

**Britannia  
conference report**  
Page 10

**FIDI changes**  
Page 26

**Packing feature**  
Page 28

**Interview:  
Anthony Robinson**  
Page 36

Issue 015 June 2012 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



## NETWORKING IN NICE

Thomas Juchum leads the  
Euromovers conference. Page 20



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# TheMover

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## 20 COVER STORY: EUROMOVERS CONFERENCE

*The Mover* travelled to (usually) sunny Nice to report what went on at the 2012 gathering of the Euromovers family



### 4 LEADER: Conference season survived

### 6 UK NEWS: Vale moves Neil Kinnock Stop talking the economy down Anchor on TV

### 8 INSIGHT: Editor Steve Jordan talks to the owners of some removals businesses to gauge the mood of the industry

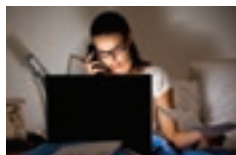


### 10 UK NEWS: Britannia conference report

### 14 INTERNATIONAL NEWS: GB Liners' new Swiss service Canada wipes skilled worker backlog Timeline 2012 Red Recruit goes global Fastest hybrid truck

### 17 THE PAST IN PICTURES: Bray and Son

### 18 INSIGHT: If you think you're achieving more by working longer hours, think again!



### 26 INTERNATIONAL NEWS: Changes at the top for FIDI

### 28 FEATURE: If you're a removal company, you need to buy packing materials. *The Mover* offers some advice and guidance on what's available



### 30 ON THE ROAD NEWS: Faulty tachograph cards Quartix voted top for telematics VOSA puts hold on OCRS changes

### 32 BUSINESS: The deadline for completing Driver CPC training is getting ever closer. Will you be ready?



### 34 ON THE ROAD NEWS: Working time rules Tyre pressure monitoring Government to tackle drug driving

### 36 INTERVIEW: Editor Steve Jordan talks to Anthony Robinson and gets his views on how and why the industry is changing



### 38 PRODUCT NEWS: Quality service from Haywoods Innovation award for Volvo Trucks

### 39 MOVING MOVIES: Dark Shadows

### 40 PEOPLE NEWS Obituary: Noel D. Abel Rob Thacker becomes a director of Pound Gates Steph Snow retires from Bradshaws John Best back at Andrew Porter Ltd

### 42 DIARY DATES

### 43 DID YOU KNOW?

### 44 MARKETPLACE

## Index of advertisers

White & Company .....	2	Trucksmith .....	15	UK Packaging .....	31
Basil Fry & Company .....	5	Pluscrates .....	16	Albert Haywood & Sons Ltd .....	31
Teacrate .....	9	Cheshire Removals .....	17	Storman .....	35
Reason Global Insurance .....	13	Macs Truck Sales .....	19	Master Cover Insurance .....	35
MoveEase .....	13	Matthew James Removals & Storage .....	24/25	White & Company .....	41
		Steel Storage .....	26	Mr Box .....	42
		Excess International Movers .....	27	Vancraft .....	47
		Dolphin Movers .....	31	Anglo Pacific .....	48





## LEADER

## Conference season survived

Steve Jordan, Editor



The conference season is finally over for another year. It's time for those who really give 'the circuit' a hammering to reunite themselves with their families and desks. By all accounts all went well with no more than the usual amount of blood spilt. I have reports from Euromovers, FIDI and Britannia in this issue and I'll try to let you know what went on at the others next time. Many thanks to Euromovers and Britannia for inviting us along; thanks too to Colin Quarrington from FIDI for providing us a report from a very chilly Boston. Congratulations to Rupert Morley of Sterling Relocation who has just taken over the presidency of FIDI.

This issue has something for everyone, but there are two stories I urge everyone to read carefully. The first is the report on Driver CPC on page 32. It is quite clear that the Drive CPC programme has not been widely embraced throughout the industry. Whether that's because people don't understand what's going on, hope that the government will have a change of heart, or figure they will be retired by 2014 anyway, I don't know. But it is a bit worrying that such a small proportion of drivers are on target. Of course the nearer to the deadline we get, the more congested the courses will become and, dare I say it, the more expensive. I do not believe that the deadline will be extended, so anyone who drives professionally will need to act fast or change their job. If you have not yet completed the process, I suggest you get on with it.

Secondly, read Anthony Robinson's interview on page 36. The moving industry is changing and it might be changing faster than we think. The industry is not one that embraces change in my experience, we prefer to carry on regardless and hope that we can manage. Well the time might just have arrived for some decisions to be made about what kind of company you are running.

Finally, may I add my condolences to those offered to the Abel family on the death of Noel Abel. I remember Noel well from my early years in the industry. He was one of the industry's characters the like of whom we see rarely.

Steve Jordan



The new Pluscrates facility.

## Pluscrates opens new depot in central London

Crate rental specialist Pluscrates has opened a new operations depot in central London as part of its preparations to deal with increased traffic congestion during the Olympic Games.

The new centre in Bermondsey SE16 will accommodate up to 10,000 crates and act as a staging post for deliveries in the City and Canary Wharf areas of London.

Around 50% of Pluscrates' national business is within the M25 and of that 60% is in the Square Mile and Docklands, some of the most difficult areas in the country to make deliveries, even without the Olympics. Because of severely restricted access and parking, Pluscrates uses small 7.5 tonne vans to deliver crates from its headquarters in Wembley, which often means having to make return trips to complete an order - a journey that can take around two and a half hours. Having a storage facility in the centre of town will mean same-day deliveries - which on average took up to five hours - can now be completed in about half that time.

"Although the Olympics were the

**"The new facility will cut our journey times, reduce carbon emissions and above all improve the service we give our customers."**

John Mitchell

catalyst for opening a central London depot it's something we've been considering for quite a while," said Pluscrates' Managing Director John Mitchell. "The new facility will cut our journey times, reduce carbon emissions and above all improve the service we give our customers."

Pluscrates is Britain's fastest growing crate rental company with depots in London, Birmingham, Manchester, Bristol and Livingstone.

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## NEWS: UK

## Beware fake IATA e-mails warns UK freight trade association

The British International Freight Association (BIFA) has issued an alert about fake e-mails being sent to the trade association's members, which make false requests for payments.

The e-mails appear to come from fraudsters posing as the International Air Transport Association (IATA) and are being sent to freight forwarding companies worldwide.

One example of a fraudulent e-mail is headed: 'IATA OUTSTANDING INVOICE' and the text states: 'there are some outstanding debt your company needs to pay International Air Transport Association (IATA), Kindly check your record/file and get back to us for payment procedure. Failure to read from your company for action may lead to sanctions taken.'

Director General Peter Quantrill said: "Members have reported e-mail demands for payments from IATA and indeed we have received a number of these at the Secretariat. Most of the messages bear the usual tell-tale signs of a scam such as an address for IATA@gmail or @yahoo, however, some of the more deceptive scammers have managed to replicate @iata.org into the e-mail suffix."

"Our advice to members is don't be taken in. The only payments made to IATA will be via a CASS account and unsubstantiated e-mails should be deleted immediately."

### Editor's Note

Another tell-tale sign of a scam seems to be shocking English.

Get the latest moving industry news at [www.themover.co.uk](http://www.themover.co.uk)



Left to right: Gareth Hobbs, Scott Kenny, Mark Payter, Gary Lane-Cousin.

## Vale Removals moves Neil Kinnock

On 3 April, 2012, a team from Cardiff-based Vale Removals & Deliveries moved former leader of the Labour Party, Neil Kinnock from Peterston-Super-Ely in Cardiff to Tufnell Park, North London.

It was a short notice move as the company had only been contacted a week before on Sunday, 25 March. The company didn't actually realise who they were moving until the team – Gary Lane-Cousin and Dominic Johns – arrived on the day and gave the company's owner, Gareth Hobbs, a call to let him know.

Gareth said, "The move was only a small one and used just one of our 3.5 tonne Luton vans. The boys had problems packing some cactus plants Mr and Mrs Kinnock had and by the end of the day had been stabbed numerous times! The boys didn't start until 10am at the request of Mr Kinnock and were stuck in the London traffic for around three hours. The boys arrived back in Cardiff for 10pm."

Both Gary and Dominic said that Mr and Mrs Kinnock were lovely and both received a £30 tip each. Mr Kinnock wrote a very nice letter of thanks to the company and Gareth said, "I contacted Mr Kinnock to say thank you for the lovely letter and also to ask him to put a word in with the Queen if she ever decides to move!"

Vale Removals was first set up in 2005 and started as a man and van service. The company now provides full packing, storage and removal services. It also has a sister company, Vale Packing Supplies, that was set up in April 2011 and is doing very

**"It's been a long hard struggle to get to this point but the boys have stuck with us through the hard times and it's the beginning of a great career for them."**

Gareth Hobbs

well at present, especially with its 'once used boxes', which Gareth said are flying out due to the current financial climate.

Vale is a very family oriented business: Gareth's partner Emma Cooper owns Vale Packing Supplies, Gary Lane-Cousin is Dominic Johns' father-in-law, Mark Payter and Scott Kenny are childhood friends of Gareth's, Gareth's father Kenny Hobbs helps out in the office for Vale Packing Supplies, and the vans have been named after all the boys' first children.

Gareth concluded, "Things are going great and we have a great team. It's been a long hard struggle to get to this point but the boys have stuck with us through the hard times and it's the beginning of a great career for them."

## Sandersteads installs new CCTV

Britannia Sandersteads has recently installed state of the art CCTV equipment in a move to further enhance security and health & safety at its depot in Quarry Road, Godstone.

The new equipment will monitor activity both inside and outside the buildings 24 hours a day, seven days a week and record images on a secure hard drive which can be accessed by managers at any time via the Internet.

As well as improving security the management will also use footage to ensure that all H&S regulations are being adhered to by warehouse staff and to investigate any accidents which may occur on the site.

Prospective storage clients will also be able to inspect the storage depot using the new equipment. "We always encourage prospective clients to call and inspect the depot before entrusting their goods to our care," said Sandersteads' Director Stuart Almandras. "Now they'll have the option of viewing the premises online, which will be a big help to clients who don't have the time to visit us in person, or live away from the area."

**"We always encourage prospective clients to call and inspect the depot before entrusting their goods to our care..."**

Stuart Almandras



## Stop talking of spending cuts and double-dip recessions

The 0.5% rise in London house prices in March is solid evidence that the recovery is underway according to Will Davies – co-founder of London's largest property maintenance and refurbishment company aspect.co.uk.

**C**onfidence is a key to the performance of any economy," said Mr Davies – who was an investment banker before launching aspect.co.uk. "There comes a point when we have to stop continually talking of spending cuts and double dip recessions," he said. "The rise in property prices has to be good news and now is the time for the public to have some confidence in Britain's economic future and for businesses to be confident enough to invest."

The rise in house prices was the first reported increase since April 2010. The increase was higher in the capital than elsewhere in the UK.

The survey of 1,500 surveyors and agents – which was carried out by Hometrack – reported a 1% increase in house prices in East Anglia, the South East and the South West.



● Will Davies of aspect.co.uk.

However, the market was stationary in the East and West Midlands, Yorkshire and Humberside and fell in some Northern areas and parts of Wales.



● Boothstown Lions with coach Simon Platt.

## Boothstown Lions sponsored by Britannia Anchor Removals

As part of its commitment to the local community, Britannia Anchor Removals from Bolton has sponsored the new Boothstown Lions U9s Junior football team's kit.

**C**hris Smallwood, Manager of the U9s and Managing Director of Britannia Anchor Removals is delighted to be able to support the local team: "As a director of a local company I think it is crucial to support the community and even in these difficult trading times I am delighted that my company is able to help the Boothstown Lions Juniors. I know that people not only appreciate the money, but the time and effort that we have put into the team."

Boothstown Lions currently lie just below the half way line in the City of Salford league, but the team is developing well.

The picture shows the U9s junior team with their coach Simon Platt, just before their league cup match with Moorside Yellows.

Sponsorship of the new kit has meant reduced subscriptions for the boys and enabled Britannia Anchor Removals to raise its profile by displaying the company logo on the team's shirts.

