 and so is certainly a welcome step and one that is long overdue," said the Forum's Senior Policy Adviser Alex Jackman. "But we cannot allow this to overshadow the real problem - the lack of affordable lending being made available by banks to start-ups and other small businesses - those that

are not eligible to benefit from the fund. There is a real danger that these firms will be left behind and that would be disastrous for the economy."

Mr Jackman added: "We need much better debt finance in the form of cost-effective lending in parallel to this kind of equity investment. So far efforts to make this happen - such as a lending code that is not binding, targets that many banks are simply not meeting and mentoring and appeals schemes of unproven merit - are just not enough."

Under the Business Growth Fund the banks are committing to provide £1 billion of equity capital over three years and £1.5 billion over ten years. Conceived as part of the BBA's taskforce last autumn, the fund was central to the Project Merlin deal struck between the government and major banks. The deal included an increase in lending to SMEs and restraint on bank bonuses.

It followed the Rowlands Growth Capital Review which in November 2009 found a significant shortfall in growth funding for firms seeking £2-10 million. The review emerged from the former government's 'New industry, New Jobs' strategic plan for Britain's recovery.

Commenting on the launch of the new fund and his company's own research into the funding requirements of UK SMEs, Forum member Peter Watson, who is a director of the data analytics for marketing company, Data Works, said: "Any support for business from the government and the banks is welcome, but this scheme is aimed at businesses with over £10 million turnover and therefore will be available to around 1% of businesses operating in the UK. Small and medium enterprises represent 99% of the business stock and clearly more help is required to support growth companies in this sector to become the £10 million plus turnover companies of the future."

The Forum is calling for better access to finance as part of its 'Get Britain Trading' campaign. Proposals include ensuring banks have better regional infrastructures and more localised lending powers, stricter timelines on lending decisions and greater transparency by both banks and businesses. 'Get Britain Trading' is also demanding improved competition within finance markets to encourage alternatives to the leading high street banks.

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



● Andrew Porter Limited has plenty of experience of complex moves such as hospitals.

Andrew Porter Limited wins hospital contract

Lancashire-based Andrew Porter Limited has been awarded a contract to move equipment into the new Whiston Hospital in Prescot.

The specialist removal team of more than 20 staff from Andrew Porter Limited, based in Adlington near Chorley, will oversee the project management, removal, relocation and disposal operations of 13 departments moving into new-build or refurbished accommodation at the site, including pathology, mortuary, finance and switchboard.

The move will include the packing and transportation of valuable medical equipment as well as confidential records which will be packed, protected and transferred in several thousand specialist sealed crates.

Andrew Porter Limited will provide St Helens and Knowsley Teaching Hospitals NHS Trust with a full-time project manager who will work closely with the hospital team to complete the project between now and July.

"We are delighted to have been awarded this tender which builds on our growing portfolio of large and complex NHS moves," said Tim Aspey, Managing Director of Andrew Porter Limited.

"We have recently completed a move from Walton Hospital to Fazakerley Hospital for Aintree Hospitals NHS Trust and also in 2011 we have undertaken a major move for Lancaster University's management school." He continued: "Our experience gained in more than 30 years of specialist and commercial removals and our

dedication to excellent customer service continues to win us new clients as well as repeat business from existing customers."



"We are delighted to have been awarded this tender which builds on our growing portfolio of large and complex NHS moves..."

Tim Aspey

Geoff Hunter, Construction Project Manager at St Helens & Knowsley Teaching Hospitals NHS Trust said: "The trust has worked successfully with Andrew Porter Limited on previous removals contracts where they have demonstrated excellent project management skills to enable removals to be carried out efficiently and within agreed timescales."

The Apprentice meets Britannia

Nick Hewer, Lord Sugar's right-hand man in the immensely popular BBC production *The Apprentice*, was the keynote speaker at the Britannia annual conference in Cardiff on 11 June.

For anyone who has seen the TV series it was a fascinating exposé of how the programme was conceived and just what went on behind the scenes to make it compulsive viewing for many. Those who had not seen the show were, perhaps, encouraged to give it a try.

Nick arrived early for the conference, the previous night in fact, so some of the delegates had the opportunity of getting a sneak preview in the bar. When show time came Nick explained something of his background as a



● Nick Hewer.

PR man for major corporations such as Amstrad and Securicor, and the road that led him to emerge from backstage into the limelight.

Talking about the contestants on *The Apprentice*, Nick said that they were hand picked from thousands of hopefuls. They were not selected because they were the brightest but because the relationships between them would make for good TV. He also said that if someone that was out of work and lacking self esteem thought they could do better, it was probably not a bad thing.

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

There will be a full report on what Nick had to say and the Britannia conference in the August issue of *The Mover*.

Slimline truck for Jersey streets

UVB has recently delivered the first of six MAN vehicles to Whites, one of which has been put on a diet to meet the width restrictions on the island of Jersey. The maximum width of a vehicle on the island is 2300cm so UVB had to reduce the overall width by around five inches to meet the regulations. "Over the years we have had to devise all kinds of methods to reduce the width

of a vehicle for use in the Channel Islands," said Terry Sinnott from UVB. "This time we managed to achieve the effect by reducing the spread of the wheel arches and making the step smaller. We then built the body of the vehicle to fit."

The vehicle is plated at 10 tonnes and holds 43cbm. Ian Palmer, MD of Whites, was impressed with his new acquisition. "It is impossibly pretty for a commercial vehicle," he said.



● The new White's truck in Jersey has been slimmed down by five inches to meet regulations.

NEWS: UK



No National CPC re-sits after 2012

Modernisation of National Certificate of Professional Competence (CPC) training legislation will force unprepared passenger and freight transport operators to urgently re-evaluate their CPC training plans, the Freight Transport Association (FTA) warns.

As of next year the current syllabus will change, forcing those who do not achieve a full National CPC qualification on or before 2 December, 2011 – the final date for CPC exams in 2011 – to additionally undertake the new course and/or examinations in 2012. Candidates who fail one or more of their National CPC examinations in December 2011 will not be able to re-sit their exams from January 2012 and will have to re-take new exams under the new syllabus.

Isobel Harding, FTA's National Training Manager, said: "These changes must not go unnoticed by the industry and should serve as a kick-start to potential O-licence holders to obtain full qualifications if they have not already done so. Failing to grasp the nettle now could mean facing costs of re-sitting entire courses which have already been partially completed under the old syllabus. When transport operators are struggling to keep their costs down the last thing they need is to waste money and time by getting caught out by changes in legislation."

Current holders of a National CPC will have a limited time (at this time unconfirmed but possibly to be between one and three years) in which to gain their International qualification, after which point only the new amalgamated course syllabus will exist.

Isobel Harding concluded: "There is still time for this legislative change to be factored into companies' training plans, but the window of opportunity is closing so our advice would be to act sooner rather than later to avoid potential cost and disruption."

Details of FTA's training is available at: www.fta.co.uk.



● Everywoman founders Maxine Benson and Karen Gill with the Winner of the Year Joanna Davies, Des Evans and Penny Mallory.

MAN Everywoman Transport and Logistics Awards

The winners in the 2011 MAN everywoman in Transport & Logistics Awards have just been announced at The Savoy Hotel in London to celebrate the achievements of those women making a difference in the sector.

These awards, now in their fourth year, recognise women excelling within an industry traditionally dominated by men. The winners demonstrate a range of career options available for women, from operational, distribution and planning roles to customer service and warehousing. Through hard work and determination they have achieved success in a sector often overlooked by their female peers.

Joanna Davies, Logistics Manager, Advance Uranium Asset Management Ltd from Preston has won the Woman of the Year Award, given to one enthusiastic and dedicated woman whose vision, innovative approach and success make her an outstanding role model, encouraging more women to choose a career in transport and logistics. This award is sponsored by the title sponsor, MAN Truck and Bus UK Ltd.

Unfortunately there were no winners from the moving industry this year. Better luck next time girls! Or was it that you were just too busy to enter?

Maxine Benson MBE, Co-founder

"Every year, these awards show that the transport and logistics sector offers a range of exciting, fulfilling and rewarding career opportunities for women."

Maxine Benson

and Director of everywoman, commented, "The number and calibre of nominations this year was exceptionally high, so congratulations to all of our award winners. Every year, these awards show that the transport and logistics sector offers a range of exciting, fulfilling and rewarding career opportunities for women. Our winners are all phenomenal role models whose success we applaud and whose passion, commitment and drive we

celebrate – they are a huge inspiration for other women wanting to move into the industry."

Des Evans, Chief Executive of MAN Truck and Bus UK added, "Once again it's a great pleasure for MAN Truck & Bus UK to be sponsoring the MAN everywoman in Transport and Logistics Awards for the fourth consecutive year. Our association with these awards dates back to 2008 and we are delighted and proud to be asked to be part of their success in 2011. MAN has a long established reputation of encouraging women to enter and excel in what by many is seen as a traditionally male dominated industry. However, this perception is continuing to diminish fast as growing numbers of energetic, career minded women choose to make a new start in the transport and logistics sector. If the high standard of the previous years' nominees and winners are anything to go by these awards are proof to all the women working within this sector of what can be achieved. Congratulations to all this year's winners."

Dr Mick Jackson, Chief Executive Officer of Skills for Logistics commented, "Skills for Logistics is proud to support the MAN everywoman in Transport & Logistics Awards. Workforce diversity is a key factor in ensuring that the sector moves forward. There are not enough women represented in logistics, so it is exciting to see so many women that are contributing to the future of such a vital sector to the UK and indeed the global economy. The women that have won these awards have demonstrated a wide range of skills that are helping to ensure the ongoing success of our industry. By celebrating these achievements and encouraging the recognition of women working in logistics, these awards help to raise its profile and demonstrate the opportunities and the wide-ranging roles that are available within it."

The awards ceremony and luncheon were held at The Savoy Hotel in London on 4 May, 2011, where politicians, media, captains of industry, companies who recognise the value of a diverse workplace and the industry's most successful women gathered to honour outstanding female success. Supported by FTA and trade associations and industry bodies across the sector, the MAN everywoman Transport & Logistics Awards are uncovering the industry's most talented employees.

Deadly collision with lorry prompts FLTA reminder on road use laws

A fatal crash between a fork lift truck and an HGV has prompted the Fork Lift Truck Association (FLTA) to issue an urgent reminder of the laws governing safe operation on public roads.

Michael Moran, 50, from Warrington died when the fork lift truck he was driving collided with a lorry on a road outside an industrial unit in Runcorn.

Although the details of the accident are still under investigation, the crash has caused the Association to remind companies using fork lift trucks on public roads of their responsibilities under law. FLTA Chief Executive David Ellison said: "Any fork lift truck that is driven on a public road must be registered, taxed and insured – even if you are only unloading or crossing between sites. What's more, these rules apply anywhere the public could reasonably have access, such as a car park or forecourt."

He continued: "Importantly, the operator must hold a valid car licence. A provisional licence will not do and banned drivers cannot operate a fork lift truck on the road. In addition, if the truck will travel more than 1,000 yards it will also need to comply with the Construction and Use Regulations or have Type Approval. These rules can be tricky to understand."

Mr Ellison concluded: "Mature operators with good road sense should be used. Other road users will not understand that fork lift trucks swing out as they turn and

"Any fork lift truck that is driven on a public road must be registered, taxed and insured – even if you are only unloading or crossing between sites."

David Ellison

that operators have restricted visibility. Flashing orange beacons can be a real bonus and having a colleague (banksman) help with manoeuvring can be useful at busy or difficult locations. If you are in any doubt at all, consult your local FLTA member or read the free fact sheet on our website. It is far better to be safe than sorry, and the thoughts of the FLTA are with the family and friends of Michael Moran at this heartbreaking time. We will redouble our efforts to protect others from a similar fate."

A free, downloadable fact sheet on best practice when using fork lift trucks on public roads is available from the FLTA website: www.fork-truck.org.uk.



Anglo Pacific saves up to 10% on fuel with Masternaut

Anglo Pacific is live tracking its entire fleet with Masternaut to maximise customer service and efficiency.

The company handles up to 500 consignments a week that are destined for overseas. The real-time pan-European Masternaut vehicle tracking system provides peace of mind for the operations team, while saving up to 10% on fuel usage and reducing administration time.

"With Masternaut we can quickly locate any of our vehicles and get our people to where they are needed. It brings new levels of visibility and responsiveness with the added benefit of making sure each vehicle is being driven safely and used efficiently. The system also provides detailed weekly reports for each vehicle, which we can review in our monthly management meetings," said Peter Hatt, Operations Manager, Anglo Pacific.

Peter Hatt is a convert to satellite vehicle tracking having implemented Masternaut at another company, which greatly benefited the firm's operations. It

was also used in the successful and timely recovery of a stolen van.

"The system is easy to use giving a full view of vehicle movements. Importantly, all of our departments are able to use the system to keep track of their drivers. I use it to send SMS messages direct to the drivers; these messages are logged by the system and therefore provide a secure history of the content of each message and when it was sent. It also saves planning time and it makes it possible to ready the warehouse team for returning vehicles – we can see when they are coming back and the warehouse can be prepared for the number of consignments on board each vehicle," he added.

Anglo Pacific is one of the UK's largest independent international removals companies and handles around 20,000 individual shipments of personal and household effects worldwide annually from depots in London, Manchester and Glasgow.

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INSIGHT: PUBLIC SPEAKING



"I'd like you to speak at the conference..."

Public speaking is something we all have to do from time to time but for many, most perhaps, it's an ordeal we could well do without. By **David Jordan**.

Speaking in public is one of our greatest fears and most of us avoid it whenever we can, but the fact is as we climb the management ladder it's something we're expected to be able to do and what's more we're expected to be good at it. Sadly most of us are not. The average business presentation usually goes something like this.