## Britannia Sandersteads invests in Euro 5

Britannia Sandersteads has taken delivery of a further Euro 5 DAF 65 truck as part of its programme to comply with the London Low Emissions Zone (LEZ) requirements.



**T**he six-container 18 ton 2,400ft<sup>3</sup> vehicle will bring the company's fleet of LEZ compliant vehicles up to 15.

An additional order has been placed with DAF for two smaller 12 ton, four container, 1,600 cubic foot trucks that are due for delivery in September.

The decision to buy the 12 ton HGV vehicles rather than the 7.5 ton vans currently in use, was made following a change in legislation taking away 'grandfather rights' that allowed drivers who passed

their car test after 1996 to drive 7.5 tonners without taking a further test.

Director Stuart Almandras explained; "Younger drivers coming up through the company will now have to take an HGV test to drive the 7.5 ton vans, so it makes sense to upgrade to 12 ton vehicles and gain the extra capacity. The 12 ton vans are just the ticket for jobs in central London as well as the leafy lanes of Surrey where we often have to negotiate long narrow driveways and cope with difficult parking."



● The ident for Channel 4's new daytime TV show.

## Anchor on TV

Britannia Anchor Removals recently starred in a TV show called *You Deserve This House*.

**A**manda Lamb presents the new Channel 4 daytime show where the homes of community heroes get a secret makeover. The Britannia Anchor team was asked not to arrive before the designated time of 9.30 am to avoid spoiling the surprise.

Britannia were required to clear

the property into storage whilst the cameras rolled: the conservatory, lounge and bedroom to be professionally packed and emptied of their contents. Anthony Wynn and Gary Cox from Britannia Anchor had their moment of fame in front of a nationwide audience.



## INSIGHT: STATE OF THE INDUSTRY

# Green shoots and hard work pay off for the moving industry

Spending time speaking with the owners of moving companies throughout the UK has revealed some very interesting stories.

Companies questioned were a mixed and random bag of small man and van operations through to large international removals companies and all had their own slant on the general economy and what it has meant for their business in 2012.

It comes as no surprise that the consensus is that business is harder to get and all companies are having to work harder to gain clients and increase sales. The pressure on profits from increasing fuel and operational costs has meant that the most successful companies are those that have adopted a strategic marketing plan, diversified into other more profitable areas of their businesses and focussed on the growth areas in their company.

Positive signs that the market is improving comes from the higher end of house sales where enquiries have picked up and larger properties are now selling. There was a downturn in the number of larger properties being sold as owners were reluctant to accept a lower price and were hanging on for an upturn in the market which has not come.

Graham Mackenzie from Colin Mackenzie Removals in John O' Groats is busy with enquiries up on last year. "In general, business follows England with a six month lag," said Graham.

Chris Marshall from Bishop's Move feels that the increase in his enquiries is largely due to increased marketing activity and has proved that the ROI on SEO and social marketing is better than traditional methods of advertising and it is easier to track expenditure and results. His Q&A sessions on the expat forum have been successful in attracting clients undertaking corporate mobility. He has worked hard to set in place strategies that will increase traffic to his website which is paying off and converting into increased revenue.

Successful companies are working harder to gain business and are expanding into new growth areas. "We are looking at expanding into the international and European market," said Chris, "and have just employed a new European operations manager." Looking at what your



Adam Keil of specialist fine art and antique movers ATK Removals.

"I feel this will be a growth area for us as long as legislation does not get in the way of it over the next few years..."

**Dan Keil**

company is doing best and focussing on that seems to be a good strategy for continued success.

Dan Keil at ATK Removals is concentrating on his successful and expanding storage facility where payback has been swift. "I feel this will be a growth area for us as long as legislation does not get in the way of it over the next few years," he said.

ATK Removals are specialists in

moving fine art and antiques and the business in this area has remained pretty level. Domestic removals from London to Herefordshire on a weekly basis are 10-15% up on last year, mainly due to people moving out of the city and downsizing in the country."

Harrow Green has found that the corporate removal industry as a whole is changing the way it operates, moving away from the MD and individuals organising moves to using a professional moving operation. This is tendered for and there is a large increase in the number of tenders on offer. Removal companies need to be aware of and adapt to changes in the market and there is no doubt that those companies that have seen a significant downturn in their business have not made any strategic plans to implement changes and will be left behind.

2012 will be a strange and challenging year for London removals

due to the Olympics. The satellite depots will not be affected but London will effectively close for the moving industry from July through to October with July and August usually being their busiest time. "Clients will either bring their moves forward or delay until after the Olympics," said a spokesman at Harrow Green.

In summary, the removals market is improving and growing slowly. Successful companies have had modest growth and are adapting to changes in the industry and are embracing new technologies and market opportunities. All companies need to continue to work harder to gain and retain their business and be prepared for a squeeze on profits, as customers are price driven rather than quality driven, but with both seasonal and industry green shoots budding up nicely let's hope that the London moving industry will not suffer from an Olympic frost.



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● Left: Mark Tresler, Managing Director and Robert Goodwin, conference facilitator.



## Britannia annual conference 2012

This year's Britannia Conference took place over the weekend of 13-15 April at the Hilton Hotel Gateshead on the banks of the river Tyne. The iconic waterfront location - now transformed from its grubby industrial past - was a fitting setting for what proved to be an informative and entertaining conference.

**T**hree hardy souls, Mark Lane, Alan Bennett and David Bray abandoned their cars for the weekend and cycled from Land's End to Newcastle, all in the name of charity. They completed the 506 mile trip in five days raising several thousand pounds for their favourite good causes. Around 20 delegates riding bikes supplied by conference organisers Animo met the trio at the Angel of the North and rode with them for the final few miles to the hotel.

### Welcome reception

The traditional welcome night was held at the famous Baltic Contemporary Art gallery a short distance down the quay from the hotel next to the millennium bridge. The venue offers stunning views of the river and its waterfront buildings, although many members of the party wished they'd worn an extra woolly as they enjoyed their pre-dinner drinks on the terrace.

The northern chill was soon forgotten as the barbeque fired up (see page 12) and the wine started

flowing to the accompaniment of a jazz trio who entertained everyone throughout the evening. All too soon it was time to head back to the hotel and prepare for Saturday's conference, although a few members did make a 'brief' stop at the bar for a quick nightcap before returning to their rooms.

### Back to business

As everyone gathered in the conference hall on Saturday morning Robert Goodwin took to the lectern to introduce the speakers and make sure everything ran smoothly throughout the day. This was Robert's first time as facilitator, but despite some pre-match nerves he did an excellent job and has probably secured his place as master of ceremonies for future conferences.

### Mark Tresler, Britannia MD

Britannia's Managing Director Mark Tresler welcomed everyone to the conference and gave an overview of the day's programme before handing back to Robert to introduce the first speaker, Britannia's Sales Director Gavin McCarthy. Gavin

**Mark Lane, Alan Bennett and David Bray abandoned their cars for the weekend and cycled from Land's End to Newcastle, all in the name of charity...**



● Left to right: Mark Lane, Alan Bennett Tim Oliver and David Bray.

gave details of Britannia's advertising and marketing activities over the past year and plans for 2012 which will include a major market research campaign to establish the public's perception of the Britannia brand.

### BAR Services

Miranda Hyder from BAR Services, ably assisted by David Brent (Tim Oliver) gave an entertaining presentation of their new space-saving corrugated packing cases. Afterwards John Luker from Reason Global reminded delegates of the importance of providing adequate health insurance for crews travelling abroad and announced a special cost effective package for Britannia members.

### Ben Quigley - branding

Next to take to the stage was Ben Quigley from Newcastle advertising agency Different. Ben explained the principles of branding and took delegates on a journey beyond the logo to explore the true meaning of a brand and its importance to a company's public image.





● Jasmine Birtles.

## Jasmine Birtles - keynote speaker

This year's keynote speaker was financial expert and journalist Jasmine Birtles who gave an entertaining and sometimes controversial presentation covering topics including the state of the economy which she predicted, using figures from Oxford Economics, will grow by a modest 0.3% during 2012, 1.8% in 2013 and 2.8% in 2014.

Jasmine also predicted that interest rates were unlikely to rise during the next two years provided there was not a sudden increase in inflation triggered by a sudden increase in oil prices or further problems in the euro zone. However Jasmine also quipped that financial experts like her had confidently predicted the crash of 2008 three months after it took place!

Jasmine went on to speak about the opportunities a co-operative like Britannia has and encouraged members to embrace what she called the 'collaborative society' to share resources and work more closely with each other to maximise efficiency and increase profitability.

Speaking in her capacity as a website guru – she owns and runs financial website *moneymagpie.com* – Jasmine examined the new Britannia website and compared it with other leading sites in the industry,

offering some useful suggestions for its development in the future. Jasmine also urged everyone to make use of social networking media such as Twitter and Facebook to drive traffic to their sites and reach out to the new generation of customers who use them.

### Question Time

After lunch Jasmine chaired a special Britannia version of *Question Time* during which a distinguished panel of industry experts - Steve Fanning, Oliver Grieveson, Martin Thomas, John Luker and 'David Brent' - fielded questions on a number of important issues. Some of the questions put to the panel were: Should more women be encouraged to join the moving industry? Are trade associations good value for money? Would a reduction in fuel duty stimulate the economy as a whole? All resulted in a healthy debate in which the audience were invited to join in.

## Britannia Achievement Awards

The final event of the Britannia conference is, traditionally, the annual awards ceremony to honour the best performing Britannia companies in a number of categories.

Mark Tresler rounded off the formal part of the proceedings by highlighting the achievements of the group during his first year as MD and thanked everyone for their hard work during what

had been a difficult trading period. Mark concluded by inviting everyone to the gala dinner and encouraged members to enter the 'name on a tenner' raffle for what he promised would be a very special prize.

### The winners

Most Improved Shipper	Britannia Whitby C. Oliver
Top Shipper	Britannia Sandersteads
Outstanding Sales Support	Winner: Britannia Ryans Runner up: Britannia Neaves
Outstanding Quality of Service	Winner: Britannia Sandersteads Runner up: Britannia Willis



● Mark Tresler presents Stuart Almandras of Sandersteads with the Top Shipper award (above) and Chris Ryan with the Outstanding Sales Support award (below).





## NEWS: UK



● Nick and Claire Flaxman



● Annie Neave and Bob Holmes



● Tim Oliver and Miranda Hyder



## WELCOME NIGHT BARBEQUE



From top: Alison McDougall with Terry and Sue Sinnott; Joanne Williams and Melissa Redcliffe; Mark Tresler with Martin and Amanda Thomas; Bob Holmes, Annie Neave, Miranda Hyder and Peter Monk.

# Party time at Britannia

Britannia is famous for its parties and 2012 certainly lived up to expectations.

No black ties this year, red, white and blue was the order of the day with everyone entering into the spirit of the evening and joining in the fun. There were of course those who took things to extremes and draped themselves from head to toe in Union Jack suits and dresses, some even had hair dos in the same style!

A string quartet played Mozart and Vivaldi as everyone gathered in the bar for red, white and blue cocktails before going through to the banqueting hall, stunningly decorated with – you guessed it – red, white and blue.

After an excellent meal, and a little

wine, accompanied by music from the quartet, it was time to put on the party hats, wave the Union Jacks and join the guest choir for a rousing rendition of Elgar's finest songs – Sir Edward would have been proud.

### Charity auction

After taking a few minutes to come back down to Earth it was time to start the auction, which on this occasion was in aid of Chris Eaton and his family. Chris, a driver for Britannia Fleet, was seriously injured last December when he was hit by a car while working in Bratislava.

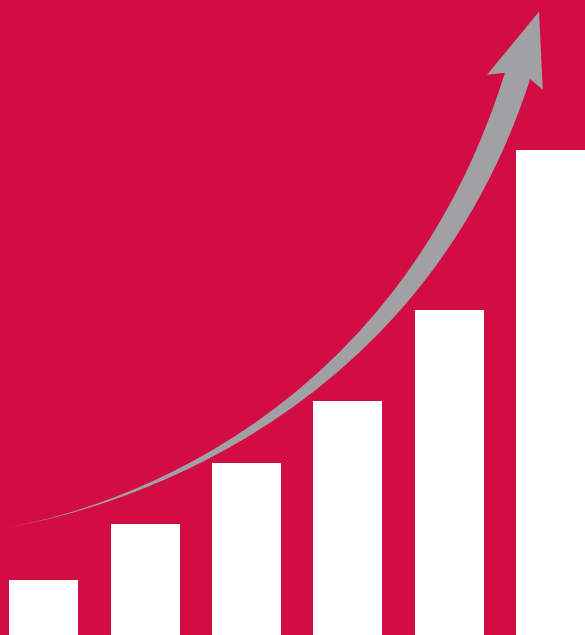
Martin Thomas took to the rostrum as auctioneer selling various items donated by sponsors including a

trip to the Harry Potter Studio, a helicopter flight and a Mercedes-Benz watch, raising an impressive £1,450. The 'name on a tenner' raffle for the star prize of a weekend at Mercedes-Benz World in Weybridge raised a further £1,450 for Chris and his family.

### Disco

After all the excitement of the auction it was time for the disco, at least for the younger members of the party. For some it was time to call it a night, while others gathered for a last drink in the bar. A pleasant way of ending what had been an excellent conference and social occasion.





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## NEWS: INTERNATIONAL

## New Swiss service from GB Liners

In response to customer demand, GB Liners has launched a new twice weekly service to and from Switzerland.

**W**orking in conjunction with its Swiss partners, Packimpex, vehicles will depart from GB Liners' West London Warehouse on Mondays and Wednesdays arriving at Packimpex's facilities in Freiburg on Wednesday and Friday respectively. From arrival at Freiburg, delivery will be made within two working days. The service also runs in reverse with vehicles leaving Freiburg on Mondays and Wednesdays and arriving at London on Wednesdays and Fridays. GB Liners are also offering a guaranteed delivery time from arrival at London to most UK destinations.

Thomas Hare at GB Liners is in charge of the new service and he says that he sees a lot of potential for a guaranteed, timetabled part load service. Eventually, the service will be extended to cover southern Germany and possibly further afield, depending on customer demand. He says, "I see a great future in a point-to-point service using local knowledge and skills with partners at each end for origin or delivery services."

The Swiss service adds to GB Liners' existing groupage services to Dubai, Cyprus and India.



● Canada's construction sector, among others, is crying out for skilled workers.

## Canada wipes Federal Skilled Worker Program backlog

Around 280,000 applicants to Canada's Federal Skilled Worker Program are to have their fees refunded as part of a bid to create a fast and flexible immigration system.

**T**he March Budget 2012 set aside 130 million Canadian dollars to cover the cost of refunds and clear the astonishing backlog of unprocessed applications.

Jason Diggs, Sales Director for Anglo Pacific said: "The applicants affected are those who applied prior to 27 February, 2008 and are thought to number around 280,000. They will be encouraged to re-apply under new programs that focus on work skills – a similar path to the Australians who will replace their points system with SkillSelect from 1 July, 2012. The 20,000 applicants who have already passed the selection criteria stage will continue to have their applications processed. Of course this is a major blow to the 280,000 people who have been held in limbo for four or five years or more as a refund will set them back to square one, however the replacement skills-based system promises to be quicker and more efficient."

The phased-out Federal Skilled Worker Program is set to be substituted for a Federal Job Bank where skilled migrant applications will go into an online selection pool. Employers and provincial governments will then be able to dip into the pool and pick the best-fit employees to fast-track through the application process to get them working within months rather than years. This will give Canada the ability to focus on the skills and talents that the country needs today. Legislation will be needed to establish the new Federal Job Bank system

**"The applicants affected are those who applied prior to 27 February, 2008 and are thought to number around 280,000."**

Jason Diggs

and could take up to two years to implement.

Canada has a growing demand for skilled workers, particularly in Western Canada's booming resources sector. *Canadian Business* recently revealed the 50 best-paying highest-demand career choices today. They surveyed hundreds of occupations tracked by Statistics Canada and placed Petroleum Engineer as the number one job to seek, or indeed keep. This is both the fastest-growing occupation in Canada, with employment increasing by 85% between 2006 and 2011, and the second-highest in pay. Oil is Canada's largest driver of employment and economic activity and the *Canadian Business* list also ranks other oil-related jobs highly such as chemical and civil engineers and environmental and occupational safety inspectors. Construction is another sector crying out for skilled workers.

● Information courtesy of Anglo Pacific.

## Record fines in the Balearics

**T**he Commission of Fair Trading (CNC) has hit the five major ferry lines in the Balearics with fines totalling 54 million euros after finding them guilty of price fixing and agreeing conditions detrimental to users. The investigation began back in April 2010 when the then Councillor for Transport at the Consell, Albert Prats, made an official complaint to CNC about what he believed was unfair competition within the Balearics' maritime routes.

The cases date back to 2001 and initially concern Baleària, Trasmediterranea, and Iscomar who between 2001 and 2010 divided up routes, ensuring a monopoly on most, therefore pushing up prices. In addition the investigation also concentrated on an agreement which continued from 1995, until 2011, with Baleària, Sercomisa (now Iscomar) and Mediterranean Pitiusa which, again, allowed them to split the maritime market up between them. Overall the fine is the highest ever levied to shipping lines in any one year, although in 2011 the Commission also fined Baleària and Trasmediterranea more than 14 million euros for similar infractions on the line between Algeciras and Ceuta.

Trasmediterranea were the biggest perpetrators and, accordingly, received the largest fine, just over 36 million euros. Baleària came next with a fine of just under 16 million euros, whilst Trasmapi (1.15 million euros), Iscomar (495,826 euros) and Mediterranean Pitiusa (402,453) were also punished substantially.

The fines should have been 15% of the total volume of business affected, around 146 million euros. However competition legislation limits sanctions to a maximum of 10% of the total turnover of the company in the year previous to the resolution, a fact which restricted the fine in this case. It was also revealed that Baleària tried to get its fine reduced by agreeing to co-operate in the investigation, just four days after its central offices were raided by investigators. However whilst it tried to reduce the fine by 50%, in the end CNC only agreed to lower it by 15% claiming the cooperation received from Baleària had not been "continuous, full or swift."

● Information supplied by Bill Webb, Webbs International Transport, Mallorca.

Get the latest moving industry news at [www.themover.co.uk](http://www.themover.co.uk)



## TIMELINE 2012

## July

**London Olympics start**

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

## August

**London Paralympics start**

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

## September

**New pension rules**

New compulsory pension rules take effect for the largest companies. Smaller companies will gradually be brought into the scheme between 2014 and 2017.

## October

**New national minimum wage rates**

New national minimum wage rates will take effect from 1 October:

- The standard adult rate (workers aged 21 and over) will rise to £6.19 per hour;
- The development rate (workers aged between 18 and 20) will remain at £4.98 per hour;
- The young workers rate (workers aged under 18 but above the compulsory school age; who are not apprentices) will remain at £3.68 per hour;
- The rate for apprentices will rise to £2.65 per hour;
- The accommodation offset will rise to £4.82 per day (up 1.9% from £4.73).



● Those travelling in London during the Olympics and Paralympics can expect delays on prescribed routes.

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## NEWS: INTERNATIONAL

## Red Recruit goes global

Red Recruit, the well known recruitment specialist for the moving industry in the UK, has gone global.

**T**he company has already opened an office in Canada and will soon follow with a US base in Florida. More locations are planned to offer a global service that assists clients in talent acquisition as well as start up operations in the moving and relocation industry.

Red Recruit has been operating in Canada for a few months now through its office in Toronto headed up by Debbie Payton. Sean Moore is in charge at the US office. Caroline Seear, Managing Director of Red Recruit said: "Sean has a long history in the moving industry from both sides of the pond. Having worked in both the moving and relocation industries in the States means that Sean has a wide and broad base of experience that he can utilise to bring his skills to Red Recruit Global and assist our clients."

Caroline commented that the company had always operated globally so to open offices

internationally made sense. "Our service is aimed at being a business partner to domestic and global clients, enhancing their businesses and enabling them to grow. Our focus has always been on building long-term relationships with clients, candidates and our own employees."

Red Recruit, now in its tenth year, has grown year-on-year. "We have honed our processes and procedures over the years to produce a service second to none in the recruitment sector," said Caroline. "Our clients have enjoyed a free consultancy service whereby they can seek advice on a wide range of subjects including staff retention issues and special projects. This is an exciting time and having worked in the moving and relocation industries for the last ten years, we have enjoyed a very warm welcome from our network of friends overseas."

● The UK Red Recruit team with Caroline (front right), Ray Inskip (back row, right) and six-week-old Finn.



● The Volvo Mean Green.

## Fastest hybrid truck

The Volvo hybrid truck, Mean Green, established new world speed records at Wendover Airfield in Utah, USA, in April.

**M**ean green achieved the following world record speeds: flying kilometre: 236.577 Km/h (147.002 Mph) and standing kilometre: 153.252 Km/h (95.245 Mph).

The speed record attempts were sanctioned by the United States Auto Club, an extension of the Fédération Internationale de l'Automobile (FIA), motoring's international governing body. The new world records are subject to FIA recognition, which will occur in about 30 to 60 days.

Mean Green eclipsed its previous records - 218.780 km/h (135.943 mph) in the flying kilometre and 152.253 km/h (94.605 mph) in the standing kilometre - established in June 2011 at Hultsfred Airport in Sweden.

Though Mean Green's modified aerodynamic body design bears little resemblance to a removals truck, it is comprised almost entirely of production components from Volvo vehicles.

## FAIM for Interdean offices

Interdean offices in Azerbaijan and Germany have recently achieved the FAIM quality standard. Contact details are as follows:

### Interdean Azerbaijan

Vagif Samosud  
T: +994 12 447 4346  
F: +994 12 510 4931  
M: +994 50 210 7384  
E: Vagif.Samosud@interdean.com  
W: <http://www.interdean.com/contact-interdean/interdean-azerbaijan-baku/>

### Interdean Germany

Dirk Ellermann  
T: +49 (0)6190 8993 10  
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M: +49 (0)173 5499 300  
E: Dirk.Ellermann@interdean.com  
W: <http://www.interdean.com/contact-interdean/interdean-germany-frankfurt/>

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## THE PAST IN PICTURES



● Frank Bray, from sometime in the 1960s.

### Bray and Son, Maidstone

Simon Bray of Bray and Son Ltd. in Maidstone, Kent sent in this picture of his grandad, Frank Bray who started the company. Frank started the business after leaving his wartime service in 1946. His first vehicles were converted

army trucks. According to a note on the back of the picture it was taken just after being loaded ready to head off to a job in Bromley. It was taken sometime in the 1960s. The company now runs a fleet of ten assorted trucks from 3.5 – 36 tonnes.



● A modern vehicle from the Bray fleet.

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Scania 2001 P94 260, 14 ton rigid with train weight 28 ton wagon and drag trailer, full air suspension, sleeper pod, Marsden body, 26ft rigid + 25 ft trailer: £9,750 + VAT



08/58 reg Euro 5 DAF LF 45 180 HP, sleeper, 28ft box, rear flush fit barn doors, tie rails, as new condition, 160,000 kms: £19,995 + VAT

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## INSIGHT: WORKING LATE



# Stop working long hours!

According to a recent article on [www.inc.com](http://www.inc.com) – a website for small businesses and entrepreneurs – we all think that we're getting more accomplished by working longer hours, but in fact we're probably not.

**S**heryl Sandberg, the CEO of Facebook, recently owned up to the fact that for years she has been leaving the office every day at 5.30 p.m. to be with her children. She obviously felt the need to hide that fact until recently, however over the years there has been much research done to establish the fact that working more than 40 hours a week actually decreases productivity. Apparently in the early 1900s, Ford Motor ran tests to discover the optimum work hours for worker productivity. The 'magic number' is apparently 40 hours a week. While adding another 20 hours provides a small increase in productivity, that only lasts for a couple of weeks and then returns to negative.