The speaker comes on stage and apologises for being there; "Jim couldn't make it so I've stepped in at the last minute," etc, etc. Then comes the risqué joke, just to warm us up ... not a titter. Then the slide show begins. Seemingly endless PowerPoint slides full of tiny writing, which the speaker reads to the audience. Why do they do that? They might just as well put the thing onto automatic, leave the room, and come back in when it was all over. I sometimes wonder what would happen if the projector bulb decided to go on the blink in the middle of the performance? With no hard notes - most speakers don't bring any - I guess the show would be over. Not good if you've travelled half way across the world

Strangely, despite all the management training courses executives are put through these days, public speaking is not usually one of them...

to see it. After a half hour or so, the whole thing fizzles out and the audience, who've not really known whether to read, listen or nod off, sit and wonder what it was all about.

So, what can the reluctant speaker do to turn the tide and start giving presentations people actually enjoy and they enjoy delivering? Well, like any other skill it doesn't come easily and there is no magic potion that will turn someone who's a quivering wreck on stage into Barack Obama overnight. In general the more you do it the better you get, but there are things you can do to short circuit the process and lessen the pain.

Strangely, despite all the management training courses executives are put through these days, public speaking is not usually one of them and few people ever have any professional training. For most of us it's a case of 'in at the deep end' and do the best you can. So, you might want to invest a little time and money and enrol on a course, even a one-day workshop will introduce you to some of the techniques used by the professionals and set you on the road to becoming a more confident speaker. Alternatively you could get some one-to-one coaching, this could be helpful if you're due to speak at an important event and need to brush up your skills in a hurry. A good coach will help you plan your presentation for maximum effect, identify your strengths as well as your weaknesses, and help you build the confidence to make a positive lasting impression on your audience.

If you really don't have the time or inclination to do either of the above you could always buy a book on the subject, there are lots of them out there, but remember there is no substitute for practise whichever route you choose. Make a point of taking every opportunity you can, however brief, to speak in public, the more you get used to being the centre of attention the more comfortable you'll feel.

However, no matter how experienced you are it is only natural that you'll feel nervous before going on stage. Professionals get pre-match nerves too - the trick is to keep them under control.

Here are some tips to reduce your nerves:

- Ask yourself, what is the worst that could happen? Learn to live with that, then move on.
- Remember! You know more than your audience - that's why you are speaking to them.
- Have a high opinion of yourself. You have earned the right to speak to this audience.
- Give yourself a pep talk before you go on stage. Convince yourself that you are the best person for the job.
- Focus carefully on the previous speaker.
- If you are nervous, admit it. You will feel less so.
- Remember! You will always appear to be stronger and more confident than you feel yourself.
- Act confidently and you will become confident.

Ten top tips for improving your presentations:

- Know your audience and be clear on what you want to achieve by giving your presentation.
- Start with a strong opener to get your audience's attention.
- Don't use jokes unless you are a born comedian and know the audience very well.
- End with a strong message, tell the audience what you want them to do.
- Don't try to cover too much. Decide what is important and what can be left out.
- Time your talk out loud in private and add about 10%. (It always takes longer to deliver in real life.)
- Don't outstay your welcome, or run into the next speaker's time.
- If you're using PowerPoint, don't use the screen as your notepad. Reading from the screen will bore your audience and make the screen the centre of attention instead of you.
- Don't overuse visual aids, only use slides if words alone are not enough to get your message across. If your point needs more power, use PowerPoint, otherwise leave it out.
- When taking questions at the end of your presentation be careful not to lose control of the audience. Maintain the same style and set a time limit before you begin.

David Jordan

David Jordan is the deputy editor of *The Mover* and a partner in *Speakeasy*, the public speaking training company. Over the last ten years David has helped many people feel more confident on stage allowing them to promote their ideas, campaigns, companies and themselves to full effect. For more information go to: www.speakeasy.gb.com.



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NEWS: UK

CMOTY and DMOTY awards at the BAR Conference

The BAR announced the winners of its Commercial Mover of the Year Competition (CMOTY) 2011 and Domestic Mover of the Year (DMOTY) 2011-12 on Saturday 14 May at its annual conference in Manchester.

A report on the BAR website confirms that Belfast-based Delivery Services held off

competition from two other UK companies – Pickfords Business Solutions (last year's winner) and Reloc8 - to be crowned overall winner. The initiative is to reward best practices and partnerships between commercial movers and their clients.

The report says that Delivery Services has been in operation for 35 years and during this time earned a reputation for reliability, integrity and hard work, delivering pianos, fine art and furniture to various sectors in Northern Ireland including banking, education and the public sector. Over more recent years, the company has developed its commercial relocation service to include library relocations which, as a specialist process, requires intense preparation, expert training and supervision and bespoke equipment.

Richard Hill, Managing Partner for Delivery Services commented:



"Supporting this prestigious industry award remains a key priority for Teacrate. This year, as sole sponsors, we have witnessed another fantastic competition..."

David Wicks

"The Delivery Services team is truly delighted to have reached final place in such a highly regarded industry competition. Achieving national recognition for our service is all the more satisfying when it is

through such a rigorously judged competition such as CMOTY which is based on customer testimonial and audit of quality assurance. We see the award as an encouraging recognition of our success in the marketplace of striving for excellence in project management, achieving a customer orientation throughout the company and implementing innovative moving methodology to tackle logistically challenging projects such as large scale library relocations. This CMOTY award will positively add to the tangible benefits we have already seen this year through membership of the Commercial Moving Group and BS 8522 accreditation in promoting our service throughout the UK commercial moving market."

All finalists were subject to a rigorous site inspection during the final scoring process as well as a separate mini-audit of the BS 8522 Commercial Moving Standard. The judging panel consisted of a member of the BAR Board of Directors, two representatives from the facilities management industry and a representative from Quality Services Standards Ltd.

PHS Teacrate sponsored the CMOTY competition once again. David Wicks, Managing Director, PHS Teacrate commented: "Supporting this prestigious industry award remains a key priority for Teacrate. This year, as sole sponsors, we have witnessed another fantastic competition, where the level of achievement has been truly exceptional. Our thanks go to all entrants for their participation and high quality of entries. Our special congratulations go to the overall winners, Delivery Services and to all finalists and

merit award winners. In a gesture of support to the CMOTY and CMG over the longer-term, Teacrate has already pledged its support for the 2012 competition and we look forward to supporting the CMOTY for many years to come."

DMOTY

Maidman's Removals & Storage from Bournemouth won the DMOTY award against four other companies.

Maidman's has been in operation for over 30 years and was the first company in the UK to gain all three British Standard Institute (BSI) quality standards relevant to the removal industry. Maidman's offers a full service that includes domestic and commercial removals, archive and document storage and a secure shredding service.

Companies entering the DMOTY competition were judged according to strict criteria which included a commitment to quality and standards, customer satisfaction, knowledge, professionalism and helpfulness of staff as well as commitment to training and development of staff.

Managing Director Brian Maidman commented: "We are absolutely delighted to have won such a prestigious industry award, considering we were up against some very strong competition. To receive the initial recognition and to be a finalist was a feat in itself, to win the competition is a huge achievement for the company. The recognition is down to the ongoing hard work from the team. The continual high standards and customer service values that we set ourselves ensures the smooth running of the business and emphasises our core values. It's a

Riding for charity

For the last few years Darren Frostick from Red Recruit has ridden his bike to the BAR conference to raise money for charity.

This year he went one stage further and roped in a couple of friends to do likewise. Paul Fox from Fox Moving & Storage and Lee Durso from Pickfords joined Darren to ride from London to Manchester.

The 199-mile ride took place over two days and took the trio a total of 13hrs 18min in the saddle. Richard Summers, Pickfords' Group Compliance Manager, drove the support van.

The charities chosen were: the

Removals Benevolent Association, Marie Curie Cancer Charity and the charity adopted by Pickfords - NSPCC. Lee raised over £500 for the NSPCC with Paul and Darren adding nearly £1,000 for their chosen causes.

There was a competition during the BAR conference to guess the total distance and the time taken. Ian Studd from Harrow Green guessed the time correctly and Greg Wildman of Basil Fry worked out the exact distance.



● Left to right: Lee Durso, Darren Frostick and Paul Fox.



"BAR Services is very proud to be continually involved in sponsoring the DMOTY competition. This year we would like to congratulate Maidman's who will be receiving £500 worth of packaging materials from us as its prize."

Miranda Hyder

very proud milestone for the company."

The other DMOTY finalists were: Britannia Lanes of Somerset & Bristol; MJ Christophers & Son – Newquay; Reddaways Removals Ltd – Okehampton; and Richard Healey Removals Ltd – Beith.

DMOTY is sponsored by BAR Services. Miranda Hyder commented: "BAR Services is very proud to be continually involved in sponsoring the DMOTY competition. We feel that it is very worthy as it recognises the performance and quality members achieve in the domestic moving market. This year we would like to congratulate Maidman's who will be receiving £500 worth of packaging materials from us as its prize."

Winners and participants in CMOTY and DMOTY always say how valuable winning and even just taking part is as a way of developing company morale and as a promotional tool. If you are entitled to enter and never have, maybe 2012 could be your year.

Memory lane

Reason Global hosted a mini museum at the BAR conference exhibition in Manchester. Members of the moving industry were invited to send in memorabilia which included photographs, documents, model vehicles, a copy of *Institute News* from 1985 and even a copy of *Removals & Storage* from September 1948. A walk down memory lane for everyone.



● Top: old copies of *Institute News* and *Removals & Storage*. Above: Graham Puddephatt.

Yes we Caan!

Dragon's Den star throws his weight behind Get Britain Trading.

Dragon's Den star James Caan is supporting a new campaign to boost the fortunes of small business across the UK. The entrepreneur has pledged his support for Get Britain Trading, a campaign recently launched by the Forum for Private Business to highlight the huge contribution smaller businesses make to the economy.

James Caan said: "Sustainable economic recovery in the UK can ultimately be achieved by boosting and supporting our small and medium-sized businesses. Those businesses that have survived the recession have proven their strength and durability and I believe that with the right support, many of them could be very successful indeed. I have seen a great deal of businesses recently that have made cuts to survive the recession and have now stagnated in their growth. It is the responsibility of the government and also the larger business community to support these businesses to help them return to growth and Get Britain Trading."

James, who regularly invests in, advises and helps to grow SMEs, added: "I hope that Get Britain Trading will continue to raise awareness of the issues that small firms face and that the government will take further action to enable small businesses to grow for the benefit of Britain's economy. The entrepreneurial spirit in Britain has never been more alive than now. Despite having to struggle through the recent recession, we British remain innovative, commercially minded and motivated to be successful."

He also had the following advice for small businesses: "Having made it through the recession, many UK business owners are now experts at survival, but not necessarily growth. There are hundreds of snippets of advice that I won't presume to give here since useful advice is usually specific to an individual business. What I will say instead is that businesses that are not growing

need to access the right senior support at the executive level. A good recipe for growth is the right mix of strategic direction, structuring for scalability, mentoring, access to networks, access to finance, sales prowess and succession planning. Business should seek out those experienced individuals that can advise, assist and support in these areas."



"I hope that Get Britain Trading will continue to raise awareness of the issues that small firms face and that the government will take further action to enable small businesses to grow..."

James Caan

Jane Bennett, the Forum's Head of Campaigns said: "We're absolutely delighted to have someone with James' profile, experience and knowledge lend their support to Get Britain Trading. As someone who has started, invested in and grown countless small businesses, James is one of the best-qualified people imaginable to back the campaign and endorse its aim of boosting the fortunes of Britain's vital SME sector."

For more information visit: www.getbritaintrading.co.uk.



Pickfords supports NSPCC on the fairways

It was a warm but blustery day on 8 June for the Pickfords golf tournament at the Abbey Hotel and Golf Club in Reddich in aid of the NSPCC.

Black clouds gathered, thunder rumbled, the wind gusted up to 25 mph and just occasionally the sky opened in short but sharp showers. Despite the unsettled weather nothing dampened the spirits of the 60+ golfers who took over the whole of the course. Although most competitors were Pickfords employees, there were guest players too including Justin Webster from SIRVA, Greg Paterson and Paula Ganly from the Australian High Commission and Stephen Vickers from BAR. The main sponsor for the event was Mainstream who supply training services to Pickfords. Mainstream also had seven of their own staff playing in the tournament.

The dry weather of late had left the greens fast to catch out the high handicappers with heavy hands. The swirling wind too took its toll

on even the most experienced. But even so, there were some impressive scores suggesting that golf was more than an occasional pastime for some.

The tournament was both an individual Stapleford competition and four ball team event with the top two scores counting for each team on each hole. As the players returned to the clubhouse after around five hours battling the elements, the smiles of joy and the exasperated fixed grins were hard to distinguish.

But whether win or lose the cause of the NSPCC was foremost in everyone's minds. Russell Start, Pickfords' Managing Director, said that Pickfords had adopted the NSPCC as its preferred charity because it wanted to support a national organisation as part of its CSR (Corporate Social Responsibility)

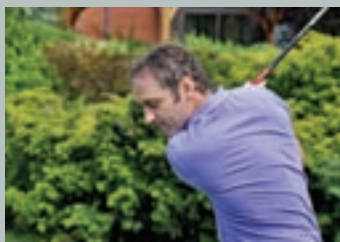
"We originally pledged to raise £25,000 in 18 months but we have now revised our target to £50,000."