"This study might make us think twice about the old adage 'hard work won't kill you'."

**Professor Stephen Holgate**

Research shows that people who put in a 40 hour week get more done than those who regularly work 60 hours or more. In addition, people who consistently work long weeks will eventually get burned out and that will affect their home life as well as their work life.

A recent study by experts at University College London says that working more than 11 hours a day, rather than the usual 9am to 5pm, markedly increases the risk of heart

disease (although a number of underlying factors, for example high blood pressure, may also make a difference).

The magnitude of risk goes up by 67% for people who work long hours, the University College London team stated in *Annals of Internal Medicine*. It based its findings on over 7,000 civil service employees whose health has been tracked since 1985.

Professor Stephen Holgate of the Medical Research Council, which part-funded the investigation, said: "This study might make us think twice about the old adage 'hard work won't kill you'."

The moral of the story? You shouldn't apologise for leaving work at a reasonable hour!





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● Above and top right: what Nice looks like when it's not raining!



● Thomas Juchum

## Nice in Nice

The Euromovers conference 2012 took place in what was supposed to be 'sunny' Nice in April. But, although the rain fell on the 95 delegates, the energy and enthusiasm of the group kept spirits high for a very successful and enjoyable event. By Steve Jordan.

**T**hroughout the conference the word 'family' was used regularly. It has perhaps become a cliché in the industry but Euromovers does truly feel like a family, but one that welcomes and embraces newcomers with genuine warmth.

Thomas Juchum, the Managing Director and one-man powerhouse who runs Euromovers acted as master of ceremonies and ran the conference with his natural mix of charm, humour and precision. His first job was to introduce the Euromovers Board including its charismatic chairman, Denis Zonneveld.

Dennis introduced the theme of the conference as the changing moving business in Europe and thanked the sponsors: Reason Global Insurance from the UK, TransPak, the packing materials supplier for Germany; Roldo Rent, the suppliers of crates and roll cages from The Netherlands; and Container Plus the container supplier also from The Netherlands. Dennis thanked them for their support and help in organising the event.

After the obligatory roll call came the opportunity for all the new member companies and guests to have a few minutes on stage to introduce themselves. This worked

well as joining a new group can be a daunting experience for some and this 'moment in the limelight' made quite sure that everyone knew everyone else right from the start.

**Euromovers does truly feel like a family, but one that welcomes and embraces newcomers with genuine warmth.**



● Denis Zonneveld



● Left to right: Angels Gallardo, Inter S&R, Spain; Dominik Fischer, Kehrli + Oeler, Switzerland; Joern Prieser, Express Transport Shipping Agency, Germany; Catherina Stier, Inter S&R, Spain.



● Left to right: Steve Raj, Felix Relocations Singapore; Ronald de Vos, Container Plus+, Netherlands; Stephan Strauss, Gebr. Roggendorf, Germany; Eddy Walschot, Servaes Services, Belgium.





## A changing world

The world is changing in so many ways. At the Euromovers conference Gerard Geijtenbeek, from Roldo Rent looked at some of the crises facing humanity and encouraged movers to adapt the ways in which they work to meet new challenges.

**G**erard said that the world was gripped in a financial crisis, an oil crisis, a food crisis and a perceived environmental crisis. However on closer inspection they were not necessarily all they seemed. The food crisis, for example was largely a feature of the oil crisis: transport, being a major problem.

Although Gerard believed that the environmental crisis was real, when related to the depleting of the Earth's

**"The earth is going through a natural cycle of warming and cooling. 30 years ago we were all worried about global cooling."**

Gerard Geijtenbeek

natural resources, he does not subscribe to the global warming theory. He provided evidence of a hypothesis that global warming is not in fact man made but simply part of the natural cycle of the world. "There is no global warming," he said, adding that it was largely a marketing tool invented to create an industry where none really existed. "The whole concept of global warming was based on the statistics of a guy called Mann," he said. "These statistics are false. The earth is going through a natural cycle of warming and cooling. 30 years ago

we were all worried about global cooling," (see below).

### Changing moving industry

The economic climate also goes through cycles although the current downturn is different with economies going deeper into recession and taking longer to emerge. "As long as there is economic instability there is less moving with people staying at home and working online," said Gerard. He also said that the fact that their houses were worth less money meant that they were inclined to stay rather than move. "In the new world, more people are working from home; offices have less paper (approximately one metre of archive compared to eight metres ten years ago); and both the number and size of moves is reducing.

Because the number of moves is decreasing, competition increases. This is because the established movers are charging less in an effort to secure the work and companies diversify to include removals as part of their service offering. "For example, we now have competition from facility companies who offer moving services."

Gerard encouraged companies to diversify themselves to offer a wider range of services and provide extra value to their customers. "IT services, furniture rental, document storage, art services, handyman and cleaning services," he said were all available.

Gerard also recommended a website, [www.businessmodelgeneration.com](http://www.businessmodelgeneration.com) to all those who wanted to change their company. "The key is to make time to look at your company, speak with your business team and make the changes you need," he said, adding that there was no excuse for inaction. "You have to change your company and you have to do it yourself."

### Michael Mann

Michael E. Mann (born December 28, 1965) is an American physicist and climatologist, currently director of the Earth System Science Center at Pennsylvania State University. He was a lead author on the Observed Climate Variability and Change chapter of the Intergovernmental Panel on Climate Change (IPCC) Third Scientific Assessment Report in 2001 and was organising committee chair for the National Academy of Sciences Frontiers of Science in 2003. He has received a number of honours and awards including selection by *Scientific American* as one of the fifty leading visionaries in science and technology in 2002. He was a member of the IPCC that shared the Nobel Peace Prize with Al Gore in 2007.

In 2012 he was inducted as a Fellow of the American Geophysical Union and

was awarded the Hans Oeschger Medal of the European Geosciences Union. He is well known as one of the originators of a graph of temperature trends over the last thousand years, called the "hockey stick graph" because of its shape. The graph was highlighted in the 2001 Intergovernmental Panel on Climate Change (IPCC) report.



● Above: Gerard Geijtenbeek at the conference; below: [www.businessmodelgeneration.com](http://www.businessmodelgeneration.com).



## NEWS: INTERNATIONAL



● Above: Atlas International UK is run by Fox; top right: Jack Griffin, President and Chief Operating Officer for Atlas World Group; bottom right: Jim Gaw, Vice President and General Manager of Atlas International.



## Atlas International – Euromovers Partner

Jack Griffin, President Chief Operating Officer of the Atlas World Group in Evansville, Indiana introduced the parent company to the Euromovers conference.

**H**e explained that the company was a large group that includes Atlas Van Lines with 350 agents in the USA and 150 in Canada; and Cornerstone Relocation.

Atlas World Group had a turnover of US\$809 million in 2011 with 135,000 global shipments. Jack explained that the company had suffered during the recession but that the recovery had now started. "The United States is finally emerging from the recession. We have some challenges on the capacity side but the economy is getting better. We probably could have hit US\$900

**"We have some challenges on the capacity side but the economy is getting better. We probably could have hit US\$900 million last year but we didn't have the staff ..."**

Jack Griffin

million last year but we didn't have the staff, mainly we lack drivers. We still made 3.6% growth in 2011." Jack also explained that the structure of the company is such that over 50 of the 350 agents in the US are also stockholders. Atlas is also the largest national account carrier in North America, working for around 600 of the Fortune 1000 listing.

Jim Gaw is Vice President and General Manager of Atlas International, the company that partners with Euromovers. Jim explained that Atlas International had around 70 people working from the headquarters in Seattle.

He said that the company was keen to expand its global network by adding licensees, such as Fox in the UK. Today the company has eight agents in Europe. "We will continue to expand that network and take it further into India, China and beyond." Jim said that the company was working hard to find ways of keeping costs down for ocean, air and trucking services to benefit its partners around the world. His goal is to continue the trend towards improved customer satisfaction statistics from 93% today up to 97%; and to diversify the revenue base to include different types of shipment and commodities.

## New Euromovers website

**M**ichael Kae from Kae Movers in Athens presented plans for a new corporate website for Euromovers. The intention is to provide a more international brand for the company helping members to sell a single agent mover door-to-door to any location that has a Euromovers agent. "It will provide a common tool to show the extent of the network without losing the identity of the individual members," he said.

**"It will provide a common tool to show the extent of the network without losing the identity of the individual members ..."**

Michael Kae

● Right: Michael Kae.







● Graham Puddephatt talks insurance.

## Insurance – all in one

A new product designed exclusively for Euromovers, by Reason Global.

**G**raham Puddephatt and Nicholas Marshall from Reason Global presented the development of a new insurance product exclusively for Euromovers at the Nice conference. Graham explained that the motivation for the development of the product was to simplify the whole process and to help Euromovers build its brand.

Graham explained that most companies have a marine policy, domestic transit policy, domestic storage policy, freight liability policy, and extension to the domestic removals policy for transport across other countries. "So ultimately you will have numerous policies, from numerous insurers, with different policy wording, different claims handling and security, different customer documentation ... in other words we do not have a brand," he said. "So it's our aim to bring together a policy that will give you the opportunity to have a branded product that is consistent across the whole globe."

Nicholas went into more detail. He said that the new product would be a single policy that would cover Euromovers' customers' goods domestically and anywhere in the world. "This will include freight liability, origin and destination work and will give Euromovers the buying power to compete on equal terms with the largest multi-national companies in the world."

Nicholas explained that the policy would be tailored for each member's needs and would include payment protection insurance, and the policy could be extended to include home contents insurance for 90 days at destination, delays in transit, and

personal baggage cover. It would also make provision for a proportion of the profits made by the insurance company to be returned to the mover. "We will also be able to provide training to help Euromovers optimise revenue and we will be able to provide shipping statistics to help Euromovers with their strategic planning."



**"We will also be able to provide training to help Euromovers optimise revenue and we will be able to provide shipping statistics to help with strategic planning."**

Nicholas Marshall

Graham finally explained that the process would be administered from the Euromovers website. This would help drive traffic to the website, ensure the consistency of the brand and should a claim arise their experienced claims handlers will have access to the site which will greatly enhance the claims service. Insurers are very flexible and additional covers could be included on request.

## Euromovers at play

Despite the poor weather in Nice the Euromovers still knew how to enjoy themselves.

**E**veryone squeezed themselves into the Cave Bianchi, in the centre of the Nice old town, for wine tasting. Although 90 people fought for elbow room in a space designed for 30, everyone had fun and sampled some really fine wines.

The last night dinner was held at the Casino Ruhl, just around the corner from the hotel, where the guests enjoyed excellent food and entertainment. Some, might even have slipped away to try their luck on the tables however *The Mover* is far too discreet to say more. No photographs of the show were allowed.



● Wine tasting at the Cave Bianchi.



### Euromovers top booker

Roger Aiken collected the award on behalf of UK company Stephen Morris Shipping for the Euromovers top booker.



### Euromovers best quality

Daniel Kuss took home the award for Euromovers best quality, for his company Fukuoka Soko, of Yokohama.



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## NEWS: INTERNATIONAL



● The new FIDI Board – back row from left: Rob Chipman, Asian Tigers Mobility; Piet van Herk, Voerman International; Rupert Morley, Sterling Relocation; front row from left: Errol Gardiner, New Zealand Van Lines; Orphee Moschopoulos-Beinoglou, Orphee Beinoglou International Forwarders; Freddy Paxton III, Paxton International and Mario Martinez, Security International Moving.



● The new 35 Club Board – from left: Angie Mirams, Welti-Furrer; Armand Guillemoteau, JVK International Movers; Aulina Mithal-Sood, Star Worldwide (President); Patrick Makurat, Brauns International and Caroline Mason, John Mason International. Patrick and Armand were elected during the 35 Club conference in Boston.

## Changes at the top for FIDI

Two new presidents and two new Board members joined the line-up of the FIDI Global Alliance at its recent conference in Boston, USA.

The new president of FIDI is Rupert Morley, CEO of Sterling Relocation which has its headquarters in West London. The new President of FIDI's 35 Club (for younger members of the industry) is Aulina Mithal-Sood of Star Worldwide in India. Stepping off the FIDI Board were Thomas Hanbo, its former Treasurer and Al Mithal of Star Worldwide. New arrivals were Freddy Paxton III of Paxton International in the USA and Robert Chipman of Asian Tigers Mobility in Asia.