Russell Start

policy. "Having a preferred charity really brings people in the company, from all over the country, together for a common cause," he said. "We originally pledged to raise £25,000 in 18 months but we have now revised our target to £50,000." It's a target that Pickfords is well on its way to achieving. During his speech

at the prize giving Russell said that he had had the opportunity of visiting the Childline offices (now merged with the NSPCC). He watched the councillors on the phone to distressed children and saw the queue of lights waiting on the switchboard. "When you see one of those lights go out unanswered it makes you determined to do all you can to provide the facilities the charity needs."

As well as Mainstream, the main sponsor, suppliers to Pickfords had each paid to sponsor individual holes around the course. With the revenue from green fees, sponsorship, and the raffle and auction held after the evening dinner, Pickfords estimate that it has raised a further £6,000 from the golf event. "I guess that means we'll be doing it again next year," said Russell.



THE WINNERS

Lyndsey Daykin of Pickfords presented the winners with their trophies

Individual winners



First: Jock Mundy from Mainstream with 45 points



Second: Justin Webster from SIRVA Relocation with 37 points



Third: Mick Cousens from Pickfords with 37 points

Team prize winners



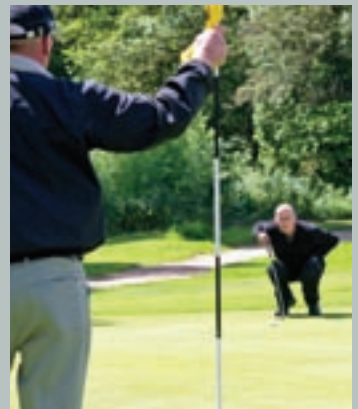
First: Jock Mundy, Mark Pullen and Mark Lucas from Mainstream



Second: Russell Start, Pickfords; Stephen Vickers, BAR; Mick Cornish, Agility



● With winds gusting up to 25 mph, flags were kept fluttering and competitors were kept on their toes.



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

INSIGHT: PLASTIC CRATES



Pluscrates – a British phenomenon?

The concept of plastic crates for commercial moves has been well established in the UK for many years, but remarkably, this apparently British phenomenon does not seem to make the journey across La Manche. Why might that be and are the mainlanders, at long last, coming around to the Rosbifs' way of thinking? By **John Mitchell** of Pluscrates.

The fibre board crate, produced by Denton Containers, was the first nesting and stacking crate to be used by a British commercial mover in the early 70s priming the market for the first plastic injection moulded crates, from GPG Containers, which really kick started the crate rental business. It's never really looked back and today, around 1,000,000 crates are out on rental to moving companies and direct to businesses every day throughout the UK. It's become a big business.

Perhaps it's not entirely surprising that the Brits latched onto this logistical revolution with great enthusiasm. Before the first crate came off the production line there was only one real contender for the commercial mover: the dreaded tea chest. The tea chest undoubtedly had its charms, but after a day of lugging them around from office

Before the first crate came off the production line there was only one real contender for the commercial mover: the dreaded tea chest.

to van and back, those redeeming features were hard to appreciate. They were heavy, impossible to clean, inflexible, could not be sealed and ripped your hands to shreds. They were sometimes still half full of tea of course, so it wasn't all bad news.

Faced with the choice between the tea chest and a clean, reusable, stackable, sealable container that left hands unscathed and could be made in a variety of sizes, the reusable plastic crate was firmly set on a winning track. But why did our friends across the channel say, "Non"?

Perhaps it was because they didn't drink tea. Well, not to the

same degree the Brits did anyway. The regular supply of tea chests was just not available on the continent so M. Déménageur had to find an alternative. From a much earlier time the continentals preferred cardboard cartons. They were not so robust and could not be cleaned, but they were reasonably cheap, flexible and available. They did, however, require the destruction of forests full of CO₂-eating trees which is no longer acceptable.

Of course the environmental impact of carton production has dissipated with the development of sustainable forests which owe their very existence to the demand for paper. One could argue, in this

respect, that the use of cartons actually helps the environment rather than harms it. But the practical difficulties of working with cartons still remain and now it might be time for our continental cousins to make a switch. In fact some have already begun to do so and my company is already renting more crates for commercial moves across The Channel than ever before.

The arguments are the same as were recognised right from the start. Crate rental is convenient, cost-effective, environmentally sustainable and hygienic. What's more, operators and customers like them because they are easy to handle, easy to stack, and can be nested as soon as they are empty to save space as the new working environment returns to normal.

Maybe it is now time for our continental cousins to take up the winning ways of the Brits ... at least in this respect if nothing else.



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Surveillance film used in disciplinary proceedings

There may have been times that you have suspected that one of your employees who is on sick leave is not actually as sick as they say they are. Furthermore, if you have cast iron evidence that the employee is not ill at all, it may, in such circumstances, be tempting to jump straight to dismissal. By **Stephen Meyerhoff**, Backhouse Jones Solicitors

The Employment Tribunal recently handed down its decision in the case of *Pacey v Caterpillar*, in which they upheld a claim for unfair dismissal, criticising the employer for not obtaining a medical report to support its CCTV evidence.

The Claimant had worked for Caterpillar for 11 years until his dismissal in March 2010. Prior to his dismissal he had sustained a back injury whilst working for the Respondent and was unable to attend work as a result of the injury. During his absence he was signed off by two doctors as unfit to work.

Despite having two supporting doctors' reports in his favour, the Respondent did not believe that the Claimant was genuinely sick. Therefore, the Respondent hired a private investigator to follow the Claimant. The Private investigator produced video footage of the Claimant carrying out his normal day to day activities even though he was signed off work sick. The footage showed the Claimant clearing ice off his car, carrying his shopping and walking his dog. When the Claimant returned to work he was shown the CCTV footage and was dismissed by the Respondent

for gross misconduct on the basis that he had fraudulently claimed company sick pay.

...if an employer wishes to use CCTV evidence in court or in an Employment Tribunal they first have to consider whether the film is admissible as evidence, namely whether it is covert evidence or not.

During the investigation meeting the Claimant said that his doctor had told him to do light exercise and to do as much as possible to assist him to get better. The Claimant stated that the activities shown in the recorded CCTV footage were consistent with his doctor's advice. The company decided to consult the Claimant's

doctor in this regard. The doctor did not receive the CCTV footage and so did not view it, but rather he received a written account of what was shown on the CCTV.

The Claimant's doctor stated that the Claimant was genuinely in pain and unable to carry out many activities and had told the Claimant to undertake light exercise to assist his recovery. The doctor stated that the Claimant could undertake most activities in the CCTV footage. However, despite all the evidence in the Claimant's favour the Respondent decided to dismiss him for gross misconduct.

When the Claimant brought a claim for unfair dismissal the Tribunal upheld the claim, holding that the Respondent's investigation had been wholly inadequate. The Tribunal could not comprehend why the Respondent did not instruct a medical expert prior to making a decision on the Claimant's employment. They stated that medical evidence should have been used in conjunction with the CCTV evidence and that failure to do so was the main contributing factor to the Tribunal's decision.

CCTV is widely used both in the workplace and in public. It is used to catch thieves, time wasters and

those pretending to be sick. However, if an employer wishes to use CCTV evidence in court or in an Employment Tribunal they first have to consider whether the film is admissible as evidence, namely whether it is covert evidence or not.

CCTV evidence can be used without breaching the provisions of the Human Rights Act as the Act only relates to covert CCTV footage. Once the CCTV footage has been obtained, in addition to the Human Rights Act which prevents the use of covert CCTV footage, employers should also consider the effects of the Data Protection Act 1998. This Act does not prevent CCTV monitoring in the workplace but it does lay down rules of how such footage can be used. Before introducing any sort of CCTV surveillance the employer should make it perfectly clear to the employees what the CCTV surveillance is for and what benefits it will bring.

In summary, a prudent employer will use either CCTV surveillance or CCTV footage to ensure that employees who are off work sick actually are indeed sick. However, in such circumstances an employer should back up CCTV evidence with a medical report to ensure that they are not subject to a successful Employment Tribunal claim. Furthermore, if an employer wishes to use CCTV to monitor employees in the workplace it is advisable for that employer to inform the employee that they are being monitored and also why they are being monitored. This will help the CCTV evidence that is subsequently obtained to be admissible as evidence in court or the Employment Tribunal.

For further information regarding the admissibility of CCTV evidence please contact Steven Meyerhoff on 01254 828300 or via e-mail at steven.meyerhoff@backhouses.co.uk.

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Design award hat-trick for Crown reach truck

Crown's ESR 5000 series of reach trucks has taken a third international prize in recognition of the product's exceptional design.

The Good Design Award 2010 acknowledges the outstanding ergonomics and advanced engineering which significantly enhance the functionality, performance and operator comfort of the model range. This truck looks unlikely to be used extensively in the HHG market however it may have applications for document storage.

After successfully taking the iF Gold Award and IDEA Gold Award, Crown's ESR 5000 reach truck series has now received the Good Design Award in the "Transportation 2010" category. The award is bestowed by the Chicago Athenaeum: Museum of Architecture and Design and the European Centre for Architecture Art Design and Urban

After enjoying a huge success with many major customers in Europe, the ESR 5000 is now being recognised by the US market...

Studies and has been made to international designers and businesses every year since 1950. The award recognises innovative products characterised by outstanding design, i.e. design representing an elegant combination of form and function.

The ESR 5000 series of reach trucks was developed in Europe and is manufactured at the company's Roding plant in Bavaria, Germany. After enjoying a huge success with many major customers in Europe, the ESR 5000 is now being recognised by the US market, as this latest design award proves. Last year Crown upgraded the series with exclusive standard and optional features. The three key features are the unique Optimised Cornering Speed (OCS) system, a new top speed of 14km/h and an extended lift height of 13 metres. Optimised Cornering Speed ensures that the ESR always stays within safe limits whilst travelling. The system automatically monitors the truck's steering angle and handling as it travels into or out of a turn, adjusting the vehicle's speed as required. Combined with the new 14km/h top speed for all models in the series, this significantly improves goods throughput. Models fitted with the optional Super Duty Mast are more adaptable and versatile than ever before, thanks to an improved 800kg residual capacity at a lifting height of 13 metres.



● The ESR 5000.



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INTERVIEW: ANDY WADE

● In the know: Andy Wade of F&N Removals has a firm grasp of how the Internet can be used for effective marketing.

The changing face of moving

An interview with Andy Wade of F&N Removals in Grantham. By **Steve Jordan**.

Andy Wade has been in the moving business for 30 years. After working with a number of companies he settled 12 years ago working with Paul Fletcher at F&N. Andy has also given his time to help BAR. He's been the chairman of the East Midlands Area for 15 years, a member of the National Council, now serves on the Overseas Group Council and is also the deputy chairman of FIDI UK. I figured that Andy's opinion would be worth listening to. I wasn't wrong.

I caught up with Andy at his company's self storage facility in Peterborough. I didn't have an agenda so asked Andy if there was anything he was burning to talk about. There was.

Andy said that he had seen many changes in the industry during his working life but none so radical as the recent change in the way in which business is acquired. Gone are the days of *Yellow Pages* adverts, migrant newspapers and leaflet drops. Now it is the Internet that is king – if you do it right. "Most companies haven't realised how it works and what they are missing," he said.

For a moving company to really embrace trading on the Internet it has to let go of a few 20th century values. It's necessary to appreciate that the world has changed, customers are used to buying on the Internet, they have become accustomed to a different level of

service, they understand price comparison sites and are prepared to accept more automation of the process. "In the old days I thought

"We have three levels on our site: call me; this is what I've got; and detailed information."

Andy Wade

we couldn't possibly do a move without a survey. Now my attitude has changed radically," said Andy. "Customers understand computers. There is not nearly as much problem as there used to be."

To trade effectively on the Internet the website is, of course, key. It has to be easy to navigate and must lead the customer through the process of obtaining an estimate. "We have three levels on our site: call me; this is what I've got; and detailed information." Customers can give some basic details for a rough estimate or fill out a much more detailed form for a more accurate figure.

Andy drives people to his website by buying Google Adwords. This allows him to decide exactly how much he wants to spend promoting

on the Internet from week to week. "It allows me to fill in holes in our diary," he explained. "If we are quiet I might spend £5,000 a month on Google, if not the figure might drop to a few hundred." The flexibility of using Google in this way allows Andy to manage his level of business to make sure his resources (men and vehicles) are productively employed most of the time.

Of course he gets a lot of enquiries he doesn't want. "We have to be quick on our feet to sort them out. We will do surveys if necessary but most customers are happy to accept an estimate and for us to make adjustments later." He explained that sometimes it's easier just to accept small variances in volume, but customers generally are happy to pay up if the volume is higher than expected. "We've had jobs come in at double or even triple the quoted size and the people pay up."

When BAR launched its new website a couple of years ago Andy was delighted. "It's a good website that does what it says. I like it very much. But it doesn't produce any leads because nobody is directed to it. People don't type in 'BAR' they type in 'Moving to Scotland' and get directed to whoever paid most to Google. It's a wonderful website but with no purpose."

Another big change is the rise of the e-bookers. There are three basic types and Andy works with all of them. Some companies just sell leads; some ask F&N for a rate,

take an introduction fee from the customer then pass the job over; others sell the move themselves and then employ F&N as a subcontractor. "This last group is quite good because we have none of the responsibility of selling the job in the first place. Nor do we have any aggravation from the customer if anything goes wrong." Andy admits though that when working for e-bookers you have to be very hot on credit control. "If the job comes in oversize we don't deliver until the balance is paid. You have to set a credit limit that you can afford and stick to it. If the credit limit is exceeded, don't move the shipments. They are very hard-nosed sales people who absolutely understand if you are hard-nosed back. You just have to stand your ground."

Andy is very careful with his costing. He understands his costs and never works for nothing. "My staff know about profitability. If we are going to make a loss on a job we might as well send the enquiry back and enclose a £50 note."

It is clear that Andy has embraced online trading and is making a success of it. The old days have

"If we are quiet I might spend £5,000 a month on Google, if not the figure might drop to a few hundred."

Andy Wade

gone and won't come back. Any moving company that wants to be successful and remain so, would be wise to accept that customers understand computers, are prepared to do research online, like shopping online and are prepared to accept that it's not always necessary for a nice young man to come round and drink tea with them just to book a removal. Radical for many, but true.

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HAVE YOU WRITTEN A

Will

Why it is essential to write a will, update it regularly and store it securely. By **Ken Smart**.

A properly drawn up will is the only way to ensure that your estate, for which you have worked hard all your life, passes to those whom you wish to benefit.

Without a will there is uncertainty, many people believing that upon their death everything will automatically pass to their next of kin. Unfortunately this is rarely the case and unless you have received proper legal advice your wishes will not be carried out following your death.

Once you have made your will it must be kept in a safe and secure environment because it is probably the most valuable document you will ever possess, since it represents everything you have strived for in life. The will should certainly not be kept at home, as it would be vulnerable to alteration or damage by fire or flood and consequent invalidity.

Any will which becomes even slightly marked or defaced in any way will not be fit for purpose at the time the executors apply for probate...

Any will which becomes even slightly marked or defaced in any way will not be fit for purpose at the time the executors apply for probate, resulting in your estate being declared intestate with serious implications for the estate and a probable drawn out legal battle for the executors.

It is also vital that the executors are able to locate the will as soon as possible following your death.

Members of The Society of Will Writers offer a comprehensive range of services including secure storage and a will tracking facility, ensuring that executors can locate and obtain the will without difficulty.

They also offer extensive advisory services to executors which can maximise the executors' chances of obtaining probate without difficulty. In addition, in the event that the executors encounter difficulties with probate, full administration services are also available at reasonable cost to the estate. The objective is to maximise the value of the estate for the benefit of the beneficiaries.

It is also essential that a will is kept up to date since any change of circumstances which have not been taken into account will result in the executors having unnecessary problems when applying for probate.

For instance, should any of the named executors or the testator(s) move house an update becomes necessary. Furthermore a will is invalidated if a testator gets married or divorced, necessitating a new will.

Members of The Society of Will Writers offer lifetime plans including updating whenever necessary. This is the most economic way to ensure that a will is stored properly, updated whenever necessary and available to the executors without delay when required.

Writing a will need not be a daunting experience since a

Society of Will Writers member will arrange a home visit at a time to suit you, often during the evening or over the weekend.

Comprehensive advice will be given according to your circumstances to ensure that your wishes are met and to assist in minimising (possibly avoiding) inheritance tax, and to protect your home from being sold to cover care costs.

Remember, failure to write a will could result in children under 18 being taken into care and your entire estate being declared intestate.

Ken Smart

After working for over 43 years in the removals industry, Ken Smart has moved into the will writing industry and is now engaged as marketing consultant with Specialist Will Writing Services Limited.

Based in Aldershot, the company offers comprehensive will writing and estate management services, including trusts, lasting powers of attorney and advice on minimising inheritance tax and providing for care costs.

Ken has prepared this article in the hope of alerting all movers to the importance of getting down to writing a will.

For further information and advice you can e-mail Ken at: ken.smart@swsltd.info, or call: 01252 352308.

Warning to consider risks of cloud revolution

Companies should take steps to manage inherent risks and unexpected costs during the cloud services revolution, according to Gartner, the world's leading information technology research and advisory company.

Cloud service sourcing is immature and fraught with potential hazards," said Frank Ridder, Research Vice President at Gartner. "Cloud computing is driving discontinuity that introduces exciting opportunities and costly challenges. Organisations need to understand these changes and develop realistic cloud sourcing strategies and contracts that can reduce risk."

To avoid the potential pitfalls and hidden costs of cloud sourcing, Frank Ridder said that organisations need to ensure they understand the short and long-term implications of cloud services, on the demand and supply side, as well as on the sourcing life cycle itself.

More detailed analysis is available in the Gartner Special Report on Cloud Sourcing: www.gartner.com.

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



● Gordon Bell, President of OMNI and Chairman of Asian Tigers, at the OMNI conference in Portugal.

OMNI in Portugal: an historic milestone and an historic decision

The OMNI conference took place in Albufeira in Portugal at the beginning of May. OMNI (Overseas Moving Network International) is 25 years old this year and the delegates took every opportunity to celebrate this historic milestone in grand style at the Sheraton Pine Cliffs Resort in the Algarve sunshine.

OMNI is an exclusive network of some of the largest and best known international moving and relocation companies in the world. In some ways OMNI is recognised as the industry's best kept secret. But, in practice there is nothing secretive about OMNI. It is simply a network of business partners who trade together all year and meet each spring to talk business and enjoy each other's company. As always the event was five star in every way: not just the hotel but the social events, the food and the organisation was top drawer, just as OMNI expects.

An historic decision

This year the business sessions too took on a decidedly historic feel in keeping with its 25-year anniversary. Since its inception in 1986, OMNI has ruled that no member company may carry on a moving business in more than one continent. The rule was in place to foster the agent-to-agent principle on which the organisation was based. However, over the years the rule has come under pressure from members that wished to expand into other

continents to meet the needs of their customers and their own commercial objectives. The One Continent Rule (OCR), as it was called, was considered out of date by some and an essential element of OMNI by others. There was a risk that the OCR would cause division in what was, otherwise, a very happy family.

There was a risk that the OCR would cause division in what was, otherwise, a very happy family.

For this reason the OMNI Board decided to bring the OCR under the spotlight in Albufeira to ask the membership if it should stay, go or be reviewed. The discussion was given extra poignancy following the acquisition of Wridgways in Australia by Asian giant Santa Fe and the announcement just before the conference that Santa Fe also intends to buy Interdean in Europe

this summer. All three companies are OMNI members and the merged business would be in clear breach of the OCR.

There was much discussion both before the conference and during the business meetings in Portugal. There was, however, little if any argument. Most people agreed that this was a difficult problem that needed resolving amicably for the benefit of the OMNI membership as a whole.

During the AGM, after all the talking had been done, a secret ballot was taken. The result was for the OCR to be scrapped in its entirety. This bold decision has now cleared the way for OMNI members to follow their global ambitions without their membership of OMNI being affected. Although it remains to be seen how this change affects agent-to-agent trade within OMNI, and there is still a wide variance of opinion between OMNI companies on this matter, it was clear that the majority of OMNI members feel that this is a positive move. It sets OMNI and its members on a much more secure footing to capitalise upon the opportunities that an increasingly global market provides.

Euromovers international conference Amsterdam

Over 100 delegates from around the world gathered for the 2011 Euromovers International Conference in Amsterdam on 7 May.



● Monica Jonsson of CoachDynamics addresses the Euromovers conference.

The Luxembourg-based organisation has members across the globe and the conference attracted member companies and guests from as far away as Korea, the United States and Japan, as well as those closer to home in mainland Europe and the United Kingdom.

The theme of this year's conference was 'International Communication' and members were given some important advice from keynote speaker Monica Jonsson from CoachDynamics on how to improve our understanding of the way we relate to each other, both in our written correspondence and during face-to-face meetings. Later Antonis Karagiannis from Kae International in Athens explained how the Internet has changed the way customers and suppliers exchange information and the importance of using the web effectively to promote individual member's businesses and the Euromovers network. Bright Yoon, from Hyundai Relocation, suggested to the group that it might be necessary for moving companies to develop DSP (Destination Service Provider) relationships in Asia if they are to be successful in this market long-term.

After the formal part of the conference delegates enjoyed a boat trip through the narrow canals of the old city and experienced the

Many delegates commented that although modern communications have made keeping in touch much easier, face-to-face meetings in international business are as important as ever.

vibrant life-loving atmosphere of Amsterdam. The evening was blessed with good weather and made a fitting end to an enjoyable and informative conference.

Many delegates commented that although modern communications have made keeping in touch much easier, face-to-face meetings in international business are as important as ever. The annual conference gives members the opportunity to reinforce relationships with members of Euromover's growing family of international moving companies.

For more information about Euromovers visit the website: www.euromovers.com.

Maersk Line launch sustainable container floor

Maersk Line has recently announced a new policy to refrain from purchasing containers with floors made of uncertified tropical hardwood.

"Illegal logging is widely recognised as a serious threat to forests, people and wildlife. We feel obligated to use our purchasing power to push for higher standards and ensure that the timber we use for container floors comes from responsible forestry" said Jacob Sterling, Head of Climate & Environment, Maersk Line.

Traditionally, shipping lines have had their containers fitted with tropical hardwood floors. It takes two cubic metres of hardwood to produce floors for three 40 foot containers. The container industry uses approximately 1.2-1.5 million cubic metres of hardwood annually to meet demand for new containers.

As a result of the new policy, all new Maersk Line containers purchased as of January 2011 will have floors made of timber from sources employing responsible forestry practices or non-wood alternatives such as bamboo and recycled plastic. Any tropical hardwood used will be certified by the Forest Stewardship Council (FSC). As an interim solution applicable only in 2011, tropical hardwood verified as legally compliant will be accepted while other floor types are scaled up in production.

To date, Maersk Line has purchased 64,000 containers that comply with the new policy. Over the next five years, Maersk Line will purchase some three million containers (TEU), more than doubling its current container fleet. A large percentage of the container fleet will therefore have new alternative floorboards within a relative short time span. Certified floors will be in all Maersk Line containers within 18 years, the typical lifetime of a container.

"It will take a while before we can say that all our containers are fitted with the new floors

but we trust that our customers will appreciate that the containers we buy to transport their cargo from now on will have more sustainable floor types," said Jacob Sterling.

The new alternative floors have been tested and developed in partnership with company suppliers.

The container industry uses approximately 1.2-1.5 million cubic metres of hardwood annually to meet demand for new containers.

Maersk Container Industry (MCI) in Dongguan, China produced its first FSC-labelled container for Maersk Line in April 2011. The container is fitted with hardwood floor from certified responsible forestry.

"We have spent several years testing alternative materials and developing suppliers to avoid the use of uncertified tropical timber. We are pleased to introduce a viable and competitive solution for our customers," said Peter Nymand, CEO, Maersk Container Industry.

FSC's Director General Andre de Freitas is satisfied with Maersk Line's policy. "Through preference for FSC certified products, Maersk has prioritised essential social and environmental criteria throughout its supply chain."



● Maersk Line will only use responsibly sourced hardwoods in its containers in future.

MATTHEW JAMES

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PROFILE: MATTHEW JAMES



Matthew James: A family business

Spend time on the road, anywhere between Erith and Spain, and you can be sure to see a Matthew James truck - always beautifully turned out.

The casual observer could be forgiven for assuming that the company was an old established firm with a pedigree going back generations. Not quite. The company is undoubtedly successful, but it has been the drive and ambition of one young man, Matthew De-Machen, and his closest family, that has driven it on.

According to his mum, Ann, as a toddler Matthew was constantly on

the go. "He never sat still then and he's not changed now," she said. By the age of five Matt was re-organising furniture at home on a regular basis. "I once came home to find the dining room in the lounge."

Matt left school as soon as he could to work on his dad's small but professional man and van business. After four years and having gained a vast amount of knowledge, Matt left his dad to

work in a local Mexican restaurant to save up for his own lorry. After two years serving fajitas Matt had earned enough money to buy his first lorry (for which he had no licence!). To start with Ann helped him by driving the lorry giving Matt the kick-start he needed to get the business going. He passed his LVG 2 shortly after at the tender age of 18.

Unfortunately starting the business in the middle of a 90s

PROFILE: MATTHEW JAMES



● Left to right: Ann De-Machen, Senior Estimator; Matthew De-Machen, Director; Janet McCaig, Senior Accounts; Charlotte Taylor, UK Depot Manager; Ruth Stanway, Spanish Depot Manager; Paul Speer, Operations Manager; Jill Finch, Move Co-ordinator; Steven Turner, European Manager.

a customer today, which clearly shows that as the company has expanded Matt has ensured his high standards still remain in place.

With his sister now around to assist, Matt concentrated on travelling through Europe in his first road train thoroughly enjoying the one-on-one contact with the clients. With so many people moving abroad to France and Spain, these destinations soon became key to Matthew James.

"It was an expensive mistake, we didn't know that the hard times were about to hit. We had to pull out of the rented part of the warehouse."

Matt De-Machen

recession proved very difficult.

Though as always, through sheer determination Matt worked as hard as ever and things progressed as the business became established in Chislehurst and its surrounding areas.

After Matt had bought three trucks, his sister Charlotte left her job in London to join the moving company.

Matt booked Charlotte straight in for her national and international CPC. "I remember her calling me to ask what an artic was," he said. Luckily she has her brother's determination and studied continuously to successfully obtain the qualifications she needed.

Matt clearly recalls his joy at obtaining one of his first clients 'Louis Baron designers' in Chislehurst. "It was a great day," he said, "and, fortunately, one of many." Happily Louis Baron is still

expensive mistake," said Matt. "We didn't know that the hard times were about to hit. We had to pull out of the rented part of the warehouse." The company has since moved back in now that the market has eased a little.

The biggest development since the business was first established in 1995 is the company's Spanish depot. As Matthew James moved thousands of clients to Spain they would sub-contract from other companies to reload their vehicles. With such large volumes going abroad Matt was keen to open up a depot in Spain.

In 2003 the company opened up in Mijas and, although Spain has hit very hard times over the last few years, the Spanish depot continues to thrive, especially after taking on a new depot manager in 2009, Ruth Stanway. "Getting competent staff is extremely hard these days, luckily we have found a manager that has excelled and continuously pulled the company forward," said Matt.