During the conference delegates heard about a relaxation in the rules governing branch offices,

amendments to FIDI's now well established FAIM programme and changes to its financial protection scheme designed to bring it more into alignment with current trading conditions in the industry.

FIDI also formally launched its new e-learning programme, developed by its Academy to help members offer new hires (and staff requiring refresher courses) a grounding in international moving without actually having to leave the office. Chantal Fera, the Academy Manager estimates that the new programme enables new hires to be up and running within two weeks instead of the usual 24.

The new Payment System

allows members to make all their international payments once or twice a month through a single financial centre, so reducing bank charges for financial transfers. FIDI estimates that the system can save companies substantial sums of money annually.

Four Harvard professors featured in the business sessions while the social aspects of the conference were not neglected either with opening and closing parties and a night in the Boston Museum of Science hosted by FIDI USA, the American arm of FIDI membership.

The next FIDI conference is in Greece next year, from 12-16 May.



● Rupert Morley of Sterling Relocation, the new President of the FIDI Global Alliance.

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## FEATURE: PACKING

# PACKING: HAVE YOU GOT IT COVERED?

There is not a single moving company in the world that does not buy packing materials of some kind.

In this feature we provide information and comment from two of the leading packaging companies that serve the removals sector: Haywoods and Simpsons. As moving companies strive to achieve the optimum between quality and price, the choice of the right materials is vitally important. Here is a little guidance.



## New trends and increases in material costs

Andrew Simpson from Simpson Packaging has advised that there seems to be a trend developing for movers to use more re-usable packing materials rather than the traditional disposable types.

In these testing times people seem to be buying materials such as the fitted Ecowrap covers, plasma TV bags and mirror picture covers," he explained. "These are initially more expensive than polythene or paper covers but save both money and time in the long run. This is also the case with plastic wardrobe cartons and crates."

Andrew also said that his company had noticed a trend away from the use of bubble blankets for export wrapping back to traditional paper blankets which are roughly 30% cheaper. "Our group company Dependable Packaging, as one of only two UK manufacturers, is able to offer significant cost savings, stock holding, and personalised in line printing," he said.

Simpsons has also introduced a valuable new service to movers allowing them to make profits on materials supplied to customers without the need to hold stock: its direct-to-client pick and pack service. "Removal companies can sell packaging through their websites (we provide product images free of charge) and when an order is placed we despatch the order directly to their client's address. This means the removal company does not need to stock product and does not waste precious time delivering to clients themselves. Also this provides a very easy form of

"In these testing times people seem to be buying materials such as the fitted Ecowrap covers, plasma TV bags and mirror picture covers ..."

**Andrew Simpson**

extra revenue with very little work involved."

Many customers, however, prefer to sell their materials both those made from oil and paper. For these companies Simpsons supplies display stands for selling materials to the general public. A stand occupies half a square metre in reception and can hold up to £1,000 worth of retail product, again providing extra revenue.

Andrew warns of higher prices all round for materials both those made from oil and paper. "The oil price is increasing month after month driving up polymer prices (plastics, bubble, tape and transport /manufacturing cost)," he explained. "Also the increasing dominance of a few major players in the European paper market is driving up the cost of paper (cartons, packing paper)."

Right: Simpsons provides its customers with packing materials they can sell on to their customers, without the need for stockholding.





## Haywoods of Leeds

Over the last 100 years Haywoods of Leeds has seen good times and bad. But, even with its long memory the company admits that the last few years have been pretty poor.



● Martin Haywood shows off his specialist cover manufacturing equipment.

**H**owever, the family business that started from a tiny living room in Leeds in the 1920s, has come through and is thriving again, although the market has changed.

It was with the supply of specialist paper blankets for removals that Haywoods kicked off its relationship with the moving industry, which quickly led on to the supply of other items such as webbing, tape and boxes. It was during the 1970s that the packaging side of the business took over from workwear sales as the mainstay of the business.

From the boom years of the 80s through the tougher times of the 90s and the recent recession, Haywoods has seen a 30% downturn in its packaging business. "This has been the worst economic time in the history of our business," said Martin Haywood, the company's Managing Director. "We are seeing significant price increases on our materials several times per year which is very difficult to manage."

Haywoods, like many companies has had to work harder to get better deals and now has a sales team headed up by Brendon Jones, devoted entirely to packaging sales. The company's e-mail and other marketing campaigns are working well and Haywoods is now on the way to increased profits year on year.

The packaging industry is extremely competitive and there is no option other than to buy in bulk and shop around for

the best deals. The pressure on pricing has meant that commodity items like boxes have had to be sold almost at cost with profits being made on the additional items that are not so price sensitive.

"Our customers shop around for the best price on the boxes and we always try to give them what they want. We make our profits on the additional items such as tape and specialist covers that we supply," said Martin.

**"Our customers shop around for the best price on the boxes and we always try to give them what they want. We make our profits on the additional items such as tape and specialist covers..."**

**Martin Haywood**

It is these high quality items, such as the reusable specialist covers that are now widely used in the industry, that provide Haywoods with the revenue it needs. The company has its own equipment making padded sofa and mattress covers and packaging for delicate items such as TV screens and computers. Although the company recognises its responsibility to the industry to provide a full packing materials service, delivered nationwide, it is these new types of handling materials that will provide its future prosperity.



● From the top: a display stand for selling packing materials to the general public; plasma TV bags are increasingly popular; a plastic wardrobe carton.

## KRAFT PAPER PRICE INCREASE

Mondi Kraft Paper, a business unit of the Europe & International Division Vienna, has recently announced a price increase of 8-10 % for all unbleached and bleached sack kraft grades in Europe. The increase will be implemented for deliveries effective June 1, 2012. This will inevitably put further pressure on carton prices.

## NEWS: ON THE ROAD

## Faulty tachocards

The Driver and Vehicle Licensing Agency (DVLA) has identified an issue which means that some digital tachograph cards may malfunction.

**T**he only cards affected are those issued between 24 March, 2007 and 31 August, 2008. Cards issued outside of these dates are not affected.

Drivers with faulty cards do not need to contact the DVLA for a replacement. New cards will be sent out automatically, along with a letter to explain what to do with the old card. All drivers' hours data should be downloaded from the old card before returning it.

VOSA has agreed with DVLA to allow drivers with a faulty card longer than the usual 15 days grace period. If a card is malfunctioning a driver can continue to drive until a replacement card is received providing he maintains a manual record of his activities by taking the VU printouts at the start and end of each day and recording personal details on them.

## VOSA puts hold on OCRS changes

**T**he proposed changes to the VOSA OCRS system (*The Mover*, May 2012, page 22) have been put on hold as a result of technical problems. VOSA said that during an IT systems test it discovered some technical issues. This means that the improvements to OCRS were not introduced at the end of April as previously planned. Jessie VanBeek from VOSA Communications said: "We are working on resolving the issues so that we can introduce the OCRS changes as soon as possible."

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● Above: The Delta Security van - recovered thanks to Quartix vehicle tracking. Right: Andy Kirk, Sales and Marketing Director, Quartix.



## Quartix voted top for telematics

Readers of *Fleet News* have voted Quartix top telematics provider for the fourth year running.

**T**his is a huge vote of confidence in Quartix, its products and services," said Andy Kirk, Sales and Marketing Director. "It is also testimony to the dedication, commitment and hard work of our entire team who, year after year, keep Quartix at the forefront of telematics development, provision and service."

Last year, despite weak economic conditions, the company achieved outstanding results, increasing turnover by 46% to just under £7 million and the installation of new vehicle tracking systems by 125%. This was achieved through transparent pricing, a comprehensive range of rental and outright purchase options, and the introduction of innovative, cost-saving services – including driver behaviour monitoring.

This service, which is capable of saving fleet operators as much as £20,000 a year on a fleet of 20 vehicles, detects speeds, harsh braking and acceleration. "Twelve months ago driver behaviour monitoring was relatively new, but now most fleet operators request it. The price of fuel is one of the main reasons," said Mr Kirk.

Last year also saw Quartix make significant investment in research, design and development, with a new version of its renowned tracking system – including additional 'black box' technology for accident investigations – launched in January.

**"Twelve months ago driver behaviour monitoring was relatively new, but now most fleet operators request it. The price of fuel is one of the main reasons..."**  
Andy Kirk

Andy Kirk explained: "Unlike most of our competitors, who buy in their black boxes, we design and develop all our own technology – so we are not beholden to outside suppliers. In fact, we design and develop all aspects of our system, which means we are always in a position to maintain our leading edge position."

No less than 50% of all Quartix fleet orders are the result of customer referrals or repeat business. In 2011, the company supplied just under 20,000 vehicle tracking systems and now takes on around 100 new customers a month.

"Our customers appreciate we strive hard to achieve the highest possible standards and they are aware Quartix is a name synonymous with the highest levels of quality and service," added Mr Kirk.

Recently, thieves' violent attempt

to hijack a security equipment company's van was foiled by Quartix vehicle tracking. Driver Roger Hirsch, of Delta Security, was in slow-moving traffic in Hoe Street, Walthamstow, when he felt a sudden bump from behind. Leaping from his cab, he was shoved roughly to the ground by one thief while a second slipped behind the wheel and sped off.

Shocked but otherwise unhurt, Hirsch quickly called his boss and urged him to check the company's vehicle tracking system. Dave Mundy, the London firm's Operations Manager, said: "I ran to my laptop, logged on to our Quartix vehicle tracking system and entered the registration number of Roger's van. A few seconds later I could see a map with the van clearly marked and showing it was travelling along the North Circular from Walthamstow towards Edmonton. I dialled 999 on the landline and asked for the police."

Mr Mundy explained the situation to them and said he was tracking the Ford Transit online and could explain exactly where the vehicle was. He was able to tell them when the van left the North Circular and entered High Road, Tottenham and the precise time it turned into a yard. "The Quartix tracking system showed the van to be stationary with the ignition off. The time was 9.59pm. At 10.01 the first police car arrived on the scene with a second car arriving a minute later," he said.



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**BUSINESS: DRIVER CPC DEADLINE**

# Will you meet the Driver CPC deadline?

Driver training company MDR Training UK predicts a last minute rush for Driver CPC as the 2014 deadline approaches.

**M**DR Training UK has offices in Leicester and Bristol and specialises in Driver CPC training for professional drivers. The firm was established in 2009 as a sister company to MDR Recruitment, a driver agency with around 120, mainly HGV drivers on its books. MDR started the training side of the business to train its own drivers when Driver CPC was introduced and last year trained over 1,000 professional drivers. This year it aims to double that figure.

MDR runs training courses at venues around the country as well as at its own premises so travelling can be kept to a minimum – courses are also run at weekends. From September 2014 all professional drivers of vehicles over 3.5 tonnes will have to complete 35 hours of training every five years to gain a Driver Qualification Card (DQC). Any driver without a card will no longer be entitled

“I don’t think there has been enough publicity about Driver CPC and there are still a lot of transport managers out there who are not fully up to speed with the situation ...”

**Richard Dunvaband**

to drive professionally and will face a fine of £1,000 if caught. Anyone aiding and abetting – the driver’s employer for example – will also be fined £1,000. However, the consequences of not having a DQC may be far more serious than just being fined. As the driver will effectively be driving without a licence, he will also be driving without insurance and could face further prosecution and be personally liable for third-party damages in the event of an accident.

Despite the onerous consequences MDR’s

Training Manager Richard Dunvaband is not convinced that every driver will have completed Driver CPC by the 2014 deadline. It is estimated that only around 35% of drivers have qualified so far.

“I don’t think there has been enough publicity about Driver CPC and there are still a lot of transport managers out there who are not fully up to speed with the situation,” said Richard. The trouble is if too many people leave it to the last minute there won’t be enough capacity in the industry to get everybody through in time, and that would be a disaster.”

MDR’s Driver CPC syllabus broadly covers:

- Safe and fuel efficient driving;
- Legal requirements;
- Health and safety;
- Service and logistics.