Matt still has a few staff alongside him from day one, including his mum of course! Andy Brien went out to Spain to help set up in 2003, he is now so settled out there he does not like even coming back for a holiday! Thankfully, although they are very hard to find, the company has taken on some very competent staff in the last few years: Operations Manager Paul Speer, for example, is one of the most dedicated members of staff that the company has ever come across.

With a number of new lorries on order and an office full of Truckfest Show awards, it's reasonable to assume that the Matthew James trucks, and their Spanish dancers, will continue to take pride of place on Europe's roads.



"Getting competent staff is extremely hard these days, luckily we have found a manager that has excelled and continuously pulled the company forward."

Matt De-Machen



● Matt takes tremendous pride in the appearance of his trucks and has won numerous awards at truck shows up and down the country.

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



Expect on the Move



● Left to right: Chris Waymouth (IT consultant), Peter Weltenius and Keith Whelan.

On Saturday 21 May Team Expect Move took part in GöteborgsVarvet in Gothenburg, Sweden, the largest half marathon in Scandinavia with 60,000 runners entering the race.

Peter had obviously enjoyed the 13.1 miles of punishment. "There was a great atmosphere with celebrations all along the 21km course," he said. "We were spurred on by about 20 live

music bands and some 250,000 Viking supporters all in fine voice. We ran for Child Cancer Charity which raised more than 1.3 million SEK (£126,000). For some days after the race there were a few aching muscles, but everyone had a very good time and it is likely we will do a similar event again next year to continue to demonstrate our commitment towards Corporate Social Responsibility."

Transport summer school

Kühne Logistics University in Hamburg is to host an international summer school on Transport Management from 19-30 September, 2011.

There will be five modules covering transport management in business contexts. The summer school is being produced in cooperation with Professor Sebastian Kummer of the WU Vienna University of Economics and Business.

More information is available at: www.the-klu.org.

FTA urges industry to support EuroTra Safety and Innovation Award 2011

Nominations for this year's European Transport Training Association (EuroTra) awards are now open.

The fifth annual EuroTra Safety and Innovation Award will recognise those responsible for the best product or service aimed at improving road safety for the European road transport and logistics industry.

The EuroTra Safety and Innovation Award was created to recognise the efforts of individuals, organisations or companies who have made real efforts to improve road safety for the European road transport and logistics industry.

To support the importance of safety and to recognise achievements within the transport and logistics branch, Volvo Truck Corporation continues to sponsor the award, with Traffic and Product Safety Director Carl Johan Almqvist playing an active role as a judge on the award panel. For the third year in a row, FTA's consultancy team has been commissioned by EuroTra to manage the Safety and Innovation Award.

EuroTra Safety and Innovation Award - the criteria

Once a year a selection committee consisting of representatives from Volvo Trucks and EuroTra selects the winning proposal that best meets all or most of the following criteria:

- Presents a clear link with road safety and encourages a continuous process in the area of road safety;
- Has a connection with the benefits of training and education;
- Helps to solve environmental issues in the road transport industry;
- Is innovative in its nature.

Nomination procedure and prize ceremony

Nominees from right across the globe are invited to apply for this award. Research will also be conducted by the FTA team, with companies and individuals being invited to submit an application. Once the closing date for entries has passed, all applications will be assessed by the selection committee

The EuroTra Safety and Innovation Award was created to recognise the efforts of individuals, organisations or companies who have made real efforts to improve road safety for the European road transport and logistics industry

and the 2011 winner will be informed in writing by the campaign manager. All applicants will be informed of the result.

The winner will be invited to an award ceremony, where they will be presented with a cheque for euro 1500 and asked to give a short presentation on their product or service. All travel and accommodation for a representative of the winning company will be paid courtesy of the EuroTra organisation.

The ceremony will be held in conjunction with the EuroTra Winter Assembly, due to be held in London on 1 and 2 December, 2011. For an application form please contact James Tillyer, campaign manager for the award, at jtillyer@fta.co.uk or on +44 1892 552225. Application forms must be submitted by Friday 16 September at 12:00 (Central European Time).

The European Transport Training Association (EuroTra) is an international network of leading training institutes and organisations within the transport and logistics industry. Their principal aim is to "...serve the road transport and logistics industry by the development and training of human capital." EuroTra is made up of more than 25 leading training organisations (including FTA) and represents over 15 countries from across Europe.

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TECHNOLOGY: VOLVO'S METHANE-DIESEL TRUCKS

Thumbs up for methane-diesel

For the first time ever in Europe, it is now possible to use gas-powered trucks for longer and heavier transport applications.

Swedish haulage firm Götene Kyltransport is one of the transport companies that for the past year has been testing the new Volvo Trucks model that runs on liquefied methane gas and diesel. Series production starts this summer.

"Our experiences from running on methane-diesel are excellent. This is definitely a solution for the future. If the price of gas is right, I expect that up to 80% of our truck fleet will consist of Volvo's methane-diesel trucks within the next five years," said Ulf Johansson, President of Götene Kyltransport.

This August, Volvo Trucks will be the first manufacturer in Europe to start series production of methane-diesel trucks. Just as the name suggests, the new Volvo FM MethaneDiesel is powered by both methane gas and diesel. Although the model is new, the technology has already undergone exhaustive testing and evaluation. For Götene Kyltransport, which has 140 employees, there was no hesitation about participating in the field tests.

"We always try to do everything as cleanly as possible from the environmental viewpoint. Not least when we're choosing trucks. Thanks to our green focus, we've acquired several new customers who also prioritise the environment when purchasing transportation services," explained Ulf Johansson.

The vehicle tested hauls a 20 metre long refrigerated trailer that can carry three tonnes more than a regular trailer. With this larger capacity trailer, it is the truck's own methane-diesel engine that powers the hydraulic refrigeration unit, rendering unnecessary the two smaller, less eco-optimised diesel engines that otherwise drive the refrigeration units of conventional rigs.

"If the price of gas is right, I expect that up to 80% of our truck fleet will consist of Volvo's methane-diesel trucks within the next five years..."

Ulf Johansson

The new Volvo FM MethaneDiesel has a 13-litre engine producing 460 horsepower and 2300 Newton metres of torque. The fuel consists of up to 75% liquefied methane gas and the rest diesel, but this proportion may vary depending on how the vehicle is

used. "It's just like driving a regular diesel-powered truck. Of course there's a difference when the time comes for refuelling, but you soon get the hang of it," said Ulf Olsson, one of the drivers testing the methane-diesel truck at Götene Kyltransport.

Compared with conventional gas-powered engines where the fuel is ignited by spark plugs, the methane-diesel alternative offers 30-40% higher efficiency, which means that fuel consumption is cut by up to 25%.

"The optimal solution is to run on biogas. That cuts carbon dioxide emissions by up to 70% compared with a conventional diesel engine. However, this means that access to biogas must increase," said Mats Franzén, Manager Engine Strategy and Planning at Volvo Trucks.

Thanks to the use of diesel technology combined with liquefied gas power, Volvo's methane-diesel truck can considerably extend its operating range compared with a conventional compressed-gas truck powered by an engine using spark-plug technology. As a result, it is now possible for the first time to use gas-powered trucks for regional transport, with potential for also using them in long-haul operations.

There are considerable benefits with Volvo's new methane-diesel trucks from the purely financial viewpoint too. "They do admittedly

require a larger initial investment. However, in most countries truck owners will be able to recoup their investment since the price of methane gas is usually considerably lower than the price of diesel," explained Mats Franzén.

From the purely technical viewpoint there are no major differences compared with a conventional diesel engine. The main difference is in the gas injectors, which are fitted

"The optimal solution is to run on biogas. That cuts carbon dioxide emissions by up to 70% compared with a conventional diesel engine."

Mats Franzén

on a plate between the inlet duct and the engine block. In addition there is a thermos-like fuel tank that keeps the gas liquefied at a temperature of -140°C under reasonable pressure. The special catalytic converter with which the truck is equipped is another feature

LIFE ON THE FRONTLINE

BY DAVID JORDAN

Kirsty Parsons, Bournes Removals

Kirsty Parsons is marketing and business developer for Bournes in Rye. Here she explains about the challenges and compensations of her job on the frontline.

I joined Bournes at the end of 2006. At the time I'd been working for a business consultant and was looking for something a bit more challenging in marketing and advertising. Bournes were looking to become more proactive in their marketing efforts so I joined the team with pretty much a free scope to develop my role and make them see why I was worth keeping!

Since then we've come a long way. I must have justified my role as I'm still here! Today my role is really varied. We've developed and implemented a formal and more structured marketing strategy and reviewed, tidied up and improved our marketing communications to strengthen our brand – something we're always working on. I am also involved in supporting our corporate business development team with anything from research on prospective accounts, putting together responses to RFIs and RFPs, monitoring and reporting sales activity through our CRM system and attending trade shows and exhibitions.

A big part of my job is constantly reviewing our marketing strategy in relation to what our customers want and developments within the industry to increase our competitive edge. This means a lot of listening and a lot of reading. Things are changing quickly, so we need to keep up. One of the biggest things at the moment is our online strategy – the Internet has created a monster – how customers research, select and buy from moving companies is evolving fast and increasingly involving digital channels so we've got to make it easy for them.

We've re-launched our website which I am continually working on by developing new content

and tools to make it less of a brochure and more of a tool for customers. We're also working hard on search engine optimisation and I'm diving head first into the world of social media; I'm really interested in this area and could spend all day working on it if I had the time.

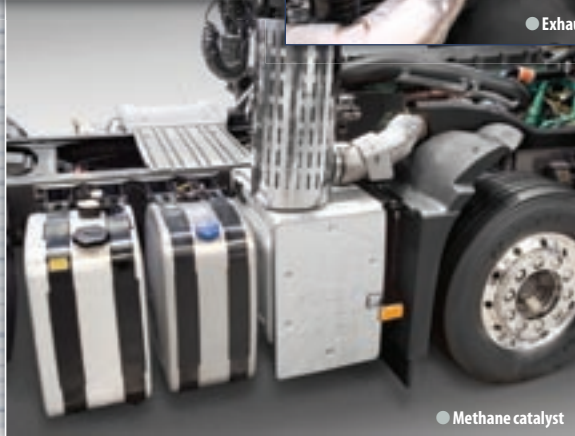
I've been lucky that Bournes has helped me develop my skills and I recently completed a Diploma in Marketing with the Chartered Institute of Marketing which has given me lots of new ideas and knowledge.



Although Bournes has grown a lot since I joined, it still feels like a family company. Everyone has their chance for input and opinions are valued here ...

Kirsty Parsons

Although Bournes has grown a lot since I joined, it still feels like a family company. Everyone has their chance for input and opinions are valued here, everyone takes ownership for doing a good job, and whilst I like to think it's my fantastic marketing that keeps customers coming back, it's probably more the great service our staff provide ... but don't tell my boss that, I've still got him believing I'm worth keeping!"



developed particularly for methane gas-powered engines. However, the basic engine itself is a diesel unit and operating reliability with gas power is the same as for diesel. This has been demonstrated not least in the exhaustive field tests that were undertaken.

Independent researchers believe firmly in methane as the fuel of the future for heavy commercial transport operations. "My research indicates that methane gas for next-generation heavy commercial operations offers considerable environmental savings in the form of lower carbon dioxide emissions, and it also allows us to utilise our natural resources in a better way," said Maria Grahn, Fuel Researcher at the Chalmers University of Technology in Göteborg.

One factor that is crucial for the development of methane-diesel trucks is expansion of the gas infrastructure and for the building of more refuelling stations throughout Europe. The gas industry is optimistic about the future and predicts swift expansion.

"Within just five years, all truck owners in Sweden will be able to run on methane gas. In the rest of Europe, there will be 'blue corridors' along which it will be possible to refuel with methane gas, making it possible to run on methane gas in most countries," commented Anna Berggren, Head

of Market Development at gas distribution company Fordonsgas.

Volvo Trucks started accepting orders for the new Volvo FM MethaneDiesel on May 31. Limited series production will get under way in August. This year Volvo expects to sell 100 methane-diesel trucks in Sweden, Britain and the Netherlands, the markets that offer the best availability of liquefied gas. In 2012 the company expects to

"...there will be 'blue corridors' along which it will be possible to refuel with methane gas, making it possible to run on methane gas in most countries..."

Anna Berggren

increase production to 400 trucks and expand sales to additional markets.

There's also a short film with further information about Volvo's methane-diesel powered trucks at: <http://www.youtube.com/watch?v=YZFNY1R-T-s>.

NEWS: ON THE ROAD

Audit Commission report on the state of UK roads

According to the Road Haulage Association, further evidence of the worsening state of the UK's local roads comes in a new report by the Audit Commission.

It says there is going to be a 26% drop in government funding for local authorities and a 16% fall in capital funding coming through local transport plans over the next three years, so the pressure on councils to keep roads serviceable will be huge.

Confirming some cuts, Transport Secretary Philip Hammond said that funding would be "going down year on year", although he said that overall spending would be higher in the next four years than it had been in the last four.

Councils manage 98% of England's roads, with the Department for Transport's Highways Agency managing the rest. The Audit Commission has urged local councils to pool resources to cope with squeezed funding, increasing traffic volumes, bad winter weather and increasing repair costs.

Audit Commission Chairman Michael O'Higgins said: "In the last national Place Survey roads were a higher priority with residents than crime or affordable housing. Roads in disrepair can put the brakes on trade, economic prosperity, even emergency services. But a well-maintained network helps people, goods and services to move freely and safely."



● "Roads in disrepair can put the brakes on trade, economic prosperity, even emergency services."

DAF innovations to PACCAR MX engine: greater efficiency with lower operating costs

DAF is introducing a significant number of innovations to the successful 12.9 litre PACCAR MX engine.



● DAF's 12.9 litre PACCAR MX engine.

New pistons, optimised fuel injection and a unique, fully encapsulated exhaust manifold unit ensure substantially lower fuel consumption and therefore lower CO₂ emissions. The enhancements fit well within DAF Advanced Transport Efficiency (ATE), a full range of solutions with the aim of increasing transport performance while reducing environmental impact and costs.

The 12.9 litre PACCAR MX engine is fitted to the popular DAF CF85 and XF105 models and is well-known for its high reliability and performance. The engine also has an excellent reputation for fuel efficiency. While further optimising this, DAF first concentrated on those measures that are valuable at partial load, which is how trucks drive 80% of the time.

The versions of the PACCAR MX engine delivering 265 kW/360 hp,

DAF is the first in the truck industry to use thermal encapsulation not only for the turbocharger but also for the exhaust manifold unit.

300 kW/410 hp and 340 kW/460 hp all have new pistons that have better thermal qualities and need less cooling. This means a smaller oil pump is sufficient for maximum efficiency and less friction loss. At the same time, the injection angles and engine management system have been optimised. DAF is the first in the truck industry to use

thermal encapsulation not only for the turbocharger but also for the exhaust manifold unit. This results in even better air management by providing higher turbo efficiency and therefore better combustion. The enhancements to the PACCAR MX engine result in 3% lower fuel consumption and CO₂ emissions, depending on the application.

As part of the DAF Advanced Transport Efficiency programme, more innovations have been implemented to improve fuel efficiency and reduce CO₂ emissions and the total cost of ownership even further. The engines in the DAF CF85 and the XF105 switch off automatically after five minutes of idling, and as well as the standard 16-speed gearbox there is now also a lighter manual 12-speed gearbox available, so the driveline can be even better matched to the specific application. The high torque of the PACCAR MX engine means that a 16-speed gearbox is not always necessary. Moreover, the new gearbox now offers the option of Direct Drive for the version with 375 kW/510 hp as well, which means less friction and greater efficiency. Upon customer request, the maximum speed of the CF and XF vehicles can be increased to 89 km/h. The standard setting is 85 km/h, which provides a fuel saving of 2-3% for long distance transport applications.

Also new is an optional AS Tronic automated gearbox with a shifting strategy fully optimised for fuel consumption. The driver can only shift gears himself at speeds below 30 km/h and when using the MX Engine Brake, in all other situations the electronics decide the ideal shifting moment. To bring the importance of low fuel consumption to the attention of drivers, it is now standard for the main dashboard display of the CF and the XF series to show information about current and achieved fuel consumption.

Correction: June issue, page 8

In the June issue of *The Mover*, we stated that Harrow Green had moved Thurrock Council offices. Although the information in the body of the story was correct the headline was misleading. Although Harrow Green was the principle contractor, it was Arnold & Self

who performed the actual move. In an e-mail to Derek Deamer, Commercial Moving Director for Arnold & Self, Paul Hellen from Thurrock Thames Gateway Development Corporation said: "The move went very well and it was great to see a large team thrown at the job which made

the relocation go very smoothly and to time. The team worked hard to deliver and the Corporation were able to start work early on the Monday morning immediately after the move."

The editor thanks Derek for pointing out this inaccuracy.



● Biofuels can help reach the EU's 10% renewable energy target.

JEC Consortium publishes study on biofuels

The European Council for Automotive R&D (EUCAR) and its partners in the JEC Consortium recently published the final report of the JEC Biofuels Programme: 'EU renewable energy targets in 2020: Analysis of scenarios for transport'.

The JEC Consortium comprises the Joint Research Centre of the European Commission, EUCAR (the European Council for Automotive R&D) and CONCAWE (the oil companies' European association for environment, health and safety in refining and distribution).

The JEC Consortium investigated the potential for biofuels and other alternative energy sources to achieve the 10% renewable energy target

for the EU transport sector by 2020 as mandated by the EU's Renewable Energy Directive (RED). Making reasonable assumptions about the European vehicle fleet, JEC calculated that current legally mandated biofuel blends, with a contribution from renewable energy in non-road transport, come close to meeting the RED 10% renewable energy target. Eight further "technically feasible" scenarios were analysed with differing biofuel contents, fuel grades and vehicles,

demonstrating paths to reaching or exceeding the 10% RED target.

In order to ensure accuracy of the results, the consortium created the 'Fleet & Fuels' model which takes into account anticipated trends in passenger and commercial vehicles, including sales volumes, scrappage rates, usage and fuel consumption.

Leading EUCAR's work on the study was Heinz Hass, Manager for Sustainability and Environment at the European Ford Research Centre in Aachen, Germany who explained, "It was important to have a technically robust study to assess how biofuels and other renewables can contribute to fulfilling the RED targets." Continuing, he stated, "The in-depth technical expertise of the automotive and energy industries and the Joint Research Centre ensures a comprehensive and accountable study to inform consumers, industry and policy makers."

In addition to the above conclusions, the report also highlights the importance of maintaining compatibility between fuel blends and vehicles, to ensure successful application of new fuels and continued customer acceptance. It calls for a robust and forward-looking standardisation process (CEN - European Committee for Standardisation - specifications) in order to enable timely implementation of future fuel roadmaps to achieve the EU targets.

Visit <http://ies.jrc.ec.europa.eu> for more information.



Forth Road Bridge car park will close to HGVs

The Forth Road Bridge car park will permanently close to heavy goods vehicles from Monday 8 August, 2011.

Space for lorry parking will no longer be available due to construction of a new building to accommodate the contact and education centre for the new Forth crossing and Traffic Scotland's National Traffic Control Centre.

From 8 August the area currently used for car parking will become part of the new building's construction site and the area currently used for lorry parking will be reserved for staff and visitor car and coach parking.

The change will be permanent as additional car and coach parking spaces will be required to accommodate increased staff and visitor numbers once construction of the new building is complete.

FETA Convener (Forth Estuary Transport Authority) Phil Wheeler said: "At the Forth Road Bridge we appreciate that the removal of HGV parking may cause some inconvenience to lorry drivers accustomed to using this site, however we've spoken to representatives of the haulage industry and they understand why this needs to happen."

He continued: "The new visitor and traffic facility will be a very positive development for the Forth Bridges and for the local area. Our priority now is to get the message out to drivers and hauliers so that they can adjust their plans in advance of the closure. We'll also provide any support required by local authorities and the regional transport partnership as they plan lorry parking capacity throughout the region as a whole."

'Don't be a Tosser'

BBC Suffolk has reported that the Road Haulage Association (RHA) is calling on lorry drivers to stop littering roadsides with bottles full of urine.

The 'Don't be a Tosser' anti-litter campaign has highlighted the problem that "amber bottles" are a common sight on the A14 approach to the Port of Felixstowe.

John Howells, Eastern Regional Director of the RHA, said: "It is effectively anti-social behaviour. We tell the drivers it's something they shouldn't be doing."

Paul Davey, spokesman for the Port of Felixstowe said: "We've made sure that bins and other amenities are at the entrance to the port. It's always difficult with any sort of behavioural change of habits that have become ingrained, but you have to keep plugging away at it. It's not an excuse for

throwing them out of the cab window that you don't know where the bins are."

While not condoning the litter problem, Mr Howells said there was a lack of places to stop for lorry drivers. "I can pass the message on to the other regions that we accept sometimes you have to wee in a

bottle because of lack of facilities, but, if you do, don't throw it out of the window," he said.

Possibly more worrying still is the prospect of an HGV hurtling down a road with the driver paying more than enough attention to his toilet arrangements. Maybe we should worry less about the litter and more about how the urine made it into the bottle in the first place. Perhaps the job description of a co-driver might have to be amended to meet this apparently essential need. It must be particularly difficult for the driver if he has to take a call on his mobile at the same time!



Comment

What do your drivers do if they get caught short on a long run? Maybe it would be a good idea for vehicles to be fitted with toilets? What do you think?

Have your say at comment@themover.co.uk

TRANSPORT: REMOVALS TRUCKS

THE BEST VEHICLE FOR THE JOB?

Bob Bluffield traces how the vehicle requirements of the industry have developed over the years to meet a changing market and a more challenging environment.



● Top left: AEC vehicle from the 1950s; Top right: 1960s Foden S21 from the Len Rogers Collection, restored in 2004; Below: White & Co Scania 220. This 18-tonne GVW has a 9-tonne payload, carries five containers and has accommodation for two with night heating and hot and cold washing facilities.



When I recently asked a number of industry decision makers to tell me what influences their choice when buying vehicles, the overwhelming factor used as a yardstick boiled down to one thing - reliability. In view of this it was not surprising to hear that Scania, DAF and Volvo have become prominent in a domestic market that was once populated by British built vehicles. I guess the disappearance of British built lorries has largely been due to globalisation and the way that the UK's one time lead as a manufacturing nation has dramatically diminished. But what happened to the famous marques that once graced our highways? All quietly slipped into obscurity, with only a few remaining examples being preserved that are rolled out at the occasional rally as a reminder that Britain once had a road haulage heritage. Atkinson became absorbed by Iveco; Bedford fell under the General Motors umbrella; AEC ceased as a brand in 1977; Guy closed in 1982; Ford stopped making large trucks and Foden and Leyland both vanished in their own right to become part of the mighty PACCAR empire who also own DAF. Now, the road haulage and removal industries are dominated by the European giants; DAF, Scania, Volvo, Mercedes, MAN, Iveco and, to a lesser extent, Renault.

The new breed of super trucks are renowned for their quality and their reliability and they are praised by the majority of operators that own them. In the North East of

England, Mike Deveraux told me: "It really is a no brainer. I always choose my vehicles for reliability and for no other reason. I haven't bought any trucks for quite some time, and although we have a couple of Mercedes with bodies built by Sparshatts, I now prefer Scania or DAFs." Deveraux has eight vehicles in its fleet, mainly rigid but with a few tri-axle articulated units.

Reliability is foremost in the mind of Ian Palmer of Hampshire-based White and Company who operates a large fleet of 210 vehicles. "I look for reliability over the whole life of the vehicle. We always buy Scania for the heavy work and MAN for lighter duties. We have Scania P230 rigids plated to 18 tonnes and recently bought 12 new Scania and have six MAN vehicles on order plus four Montracon trailers." Ian explained how impressed he is by the European-wide network of Scania dealerships that means spares are readily accessible across the continent. "Although this is of course subjective, we have never been able to find the service levels we have been offered by Mercedes comparable and this is another reason why we favour Scania."

Today's vehicles by necessity are more efficient, cleaner, more practical and considerably more comfortable, but they also have to satisfy a number of different requirements. With new vehicles costing £70,000-£90,000 they are more expensive as well, so making the right chassis choice is crucial if you are to get the best from a vehicle. Tougher environmental regulations

and the increasing price of diesel - now costing more in the UK than in the majority of other European states - makes economy and low emissions also a priority. These factors could inspire a growth in the use of hybrid vehicles for shorter distances in the near future. DAF has already announced that its 12-tonne LF Hybrid has gone into production at Leyland in the UK, Volvo has tested its FM Hybrid dustcart in London and Ford has conducted research, with 20, albeit much smaller vehicles used by FedEx in Los Angeles and Sacramento. However, larger vehicles suitable for removal work equipped with a diesel engine and electric motor could still be a considerable way off.

"I look for reliability over the whole life of the vehicle. We always buy Scania for the heavy work and MAN for lighter duties."

Ian Palmer

Robert Bartup of GB Liners has retained his faith by buying DAF because he believes "... they can supply the complete range of chassis that we need." His fleet of 75 vehicles consists of DAF LF and CF chassis ranging from 7.5 tonnes up to 18

tonnes that are likely to have a working life of up to ten years.

It was recently reported that Bangor-based McGimpsey has unveiled a new tractor unit with a Euro 5 compliant engine capable of returning 9.5 mpg that breaks with their tradition of buying Mercedes. This, the first of its kind in Ireland, is the Iveco Stralis Active Space Saver Super, a magnificent unit with a high-spec cab that Paul McGimpsey describes as "... better finished and more comfortable than some up-market hotel rooms." It was delivered with an impressive range of factory fitted options included within the price. In addition to the separate cab airbag suspension, automatic gearbox and third crew seat behind the front seats; the full-height sleeper cab includes two full size single beds, a fridge, freezer, television, heated seats, electric window blinds and fold down table. On a more serious note, the Euro 5 rated tractor unit has a sophisticated tracking system to record miles per gallon, speed, gear changes and other parameters to indicate whether the vehicle is being driven smoothly or aggressively.

Britannia Lanes, the Devon family-owned firm, previously operated an all-DAF fleet but has also introduced a chassis change by acquiring a Volvo FM for use on their weekly trips to Germany. This has a 13 litre engine and 630 litre fuel tank to give a range of up to 1,000 miles and uses a demountable swap body system with a drawbar trailer that provides Lanes

TRANSPORT: REMOVALS TRUCKS



● Top left: Horsley of Stafford 7.5-tonne vehicles, one (right) with shortened body (900ft³) for easy access, offering 3.25-tonne payload; Top right: Hilderbrand's road train. The MAN-180 tow unit is a 7.5-tonne GVW with a 3-tonne payload. The trailer adds an additional 2-tonne payload; Bottom right: Masons of Cardiff DAF 45-180 7.5-tonne. It features a lightweight box body with 1246ft³ capacity. Bottom left: James Removals MAN-180 10-tonne GVW with 3.8-tonne payload. This carries three containers (two from side and one from rear), and can accommodate two.
All photos courtesy of Unique Van Bodies.

with the flexibility it requires.