All training is classroom based and there is no pass or fail just a quiz – trainers are encouraged not to call it a test – at the end of each seven hour session. The quiz result does not have any bearing on the trainee’s qualification and all participants are issued with a certificate of attendance at the end of the course. However, where there is an obvious need for improvement MDR will informally suggest to a driver’s employer that attention needs to be given to the subject involved.

“There is a certain amount of flexibility within the CPC syllabus and we try hard to make sure the content of the course is relevant to the type of driving the trainee is involved in,” said Richard. “For example, someone regularly driving a 40 tonne artic would need to carry out different safety checks from say a driver operating a removals van; it’s not a matter of one size fits all.”

The overall aim of Driver CPC is to improve the skills and knowledge of professional drivers and make sure they keep up to date with changes in legislation and modern working practices.

“Often experienced drivers are reluctant to come on a CPC course, after all if you’ve been driving a truck for 20 years what is there to learn?” said Richard. “But Driver CPC is not about the ‘nuts n’ bolts’ of driving it’s about improving the professionalism of commercial drivers in all aspects of the job from safety to customer service. I don’t think we’ve ever had a driver who didn’t benefit from coming on a course.”

A DSA spokesperson said: “Whilst we’re encouraged by the number of drivers already committed to undertaking Driver CPC training - there’s no room for complacency. It’s really important that training is planned and completed sooner rather than later to avoid any last minute rush before the end of the five year cycle. If you leave it too late you run the risk of not being able to continue driving professionally.”



● Richard Dunvaband



## Some people are hoping the deadline will be extended

"I think there are quite a few people out there hoping the deadline for Driver CPC will be extended or even that the whole thing will be quashed," said Phillip Kidd from training provider Kidds Services in East Yorkshire. "That just isn't going to happen and as the DSA said during their seminar at The Movers and Storers Show the rules will be rigorously enforced and any vehicle being driven by someone without a Driver Qualification Card after 2014 won't be going anywhere."

"I think there are quite a few people out there hoping the deadline for Driver CPC will be extended or even that the whole thing will be quashed..."  
**Phillip Kidd**

## Advice from the Driving Standards Agency

Professional lorry, bus and coach drivers are now legally required to hold the Driver Certificate of Professional Competence (Driver CPC) in order to drive for a living.

New drivers entering the profession must now pass the Driver CPC initial qualification. Once qualified they must complete 35 hours of periodic training every five years throughout their driving career to maintain their Driver CPC and continue to drive professionally.

Drivers who already hold a vocational licence (C, C1, C+E and C1+E) and have been driving since before 10 September, 2009 have 'acquired rights' meaning that they don't have to complete the initial qualification. However, drivers with acquired rights are also required to complete 35 hours of periodic training every five years. For those with acquired rights the deadline for them to have completed their first block of 35 hours training is September 2014.

There's no test to pass and courses can be practical or classroom based.



For further information on Driver CPC visit [www.direct.gov.uk/drivercpc](http://www.direct.gov.uk/drivercpc). You can also now view how many hours of periodic training you've completed online at [www.direct.gov.uk/checkdrivercpc](http://www.direct.gov.uk/checkdrivercpc).



## Teaming up with another removals company kept costs down for G&R Removals

Lance Green, Managing Director of piano moving specialist G&R Removals of Chiswick is very pro training, although he admits to being slightly put out that Driver CPC is compulsory. "We have ten drivers and all of them are at least part way through their CPC training, we use BAR Training Services and I'm very happy with them," said Lance. "I think the guys enjoy it, it's a day out and all of them have said they've learned something as a result. We teamed up with another removals company and between us we had 15 drivers trained at one session for a fixed price, that way the cost per driver is quite reasonable."



● Driver CPC training covers subjects like basic fire fighting.

## Novadata Tab boss remembers 1981 tachograph panic

Derek Broomfield, Managing Director of transport training company Novadata Tab Ltd in Essex is also expecting a last minute rush in the run up to the 2014 deadline and possibly beyond. "I think we'll see another situation like we did in 1981 when tachographs were introduced," said Derek. "I set up a tachograph calibration company to install tachos in 1976 when the government announced they would be compulsory for vehicles over 3.5 tonnes after January 1981. People had five years warning to get them fitted, but guess when we got really busy? January 1981, after the deadline had passed!"

## White & Company on course to meet 2014 deadline

White & Company has a fleet of over 200 vehicles and 18 branches throughout the UK, Germany and Majorca. Chief Executive Ian Palmer says his company is on course to have all drivers CPC qualified by 2014 with around 60% having already completed two of the five days training required. "We're very much aware that the clock is ticking and with so many drivers to get through in all parts of the country we decided to put a programme in place to make sure we are ready by 2014," said Ian.

"The drivers have been very positive and the training has helped them all in one way or another. It's not all about braking distances and tachographs, some of the courses have covered things like first aid and even basic fire fighting, it all depends on what's relevant to the drivers involved."

"We're very much aware that the clock is ticking and with so many drivers to get through in all parts of the country we decided to put a programme in place to make sure we are ready by 2014..."

Ian Palmer



## NEWS: ON THE ROAD

## WORKING TIME RULES NOW APPLY TO YOU!

The Road Transport (Working Time) Regulations 2012 came into force on 11 May, 2012. The Regulations amend the Working Time Regulations 2005 by extending their scope to apply to self-employed drivers and owner drivers. Does that mean you?

**O**wner-drivers must now also adhere to the Working Time Directive (WTD) after escaping inclusion for seven years. The WTD restricts working time to an average 48-hour week and insists that records are kept for two years.

The government was forced to act after the European Commission began infringement proceedings against 13 member states, including the UK and Ireland. Penalties include unlimited fines. Northern Ireland regulations were also amended at the same time.

The Department for Transport says VOSA will adopt a light touch to enforcement for the first six months, advising rather than prosecuting offenders. No one has yet been prosecuted under the original 2005 regulations, suggesting that this approach is the norm.

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● Maintaining the correct tyre pressure is vital for safety, wear and fuel efficiency.

## Tyre pressure monitoring for commercial vehicles

Tyresure's TPMS203 tyre pressure monitoring system is designed for trucks, buses, coaches and tractor-trailer heavy goods vehicles.

**U**sing sensors that are mounted inside each tyre it continually monitors the air pressure and temperature from within and transmits the data wirelessly to a display unit in the driver's cab. The system can support up to 24 wheels simultaneously and wireless connectivity is easily achieved between installed tractor and trailer units with the push of a button.

The TPMS system constantly monitors tyre pressure and temperature and alerts the driver when tyre pressure or tyre temperatures are abnormal. It is totally wireless and CE Certified. It operates using internal tyre sensors which transmit data to ID module chips that are inserted into the dashboard-mounted display unit (for straight truck, coach and tractor tyres) and the Trailer ID Box (for trailer tyres). The tractor and trailer are linked together wirelessly with the push of a button once the units have been coupled together.

System benefits are:

- It operates 24/7, 365 days a year;
- Has a seven year battery life;
- There is no need to check tyre pressures;
- The system alerts the driver within three seconds of abnormal pressure or temperature;
- It gives better fuel consumption;
- There is less tyre wear and tear;

- No low pressure tyre failures.

A CANBUS module means it is possible for tyre pressure and temperature data to be displayed on a vehicle's existing computerised display. The information can then be displayed in any desired manner, limited only by the functionality of the specific display itself. The CANBUS system has been successfully incorporated into hundreds of fleet vehicles using various different computerised displays.

## The CANBUS system has been successfully incorporated into hundreds of fleet vehicles using various different computerised displays.

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● For more information visit [www.tyresure.com](http://www.tyresure.com).

## Government crack down on drug driving menace

The government has announced plans to crack down on those who drive while under the influence of drugs.

**L**egislation unveiled in the Queen's Speech on 9 May, 2012, will create a specific drug driving offence.

Currently police have to demonstrate that driving had been impaired by drugs in order to prosecute.

Under the proposed legislation it will automatically be an offence to drive a motor vehicle if you have certain controlled drugs in your body in excess of specified limits. This will make it much easier for police to take action against drug drivers. Devices to screen for drugs in the body are expected to receive type approval from the Home Office by the end of the year.

Road Safety Minister Mike Penning said: "Drug drivers are a deadly menace – they must be stopped and that is exactly what I intend to do. The new offence sends out a clear message that if you drive whilst under the influence of drugs you will not get away with it. We have an enviable record on road safety in this country and I want to keep it that way. This measure will help to rid our roads of the irresponsible minority who risk the lives of innocent motorists and pedestrians."

An independent review of drink and drug driving law in 2010 recommended that a new specified limit offence should be developed. The exact drugs covered by the offence and the specified limits for each will be determined following advice from an expert panel and a public consultation.

The penalty for the new offence will be a maximum of six months' imprisonment and/or a fine of up to £5,000, and an automatic driving ban of at least 12 months.



● It will automatically be an offence to drive a motor vehicle if you have certain controlled drugs in your body in excess of specified limits.



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**INTERVIEW:** ANTHONY ROBINSON



# A changing industry

Sales focussed organisation or operationally focussed organisation? Which will your company become? An interview with Anthony Robinson. By Steve Jordan.



## INTERVIEW: ANTHONY ROBINSON

**A**nthony Robinson is the managing director of Robinsons, a company that has been in his family for four generations. Robinsons began life in Manchester in 1895 as coal merchants, today the company is one of the UK's best known and most successful moving and relocation companies with offices throughout the country.

The recession was hard for Robinsons, just as it was for everyone. But the diversity of its products helped it through perhaps better than most. However, the recession did require Anthony to look carefully at the way the business worked. If it didn't cause a fundamental change it probably didn't hasten it. And it's a change that probably affects the whole industry and challenges many of its accepted truths.

It was actually long before the recession hit that Robinsons started changing. In 2001 it made the decision to centralise its private international sales in one office. "It seemed to us that having a network of shipping administrators dispersed all over the country in various different branches for international moving didn't make sense." By centralising the operation it meant that Robinsons could focus all the relevant skill and experience in one place helping to provide a consistently high quality of service to its customers.

When the recession hit in the second half of 2007, Anthony admitted that he thought it would be over within a couple of years. "I was considering buying a new warehouse in 2006. I'm so glad I didn't. However, moving on from all this talk of recession we have to accept that how things are today is actually the new normal."

For Robinsons it had long been clear that the old ways of working were not right for the new market. People were becoming at ease with using the Internet and more able to make their own judgements about the services on offer. They had also become more used to doing things for themselves (such as booking an airline ticket, ordering a book from Amazon or selling on eBay) with the administration of such being done by the customer, the cost can be removed. The removals business was no exception. "It required us to get used to a new way of thinking," said Anthony. "We needed to take costs out of the process and it seemed that people don't always want or need the personal contact. They just want the job done right first time and this comes down to understanding and developing the process, training your people and delivering your supply chain effectively."

Companies have always sold, as a benefit, the fact that they employ all their own staff. But taken to its logical conclusion, if Anthony is right, customers aren't interested in your company payroll: they just want the job done right. It's also possible that the estimator might also be

unnecessary. "In the past we always insisted that we are the only people who can place an accurate and correct volume on a job," Anthony added. "That might be true, but many customers are also happy to do it themselves and take the responsibility if it means they can get access to a price for the job and book the work much quicker. It works perfectly well in self storage. A customer books the size of room he thinks he needs, if all his stuff won't fit, he takes another. There's no problem."

Operationally driven businesses are fearful of this concept because they like certainty and they say it will mess up their day, they cannot plan accordingly and have to build contingency into the plan. "But it's not about that any more," said Anthony. "We have to provide what the customer wants and adjust our operations to fit. I think customers are willing to accept that if they get it wrong, they also believe they are required to take part in putting it right, provided we give them the process to work with." Many would say that it's commendable of the industry to try to offer a wholly responsible, professional, turnkey service which builds in the operational contingency for the what if's, but Anthony does not believe that in the majority of cases it is valued or wanted by the customers. "If the customers don't want it, or value it, why do we insist on trying to provide it?"