As an outsider with no prior connections with the industry I had not appreciated just how much removal vehicles have changed. How many members of the public, I wonder, would paint a picture of a large box van if asked to illustrate what a removal lorry looks like? These were referred to as pantehnicones - a name I have not heard for years that was derived from the Greek - pan meaning 'all' and technikon; 'piece of art' - that was adopted by a London bazaar that sold art but later became a furniture warehouse.

Box vans, for their practicality, have of course been the traditional vehicles since the birth of the removal industry. Things have moved a long way with containers and removable bodies - but essentially moving household belongings requires a box on wheels. In the 19th and 20th centuries horses were used over short distances, at first to haul carts, and later box vans. Most house removals were over a few miles and involved local firms but Lewis of Barnstaple (established in 1835) at one time moved its customers by train using horses hired from the Great Western Railway to haul its box vans at either end of a rail link. In Yorkshire, Hanson, (now Hanson Logistics) up until 1939 maintained a stable of 400 working horses despite introducing steam powered lorries in 1913 with the purchase of a steel-tyred Foden for furniture removals. By the 1920s the development of petrol engines

made moving items by road more realistic and removal companies began to re-style some of their box vans to make practical use of the area above the vehicle cab. A haulier from Luton, B E 'Bertie' Barratt, developed the idea and called the body style 'Luton' after the Bedfordshire town where he worked and the name stuck.

Luton bodies remained the mainstay of many firms although improvements were made over the years by fitting wide side doors to provide easy access. An increase in long distance and European removals has made the Luton less popular per se as companies employ the space to be used as a sleeper pod with aerodynamic styling.

"I still rely on proper coach built removal vans that we have custom built by Unique Van Bodies of Warrington with sleeper cabs or pods."

Robert Bartup

The drawback is that a sleeper pod reduces storage space. An 18-tonne vehicle can accommodate a 28-32 foot body with 2200 to 2450ft³ (62.29 to 69.38m³) of storage, but a sleeper pod will reduce this by up to 160ft³ (4.53m³).

Body type requirements differ depending on the type of work undertaken. Britannia Lanes, who operates 40 vehicles from small panel vans necessary when negotiating the tight lanes of its West Country locality, to its latest specialist road train that uses interchangeable CT boxes. This provides flexibility that allows more than one load to be transported on the same vehicle that helps to reduce its carbon footprint.

Some companies use removable vehicle bodies and containers that can be left at a customer's premises for self loading but these can be problematic if they are overloaded or the weight is inappropriately distributed.

When I asked Robert Bartup of GB Liners what kind of bodies he preferred, this was not intended to be an innuendo, but after laughing he responded well by saying: "I still rely on proper coach built removal vans that we have custom built by Unique Van Bodies of Warrington with sleeper cabs or pods. We also operate a few road trains but I don't favour lift-on, lift-off bodies." Ian Palmer told me that: "White and Company use rigids, road trains and artics with three-bunk sleeper cab configurations on some vehicles and twin-bunk pods in others."

Steve Thompson of Essex Bodies explained: "As many companies are moving away from short, local removals, the old-style Luton body is less popular and there is a switch to more use of sleeper pods and vehicles are getting bigger. Space

cabs with sleeping accommodation are also growing in popularity and I would say that DAF, Iveco and Scania are now the most common chassis that we work with." He also believed that after a very tough period the industry is now starting to "turn the corner. I am getting more enquiries but there are less chassis available and people are having to wait longer for them".

Norfolk-based Vancraft provides sleeper pod accommodation for up to four people with seating for up to eight in the vehicles they build. They appreciate that for some, cost and availability can be a problem and say that a solution can be found by buying second-hand. A refurbished chassis with new bodywork typically will cost £40,000-£50,000 for a five-year old, low mileage vehicle with a one year warranty. Against the cost (up to £90,000) of a new, custom built vehicle this can look extremely attractive.

As vehicle body type legislation that will affect the removal industry is destined for introduction by 2013 we will have to wait to see how this will change the shape of future vehicles.

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



NEWS: ON THE ROAD

FTA celebrates recognition of lorries in Highway Code

Five years since the Freight Transport Association (FTA) challenged the Driver Standards Agency (DSA) to consider including an HGV section in the Highway Code, it is delighted with a firm commitment to do so in the government's Road Safety Framework that was published in May.

Malcolm Bingham, Head of Road Network Management Policy, said: "There is no doubt that a focus on how to behave around lorries will improve road safety immeasurably and save lives. All road users, whether on two wheels, four or sixteen, have a responsibility to each other to act safely."

He continued: "A section devoted to HGVs in the Highway Code will engender greater consideration between road users. We are delighted the government has committed to these proposals which we have fought for since 2006 when the Code was revised."

FTA has championed sensible guidance appropriate to all road users to ensure a better understanding of sharing the roads safely. Mr Bingham concluded: "We will work with government and its agencies to ensure the right messages are delivered to create clear guidance."



● Tyres are regulated and carry marks, but there's no such system for wheels.

Government clamp down on HGV wheel supply industry

The Department for Transport has appointed a senior official to oversee the wheel supply industry, clamping down on defective wheels or companies supplying them.

The appointment came after Paul Goggins MP led a debate in the House of Commons on the issue of wheel safety. He had been alerted by a company in his constituency – Motor Wheel Service based in Sharston, the largest distributor of HGV wheels in the UK and Europe – to the lack of an adequate system for checking and inspecting HGV wheels. His efforts won him the award of Parliamentarian of the Month.

Mr Goggins secured a House of Commons debate in March 2011 where the road safety minister Mike Penning reviewed evidence and agreed to the appointment.

Paul Goggins said, "Tyres are heavily regulated. Look at any tyre and you will see an 'E' mark printed on the wall confirming that it is approved and meets set standards. But when it comes to wheels there are no regulations or markings. As it stands, a wheel could be damaged in a serious accident and be back on the road the very next day, fitted to a different vehicle without any inspection or accountability."

He continued, "The Vehicle and Operator Services Agency (VOSA)

"As it stands, a wheel could be damaged in a serious accident and be back on the road the very next day, fitted to a different vehicle..."

Paul Goggins MP

has never been tasked to inspect wheels when checking HGVs. Whilst the loss of a wheel in an accident would be viewed seriously, in other incidents and accidents VOSA will rarely look to see if wheel failure has caused the problem."

Wheel suppliers believe that there has been a rise – approximately 10,000 per annum – of substandard and potentially hazardous second-hand HGV wheels entering the UK market. There has also been a rise

in the number of commercial vehicle wheels sourced from the Far East and entering the country without any requirement to meet minimum standards of design, safety and maintenance. These wheels have no history or traceability, yet they can be sold by anybody in the UK with no requirements for technical procedures to assess their history.

An HGV wheel can be damaged in several ways:

- Dents and cracks caused by over-tightening of the wheel nuts;
- Dents and cracks caused by collision including by accidents, pot-holes and kerbs;
- Rust and wear and tear caused by weather and road surface conditions;
- Rust and wear and tear caused by age;
- Incorrect tyre fitting.

The implications of purchasing a faulty wheel are huge. A 45-tonne lorry travelling at 55mph can cause serious damage if a tyre fails. There are numerous measures to prevent this from occurring yet few preventive measures are in place to avoid wheel failure from causing the same damage.

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PROFILE: BRITANNIA SQUAB



● Down on the farm: Emlyn Evans of Britannia Squab.

Life in the country

A company profile of Britannia Squab. By **Steve Jordan**.

When you approach Britannia Squab by car you have a vague feeling of being in the wrong place. After 30 years or so of visiting moving companies I figure I have a reasonably acute sense of what to expect: 1960s industrial estate, parking amid a forest of wooden boxes overflowing from a crowded warehouse, vans jostling for space in a cramped yard, and a trip immediately after the visit to the tyre depot to have the nails removed from my new Dunlops. Oh yes, I've been there before. But Emlyn Evans' Squab is different.

The sat nav gives you a clue as you approach. It tells you there is 400 yards to go but you are still out in the countryside: corn fields as far as the eye can see. Then all becomes clear: Squab Hall is a farm*.

In fact Emlyn's family has been farming for many years. Until the mid 1980s all was well but it was about then that margins started to fall and the family had to find a different use for the land. Already the farm had buildings that with a

little work could be converted to stores and it had land for expansion. So storage of some kind was an obvious choice, but not HHG storage, not in the beginning anyway. In 1998 Emlyn's brother, Les, decided that the future was in document storage and bought a franchise for Box-it® a document storage and records management company formed in 1986. The brothers have rarely looked back since. Today the company holds circa 200,000 document storage boxes and the number continues to increase every year. "We have a capacity here for at least 300,000 boxes," said Emlyn.

But that's just part of the business. The site is very large, with modern warehouses having replaced the farm buildings, and a new office block in the planning stage.

With document storage came an opportunity for a shredding service. In the early days Squab just made do with a small shredder to handle the needs of its own clients. Today, with the price of paper ranging from £50/tonne up to £200/tonne, depending on the quality, the company has invested in industrial

capacity shredding equipment and takes in shredding work from the local community, other Box-it® members and moving companies. In fact Emlyn said that this was an opportunity that many movers seem to miss. "It's easy for movers to offer their customers a sack in which to put documents for shredding. They collect them from their jobs and deliver them to us for disposal. It's a valuable revenue stream, especially when times are tight, and there are good margins to be made even for the middle man." Any company wishing to provide this service does need to register with the environment agency but it doesn't cost much and can be done online.

"We were very keen to get in to Britannia and it's been a great success for us..."

Emlyn Evans

The move into HHG storage and removals

It wasn't that long before the local people realised that Squab had storage facilities at the farm and the company started receiving enquiries to store household goods.

From there it was an easy transition to doing the move itself, the first moves being completed around five years ago. In 2008 Squab bought Eric Delo Removals & Storage Ltd, the local Britannia member. "We were very keen to get in to Britannia and it's been a great success for us," explained Emlyn. "We also inherited some swap-body vehicles that have proved to be very useful as well as a number of well trained removal crew."

Emlyn admits that the attraction of the moving business is that it creates storage. However he isn't interested in the moving work at any price. "We always try to be as professional as possible while still offering a small-business service," he said. "We employ our own staff and the guys are properly trained, look smart and understand our culture. We want to be at the top in our geographical area and have set ourselves a vision to become the No.1 choice for moving and storage for domestic and commercial removals in Warwickshire."

Getting the cost right

Although the moving company has access to excellent storage facilities which are owned by the family's holding company, Emlyn said that he had never been tempted to ignore the cost of the accommodation when costing jobs. "We charge rent to the three companies (removals, document storage and HHG storage). It's as close to the market rent as we can get. Our logic is to set our prices at such a level that we could, if necessary, move to commercial premises and still be OK." The income from the rents enables the family to re-invest in the buildings and additional land and allows it to borrow, when necessary, at reasonable rates.

"We do sometimes offer a discount from normal prices during quiet times. We show it as a 'sale' price otherwise people will think that that's all the service is worth."

Emlyn feels that the moving industry in the UK is probably very close to the bottom of the price level. "I can only speak locally," he said, "but it's a cut-throat market. In the last few years we have seen some extremely low prices and it doesn't need to go any lower." But he explained that getting out of the cycle of declining prices is hard as the industry is so fragmented. "We must do it through the education of the people who come into contact with the industry. That's why I am in favour of the apprenticeship

CROSSWORD

scheme. We need to make schools more aware of the opportunities in the industry. I believe that the Driver CPC will help force school leavers into understanding that our business does require an independent qualification. Our society is one that requires pieces of paper. I know it's a pain, I know it costs us money, but ultimately it will have the effect of driving prices up and making the industry more attractive. It will help create barriers to entry that show that we are employing multi-skilled people."

Standards

Emlyn is a supporter of British Standards and was in favour of the proposal for compulsory standards for BAR membership in the debate earlier this year. "We have all three," he explained [Removals, Storage and Self Storage]. "It's up to us to make sure the public knows what they mean. There is also a role for BAR in promoting the skills that the industry has through PR to the public."

When he came into the industry he was disappointed at the varying service quality within BAR members and looked to compulsory standards as a way of raising the general level. "I saw the British Standard as a way of raising standards across the board. I felt it would do the industry the world of good to create that barrier to entry that might lead to a better price. You can argue as much as you like that it's just a paperwork exercise but it's better than nothing at all."

The company today

As might be expected Britannia Squab has storage facilities that would be the envy of many in the industry today. The family employs 26 people across the three businesses and work hard to get the best out of everyone by involving them in the business through regular meetings, ongoing training and by having an open-door policy. It also tries to promote from within whenever possible and many of the administration staff started their careers as crew members. In fact Emlyn often gets crews to spend

time in the office and office people to go on the road to encourage an atmosphere of understanding and co-operation throughout the organisation. "Whenever we swap roles that way we always get some really good ideas come out."

Emlyn is also a fan of Referenceline, the online customer reference site. "I believe that everyone should be using something like Referenceline because it holds us to account by letting customers write honestly about us on the Internet. It also gives us the opportunity of transferring that information to the crews. We have a strong appraisal process and we try to use the reports from Referenceline as part of the work assessment during the year."

Today the moving company is still 70% domestic with the remaining 30% split between shipping, commercial and other types of work. Although the crews spend most of their time on domestic household goods moves they enjoy the variety of occasional export packing or office moves. "The problem is that they can be slower than a crew that is doing the same type of work all the time. For this reason we are trying to develop some specialist skills amongst some individuals."