**"In 2006 I had 260 people on my books. I now have 170 and yet our turnover continues to grow."**

Anthony Robinson

But becoming a sales focussed business in the modern world is becoming more and more expensive. Companies have to invest in Internet marketing, SEO, pay-per-click and social media. That's all before you work on your more traditional local area word of mouth, local advertising, canvassing, sponsorship based methods. Some jobs might not need a survey, but getting the enquiry in the first place is now a very competitive and expensive business. And where a survey is needed or performed one has to be very slick with how the information is collected, how it is interpreted, how it is transferred back to base, stored and used, all before the salesman has left the house.

Robinsons started moving in the direction of focussing more on the sales approach a number of years ago. When the work is secured Robinsons use either their local operations or sub-contract it to trusted local partners. They save money on running a smaller, slicker home grown operation and spend the

## Biography in brief: Anthony Robinson

**A**nthony Robinson is 40 years old and has a BA(Hons) Degree in Business, Finance and HR; and is also a CPC holder.

He worked in removals during the school holidays from the age of 13. After university he lived in Australia for a few years working in IT and also the removals industry. On his return he worked for Robinsons as a branch manager, progressed onto becoming IT director and then managing director in 2004.

Anthony is married to Natalie; they have two children: Max, who is seven and Woody, who is five.



He says he likes steak and driving Spa Francorchamps (the Belgian Grand Prix circuit) on a sunny morning. He dislikes shellfish and the M40 when it's shut. His hobbies are racing historic touring cars, playing drums, singing in an amateur rock band and fine wine.

savings on generating more revenue. The company has also continued its policy of centralisation. "I always felt awkward about centralising the domestic moving product because it requires local knowledge and local presence. But in so doing it has meant we can get the right number of quality people in one knowledgeable office, all pushing together. In 2006 I had 260 people on my books. I now have 170 and yet our turnover continues to grow."

The physical work we book is increasingly being carried out by owner operators, sub-contractors or other BAR members. In future it seems that companies will need to make a choice: to fight for the work direct from the customer; or to let the sales companies do that and become an operational supplier to the industry. It's exactly the same dilemma that international movers had some years ago when the relocation companies started taking their core business. "There will be those who offer simple services to the industry and those who want to offer multiple bundled services. So there will be those who provide removals operations for others and those who invest in developing and maintaining a client base of the moving population."

The recession didn't cause Robinsons to change, but it did make it focus on what it spends its money on and exactly what customers want. Robinsons has chosen the sales route. Other companies will choose to provide an operational service both to their local market and to customers such as Robinsons. It's only when they start going for the mass market, through Internet marketing, that a conflict arises and a choice has to be made. The switch to a more polarised industry will not happen overnight but it has started and history shows that it is likely to continue. Which will your company become? It's time to make a choice.

## NEWS: PRODUCT



## Paragon links to Google's live traffic information

Paragon Software Systems' routing and scheduling software now links to Google's live traffic information with just one click from the system Workbench.

The new feature provides regularly updated, colour-coded views of traffic events on UK roads and motorways. The new functionality also provides useful information about typical traffic conditions for specific times and days.

"We developed the Google Maps link in response to customer requests

for an easy to use and accurate online mapping tool. A click of the mouse enables them to see traffic events that could affect their delivery schedules, allowing them to respond accordingly. This gives them greater control over their transport operation and can improve customer service," said William Salter, Paragon's Managing Director.

"By linking seamlessly to Google Maps, the software provides familiar turn-by-turn routing instructions and can also verify customer sites on the Paragon planned routes by using street level views and satellite images to show the actual physical locations. This is particularly useful where customers may share postcodes with other businesses," he added.

The Google Map link is available in all the recent versions of Paragon, including Single Depot, Multi Depot and Integrated Fleets.

## Quality service from Haywoods

People are quick to complain about bad service but rarely take the time to compliment people for good service, so *The Mover* team wanted to wave the flag for Leeds-based Albert Haywood & Sons Ltd for the excellent service it provided.

During a recent interview with Steve Jordan, Martin Haywood mentioned that his company were happy to process small orders for branded workwear. At the time *The Mover* team was about to place an order for eight shirts so decided to place its business with Haywoods.

On 2 April Nikki Gee rang Haywoods' sales team and spoke to Duncan Leng. Within a matter of minutes Duncan had e-mailed Nikki a sales quotation and the relevant documentation to set up an account. The documentation was duly completed, the



● *The Mover's* Marianne Lee with the embroidered examples from Haywoods.

order confirmed and artwork e-mailed. Half the order was for black shirts and the other half white so two different versions of *The Mover's* logo were required. On 5 April two embroidered examples of how the branded workwear would look – one on white fabric and one on black – dropped through the letterbox for approval: no guessing how the logo was going to look from a PDF! Approval was faxed back to Haywoods and five days later eight perfectly branded shirts arrived at *The Mover's* offices.

Now that's what you call service!

## Volvo Trucks' XE13 named top industry innovation in 2011

Ballots have been cast and the verdict is in. Volvo Trucks' XE13 powertrain package was the North American trucking industry's most significant technical innovation of 2011.



● Ed Saxman, Volvo Trucks Product Manager - Powertrain with the TWNA Technical Achievement Award.

The Truck Writers of North America (TWNA) recently presented Volvo Trucks with the 21st annual TWNA Technical Achievement Award during an award ceremony at the Technology Maintenance Council's spring meeting in Tampa, Florida. "It's an incredible honour to be recognised by the Truck Writers of North America," said Ron Huibers, President, Volvo Trucks North American Sales & Marketing. "We truly appreciate their thorough evaluations of our XE13 package, a proprietary solution that provides just a glimpse at the future potential of Volvo Trucks' integrated powertrain."

First introduced in September 2011, Volvo Trucks' XE13 powertrain package boosts fuel efficiency by about 3% by lowering engine rpm at a given vehicle speed, a concept Volvo calls "downspeeding".

"The benefits of "downspeeding" an engine are intuitive - lower engine rpm results in less fuel consumed - but virtually impossible to achieve without a perfectly harmonised powertrain," said Ed Saxman, Volvo Trucks Product Manager - Powertrain. "The intelligence of the Volvo I-Shift and proprietary software used in the XE13 package has created an incredible paradigm shift, so we now see the transmission controlling the engine."

Available on Volvo VN series tractors, the XE13 powertrain package includes:

- Volvo D13 engine with 425 or 455 horsepower rating and 1,750lb/ft of torque;
- Volvo I-Shift overdrive transmission with a 0.78:1 ratio;
- Axle ratios of 2.64 to 2.69;
- Proprietary software that facilitates seamless communication between Volvo's integrated powertrain components.

"Volvo's XE13 powertrain package brings the concept of running slow to a new level," said James Menzies, TWNA Technical Achievement Award committee chairman. "Several members of the committee have had the chance to drive a Volvo VN equipped with the new powertrain package and we were all very impressed with how it performed on the road."

The XE13 package consistently operates in the engine's "sweet spot" - 1,050rpm to 1,500rpm - with customer data indicating up to 70% of operation in the most efficient range of 1,100rpm to 1,200rpm. Operating in this range yields about a 1.5% fuel efficiency improvement for every 100rpm of "downspeeding", so the XE13 package provides about a 3% fuel efficiency gain.

TWNA award committee member John Baxter said the XE13 concept "represents a sea-change in thinking as far as how the drivetrain is to be put together and could also drive a serious shift to automated transmissions in the future. It will certainly help to squeeze more energy out of each gallon of fuel".





## B&W enters the telematics market

B&W Software Enterprises – based in Belfast and London – has entered the telematics business with its Drive-Pro product for insurance companies.

Managing Director Don Murray was responsible for building the acclaimed training, competence and compliance company WorkSmart Solutions and he has now turned his attention to another facet of the insurance industry. The Drive-Pro solution uses a simple to fit 'black box' that records driving behaviour every five seconds. B&W says the real trick is the analysis of the data and it has carried out extensive tests for the last year.

Don Murray said, "Our objective is to bring driver awareness as well as reporting to the insurance provider, thus giving everyone the option of being treated fairly from a premium perspective. We report on road condition awareness, aggressive driving behaviour and of course speed, one of the biggest causes of accidents. The driver gets a weekly/monthly report and can view his/her progress online."

Side benefits are the ability to recover a vehicle more quickly when a theft occurs and accurate supporting evidence in the event of an accident caused by third parties.

Following in the pattern of his success with WorkSmart, Don aims to make this type of functionality cost effective for all concerned, bearing in mind the cost of this technology has been prohibitive in the past.

● For more information visit: [www.tracksmart.info](http://www.tracksmart.info).

Get the latest moving industry news at [www.themover.co.uk](http://www.themover.co.uk)



● Come dine with me - Johnny Depp as Barnabas Collins.

## MOVING MOVIES

By Mary Jay

Title:

**Dark Shadows**

Director:

**Tim Burton**

Starring:

**Johnny Depp, Michelle Pfeiffer, Helena Bonham Carter, Eva Green, Jackie Earle Haley, Johnny Lee Miller, Chloe Grace Moretz, Bella Heathcote**

Classification:

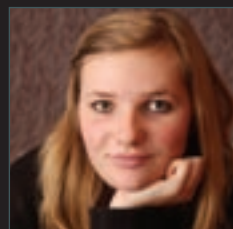
**12A**

Genre:

**Comedy-horror**

Run Time:

**113 min**



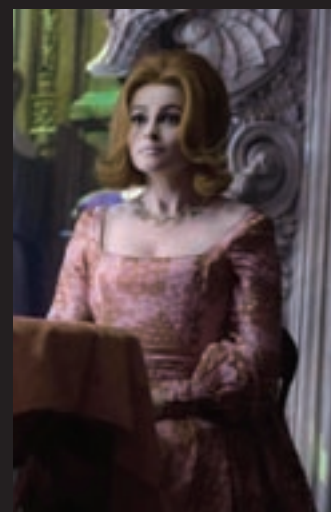
Mary Jay is a student of film at Redborne College in Bedfordshire.

## Dark, but not dim

Johnny Depp stars as Barnabas Collins in this remake of the American TV programme from the late 60s, who in the 18th century is turned into a vampire by witch Angelique Bouchard (Eva Green). She then buries him alive. In 1972 he gets dug up by accident and returns to his family home where he finds some of his decedents: Elizabeth Collins Stoddard (Michelle Pfeiffer), her daughter Carolyn (Chloe Grace Moretz), Elizabeth's brother Roger (Johnny Lee Miller) and his son David (Gulliver McGarthy). Also living with them: the caretaker, Willie (Jackie Earle Haley), the live-in psychiatrist Dr. Julia Hoffman (Helena Bonham Carter) and David's governess Maggie Evans/Victoria Winters (Bella Heathcote) get a piece of the action. Even Alice Cooper makes a guest appearance as himself.

This isn't your average tale of vampires, witches and werewolves; this story is funny

and creepy with some very unexpected twists and turns. Johnny Depp was obviously fantastic as he always is, but watch out for Eva Green; if you've only see her as a Bond Girl and a good witch it is a huge surprise to see her play the villain, which she does brilliantly. Couldn't fault either of their performances.



## Upcoming films:

The end of May saw *Snow White and the Huntsman* released. Too late for this issue but the trailer of this looks very good despite

featuring Kristen Stewart. Hopefully she does a better job as Snow White than she did as Bella Swan in the 'Twilight' films.

In the middle of June you can look forward to the film of the musical *Rock of Ages*. This stars

Julianne Hough and Diego Boneta and has a brilliant ensemble cast including Tom Cruise, Catherine Zeta-Jones and Alec Baldwin. The music is 80s rock so anyone who's a fan, go and see it!

## NEWS: PEOPLE

## Obituary: Noel D. Abel

Noel Abel, the founder of Abels of Watton, died recently after a long illness, aged 82.



● Noel Abel was well known for his love of Shire Horses.

Noel was born in Norfolk and, at the age of eight, his family moved to a council house in Watton, the town that was to be his home for the rest of his life.