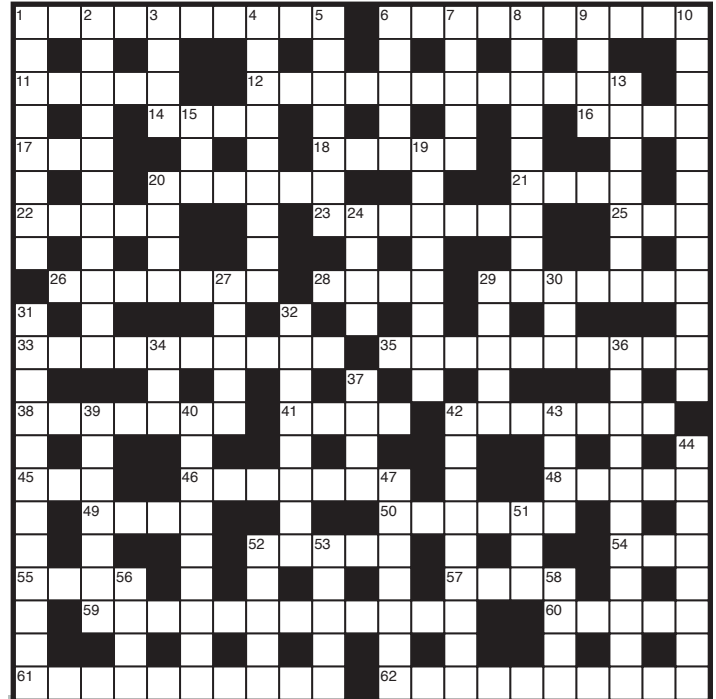
The company has invested very heavily in the last few years but the site is an impressive testimony to the entrepreneurial spirit that Emlyn and his brother have shown. Although there is some further expansion planned Emlyn says that the time has come for a little consolidation. "It's now about running the business as efficiently as we can. We must try to continue improving what we've got."



For those interested in such things a Squab is a baby pigeon. It's a strange name for a moving company perhaps but perfectly appropriate for a farmer to whom a Squab must have been an unwelcome visitor, especially if he brought his friends. It's also the name for a cushion on a sofa or chair, so there is a removals connection too.

Crossword

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Across

- 1 Invalid carriage (10)
- 6 Racetrack thief (10)
- 11 Extremely angry (5)
- 12 Not categorised (12)
- 14 Eager (4)
- 16 A young deer (4)
- 17 Hen product (3)
- 18 Loosely described (5)
- 20 Vehicle shelter (6)
- 21 A bill to be paid (4)
- 22 House of snow (5)
- 23 Went to bed (7)
- 25 Age, bag or cap (3)
- 26 Physics or Chemistry (7)
- 28 Nautical call (4)
- 29 Neptune's spear (7)
- 33 Light up (10)
- 35 Exhausted and of no more use (7-3)
- 38 Cab or carriage (7)
- 41 A German coin (4)
- 42 Wrinkled (7)
- 45 Indian bread (3)
- 46 Gulp (7)
- 48 Royal rule (5)
- 49 Ornamental jug (4)
- 50 Corrects (6)
- 52 Daisy (5)
- 54 Space between (3)
- 55 Large circular band (4)
- 57 Always (4)
- 59 A tutor specialising in a specific ancient language (5,7)
- 60 Alliance (5)
- 61 Dachshund (7,3)
- 62 Vouched for (10)

Down

- 1 Formal evening dress (5,3)
- 2 Bible thumping (11)
- 3 Welsh emblem (4)
- 4 Of plentiful supply (9)
- 5 Regain health (7)
- 6 To crash and damage a car (5)
- 7 Social class (5)
- 8 Deadly viper (4-5)
- 9 Musical symbol (4)
- 10 Cross-dresser (12)
- 13 From dawn 'til dusk (7)
- 15 Epoch (3)
- 19 One-wheeler (8)
- 20 Blood and guts (4)
- 24 Reflected sound (4)
- 27 Shrewd as a Scot (5)
- 29 To narrow (5)
- 30 Anger (3)
- 31 Take-away food (4,3,5)
- 32 Incentive (8)
- 34 Male (3)
- 36 When a pub is ready for business (7,4)
- 37 Three together (4)
- 39 Manage and regulate (7)
- 40 A relaxed nature (4-5)
- 42 Self-service eatery (9)
- 43 ... and graces (4)
- 44 Still closed (8)
- 47 Wild pig in Africa (7)
- 51 Imminent (3)
- 52 Performed (5)
- 53 Nasal tone or accent (5)
- 56 Chums (4)
- 58 Damage irreparably (4)

— Solution on page 43

@ Comment

Is there a moving company or a supplier to the industry that you would like to see featured in *The Mover*? If so send in a comment and we'll see what we can do. You can even nominate your own company if you have an interesting story to tell.

Have your say at comment@themover.co.uk

Incredible India!

By **Bunty Bedi** of Santa Fe, Pune, India.



Let us say you were asked to head down to the local market and grab some vegetables, easy right? Now imagine you were asked to do the same thing with both your arms tied behind your back, blindfolded and with a mouth gag! At this point you are probably arguing this would never happen in real life. And you might be right in most cases, but the description is not far removed from how an expat feels when he sets foot in India and has to go through the seemingly mundane chores of life. Grocery shopping can be like a UN mission, and a drive to the market can seem like a battle for survival. As if being in a foreign environment wasn't enough, India constantly overloads your senses with sights and sounds you couldn't believe existed.

A good friend of mine who flew in from the US on an overseas assignment for a few months was fervently trying to get a broadband connection installed at his rental flat. After several weeks of calling and persuasion, one morning he finally had someone knocking on his door. The man had a broad smile on his face and a toolbox in his hand, so of course my ill-advised friend assumed it was the Internet technician. After a very long 15 minutes of pointing and gesturing at the wall socket, and attempts at lip reading evoked nothing but head nodding and a steady stream of Hindi, my friend finally gave up and called me to act as an

interpreter. Turns out, the head nodding and denial by the man with the broad smile was well placed, as it is not often that a plumber can set up an Internet connection.

... there are hundreds of situations we Indians undergo on a regular basis in our everyday lives, which would earn a bravery medal in most western nations.

Language barriers aside, there are hundreds of situations we Indians undergo on a regular basis in our everyday lives, which would earn a bravery medal in most western nations. Take for instance, the simple art of crossing a busy street. Simple? Well, maybe not. I recall during one of my visits to the local shopping mall a group of young foreigners quietly waiting at the pedestrian crossing on a busy street, staring open mouthed at the barrage of traffic which seemed oblivious of the existence of the pedestrian crossing. Their amazement only grew as after waiting patiently for the traffic to stop for 20 minutes, in what they must have seen as an act of suicide, a small boy emphatically walked on

to the street and while gesturing with his hand to the speeding cars to stop, waded across.

Things don't get too much better with the roles being reversed either. Being in the driver's seat in a car in India isn't far removed from the plight of the poor pedestrian trying to get across the road. I believe the expression 'from the frying pan into the fire' aptly describes the situation. The ability to follow traffic rules to the letter is almost considered a liability in India, and odds are if you follow them blindly you will end up bumping someone or something. And if the sheer volume of cars isn't enough to scare you, we also have the occasional cow, dog and elephant to break the monotony. My advice to you; use that horn and use it well!

Of course it isn't all bad. It is simply more about there being a big difference in the way things function here. 'Organised chaos' is probably a good way to describe it. But for every unwelcome surprise there is an unexpected gesture of kindness. India is a land of contradictions and can shatter your heart while inextricably filling each chamber with hope. The warmth, the hospitality and the endearing nature of the locals will make you forget that you had to face a near death experience to get to a warm cup of chai!

While the first time visitors I have met were all overcome with Mumbai madness, they stood open-mouthed when a person they met a few minutes earlier invited them to a

Being in the driver's seat in a car in India isn't far removed from the plight of the poor pedestrian trying to get across the road.

wedding the same evening. Hesitancy followed, and then a sense of adventure over took them. What they experienced that evening - watching wedding ceremonies up close, the puggies that the family had, non-stop food and welcoming sounds from all present made them exclaim "Indians have got to be the most hospitable people on earth".

India is a land steeped in tradition and amalgamated with the wonders of a fast developing nation. Together this brings an environment the likes of which will forever change you, as only India can.



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NEWS: ON THE ROAD

Jam-busting review into motorway incidents warmly welcomed by FTA

The huge cost and disruption caused to the supply chain by protracted motorway closures after incidents could be substantially reduced following the launch of the government's 'Review of Investigation and Closure Procedures for Motorway Incidents'.

The Freight Transport Association (FTA) had highlighted to government, the Highways Agency and the police its major concerns about the length of time taken to clear incidents on the strategic road network.

Malcolm Bingham, FTA's Head of Road Network Management Policy, said: "The price paid by industry of the prolonged closure of major arterial roads is enormous and far-reaching. It costs around £50 for a heavy truck to sit in traffic for just one hour, then there are the unnecessary carbon emissions and severe disruption to the supply chain caused by congestion. Government recognition of this problem through its preliminary report will be warmly welcomed by an industry where

reducing transport cost is king."

The report estimates the annual cost of motorway closures in England at around £1bn. As well as funding laser scanning technology for police incident analysis, the report recommends more training, performance monitoring and the use of good practice models to expedite the reduction of congestion caused by motorway incidents.

Mr Bingham concluded: "Clearly, there is a need to properly investigate incidents, especially those causing death or serious injury, but this report highlights the variations in practices and response time that can occur across different regions of the country. In trying to better understand the clear regional variations between how motorway incidents are handled,

the report will hopefully find some useful conclusions that will benefit road users across the whole road network. We look forward to working with the government departments and agencies to bring about improvements in incident

time lines and providing reliable information to road operators so that they can make informed decisions when incidents occur."

● It costs around £50 for a truck to sit in traffic for one hour.



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New appointments at Interdean

Interdean International Relocation has appointed Robert Fletcher as Managing Director of Group Relocation and Mark Rising as his Sales Director.



● Robert Fletcher



● Mark Rising

Both Robert and Mark will be based at Interdean's London office.

As Managing Director of Group Relocation, Robert will be responsible for the relocation strategy across the Interdean Group. He will oversee relocation operations across Interdean's 48 offices and work with local Interdean relocation heads to develop their local relocation services.

"Interdean operates across a diverse range of locations and cultures and our relocation services have been developed to meet these local market needs," Robert said. "I will be looking to build on the good work to date and to drive the business forward with a crystal clear relocation service strategy. We will continue to develop Interdean's consistent international approach which is a prerequisite for large multinational businesses today. In addition, we will continue to retain the flexibility within each local office to provide a personalised service that assignees and local client business units look for. We will continue to invest in core processes such as Interdean's Perfect Relocation, ISIS management software system and compliance. Interdean has some of the most experienced and knowledgeable people in the business. Therefore, training and development programmes via the Interdean Academy will be stepped up."

Robert has over 20 years' experience in the relocation industry, having worked his way up to this senior appointment through a wide range of operational and client-focused posts. Robert has worked with a number of

multi-national companies over the past few years, developing bespoke relocation programmes and overseeing the implementation of each programme, working as an extension of their in-house HR departments.

"My task is to work with our clients to ensure the maximum value is achieved from their relocation programmes."

Mark Rising

Mark Rising was previously responsible for business development at Interdean. He has 30 years' experience in the relocation industry. "The relocation industry is changing rapidly," he said, "and organisations are facing many challenges. My task is to work with our clients to ensure the maximum value is achieved from their relocation programmes. The traditional expatriate assignment with all expenses covered is becoming less commonplace, but the number of assignments being authorised each year is increasing. We are seeing more short-term relocations, for example, as companies need to transfer human capital and position talent in every corner of the globe, at the same time as delivering cost-saving initiatives. At Interdean, we have developed our services to cover the wide range of relocation programmes in place today."

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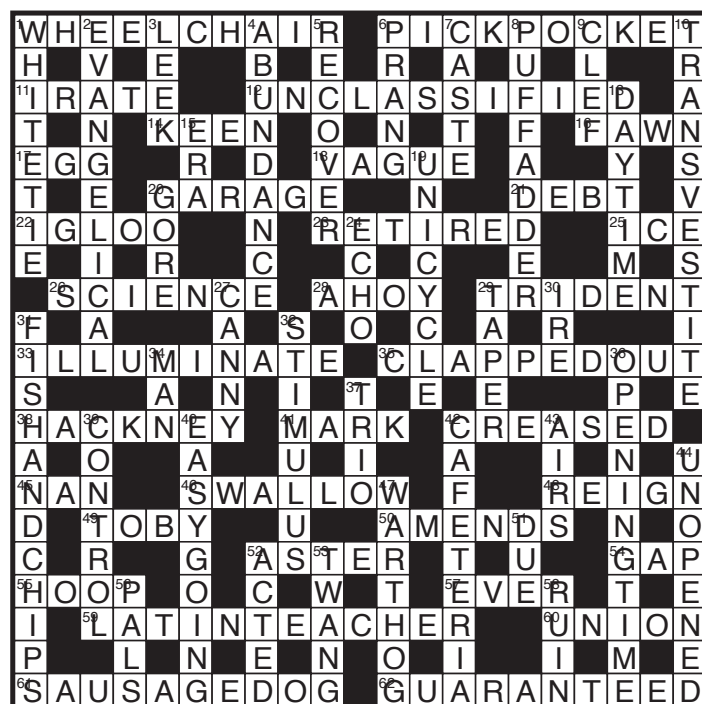
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DOWN 1 White tie 2 Evangelical 3 Leek 4 Abundance 5 Recover 6 Prang 7 Caste 8 Puff-adder 9 Clef 10 Transvestite 13 Daytime 15 Era 19 Unicycle 20 Gore 24 Echo 27 Canny 29 Taper 30 Ire 31 Fish and chips 32 Stimulus 34 Man 36 Opening time 37 Trio 39 Control 40 Easy-going 42 Cafeteria 43 Ails 44 Unopened 47 Warthog 51 Due 52 Acted 53 Twang 56 Pals 58 Ruin



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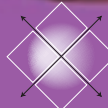
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