While still very young he developed an interest in the local auctioneers and estate agents, H.G. Barnham & Son. When he was 14 he left school and took a job working for the company. He always had an eye for a business opportunity and recorded in his diary that same year that he had "Bought a watch for two pounds and sold it the same day for four."

He met his wife, Rita, when he was just 16 and they married in 1951. Those in the moving industry who knew Noel and Rita will remember their regular attendance at BAR and FIDI conferences and their prowess on the dance floor.

When Noel was 26 he bought the auctioneering and estate agency business and changed its name to Noel D. Abel. In 1961, following requests to use his sale yard Luton van, he started the removal business. Initially called 'The Safe Removal Service', it was renamed Abels of Watton in 1971. Ten years later, his company was proud to help the newly-married Prince Charles and Princess Diana move into their new home at

Highgrove, and in 1989 the company received the Royal Warrant.

Under his, and later Tony's leadership, 'Abels' developed into a substantial international removal and new furniture distribution company operating over 100 heavy goods vehicles and employing nearly 400 people. The company was sold to Hayes Plc in 1991.

Many will remember Noel for his love of Shire Horses. He was able to use the horses to help promote the moving business by showing them throughout the UK, France and Germany. He had many magnificent Shires; all named after kings, and collected and restored various wagons from far and wide.

Noel lost the bravely-fought battle with Parkinsons Disease on March 10, 2012, he died at home with his family by his bedside. He leaves a widow, Rita, with whom he celebrated his Diamond Wedding Anniversary in 2011, a son, Tony, a daughter, Susan, six grandchildren and five great-grandchildren. A public memorial service was held on 13 April, at St George's Church, Saham Toney.



● Rob Thacker.

## Rob Thacker becomes a director of Pound Gates

After three years with Pound Gates Rob Thacker has been appointed as a director.

Starting in his role as sales manager in 2009 he has been instrumental in many business growth and client improvement initiatives, taking on responsibilities beyond his initial remit. His success has made his career development within Pound Gates a natural progression.

Rob, a Chartered Insurance Broker himself, started his insurance broking and risk management career in 1988, coincidentally the same year Pound Gates was founded. He has helped a wide range of clients during his career by improving their management of risk, thinking strategically about how they insure and often saving them money. He has held a variety of leadership roles prior to arriving at Pound Gates, having completed an MBA in 2004.

Kevin Collins, Managing Director, said: "Rob has brought a huge amount of energy to Pound Gates and this has delivered results

for our business. Making Rob a director allows him to develop further and provide him with the platform to promote and grow our business. Now we are a Chartered Insurance Broker we need people at Rob's level to continue to maintain the high standards and our quality agenda."

Rob explained: "I am delighted with the news because when I joined Pound Gates it was exactly the quality of insurance brokers I wanted to commit my future to. The people and the approach here is second to none, so to be core to the organisation makes me very proud".

Pound Gates devises and manages bespoke insurance programmes for corporate clients in a wide range of trades and industries. In addition, it works diligently to understand insurance and risk issues in different trade sectors and develop tailored solutions for those client groups.

## Steph Snow retires from Bradshaws

Steph Snow has retired from Britannia Bradshaws after 27 years with the company. She joined in 1985 shortly after Malcolm Halley bought the business from the Blatchpack Group. She began in an secretarial role and moved to an accounting position – which she successfully managed for 27 years.

Steph has now retired to move closer to her family in Sussex and is looking forward to spending time with her grandchildren and planning a trip to South Africa and an African safari (the trip was



● Malcolm Halley with Steph Snow on her retirement.

a leaving gift from management and staff at Britannia Bradshaw).

"I always thought I'd be the first to retire," said Malcolm Halley, "but Steph got there before me! But - I won't be far behind!"



## John Best returns to Andrew Porter Ltd

John Best has rejoined the Lancashire-based firm after an absence of 14 months.



● John Best.

The senior appointment further strengthens Andrew Porter Limited's Business Relocations Department, after Saul Emberton joined as commercial sales manager in November.

"I will be looking to secure new business and nurture existing client relationships, by providing tailored solutions to customers at a time when they are looking to get more value from reduced facilities budgets," said John.

"By offering excellent value by utilising our nationwide network of vehicles and depots to its full advantage, we can help customers

manage their facilities budgets while still delivering a high quality service."

"Our integrated approach combines removals, IT relocation, space planning, office fit out and refurbishment as well as project management services. We also offer specialist laboratory removals, in which we have built up expert knowledge and experience over a number of years."

Tim Aspey, Managing Director of Andrew Porter Limited, added, "We are focussing on expanding our business relocations offering during 2012 and are very pleased to welcome John back to the team. We know he'll do an excellent job in communicating our key strengths to clients both old and new."

# WHITE & COMPANY

## Branch Manager based at our Central Scotland facility in Dunfermline, Fife.

An opportunity exists to join one of the largest privately owned Moving and Storage groups in the UK.

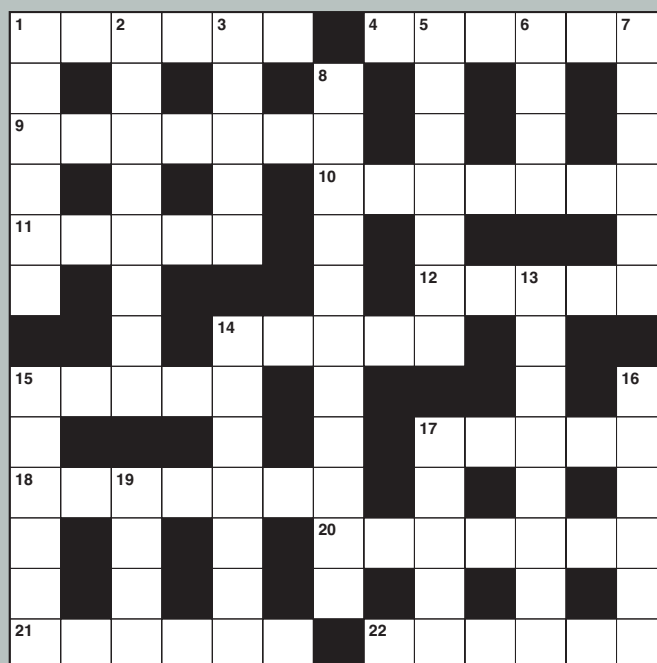
We need a candidate with an Operators Licence and fully experienced in all aspects of International Moving and Storage. Good commercial skills and capable of operating 10 vehicles, 22 staff and a 600 container capacity warehouse profitably.

The branch is a well established operation being one of 17 group locations within the UK. The role is ably supported by a Sales team. The position attracts a competitive salary and a company car.

All applications in confidence to Ian Palmer, Chief Executive at [i.palmer@whiteandcompany.co.uk](mailto:i.palmer@whiteandcompany.co.uk) with a CV attached.

## Puzzles

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### ACROSS

- 1 Cosmetic pampering treatment (6)
- 4 Long mountain chain (6)
- 9 Japanese warrior (7)
- 10 Vivid (7)
- 11 \_\_\_\_ DeGeneres: US talk-show host (5)
- 12 Stage play (5)
- 14 England v Australia cricket contest (5)

- 15 Possessor (5)

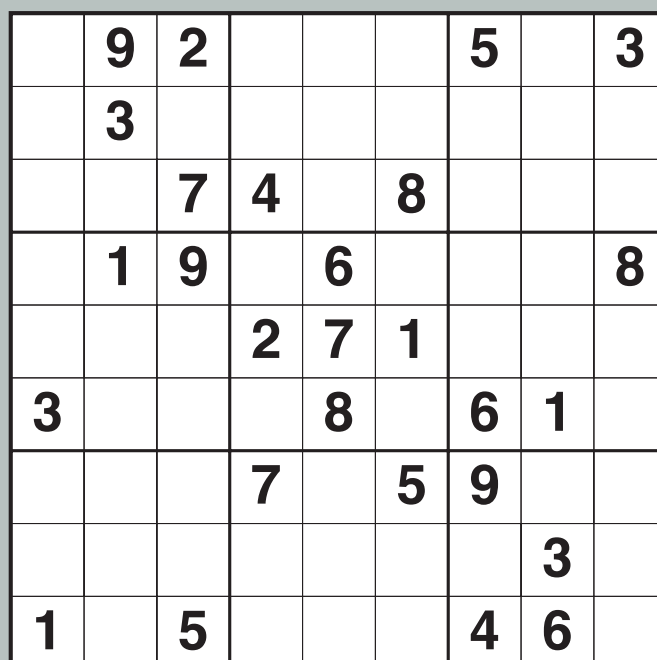
- 17 \_\_\_\_ Lewis: British singer (5)
- 18 Updated (7)
- 20 Exhilarated (7)
- 21 Cast off (6)
- 22 The spirit or soul (6)

### DOWN

- 1 Secure in place (6)
- 2 Express discontent (8)
- 3 Protective garment worn whilst cooking (5)

- 5 Eg. Borneo and Sumatra (7)

- 6 Hasty or reckless (4)
- 7 Thorny leguminous tree (6)
- 8 Dizzy (5-6)
- 13 Uncertain about the existence of God (8)
- 14 Coming up (7)
- 15 Female giant (6)
- 16 Horse riding seat (6)
- 17 Scottish lakes (5)
- 19 Block a decision (4)



## DIARY DATES

# DiaryDates

E-mail your  
Diary Dates to  
[nikki@themover.co.uk](mailto:nikki@themover.co.uk)

**Annual Convention of the German Movers Association**  
21 – 22 June, 2012, Essen, Germany

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

**FEDEMAC General Assembly**  
28 – 30 September, 2012, Innsbruck, Austria

**IAM 50th Annual Meeting**  
10 – 13 October, 2012, Washington DC, USA

**ASTAG Annual Convention**  
12 November, 2012, Switzerland

**OMNI Annual Conference**  
15 – 11 May, 2013, Monte Carlo

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

### Send in your stories too

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

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

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

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



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# Did you know?

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

Honey is the only natural food that never goes off.

The only continent with no active volcanoes is Australia.

Sound travels almost five times faster underwater than in air.

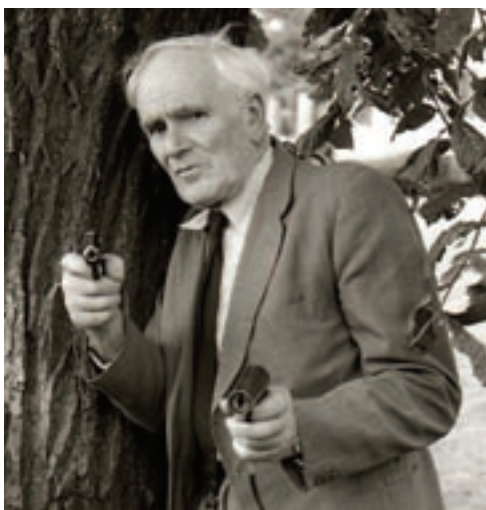
The Grand Canyon can hold around 900 trillion footballs.

Your tongue is the fastest healing part of your body.

Bats always turn left when exiting a cave.

In a deck of cards the king of hearts is the only king without a moustache.

The most commonly used letter in the alphabet is 'E', the least used letter is 'Q'.



## Puzzle solutions



F	A	C	I	A	L	S	I	E	R	R	A
A	O	P	L	S	A	C					
S	A	M	U	R	A	I	L	S	A		
T	P	O	G	R	A	P	H	I	C		
E	L	L	E	N	H	N					I
N	A				T	D	R	A	M	A	
	I	A	S	H	E	S	G				
O	W	N	E	R	E	N	S				
G			I	A	L	E	O	N	A		
R	E	V	I	S	E	D	O	S	D		
E	E	I	E	X	C	I	T	E	D		
S	T	N	D	H	I	L					
S	L	O	U	G	H	P	S	Y	C	H	E

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

## FEATURE SCHEDULE

Over the coming months we'll be putting together in-depth features concerning aspects of the moving industry. If you'd like to contribute, please e-mail [editor@themover.co.uk](mailto:editor@themover.co.uk).

### Features coming up this summer:

July: Recruitment and HR

August: Fork Lift Trucks

September: Vehicle Hiring



## MARKETPLACE

## MarketPlace

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

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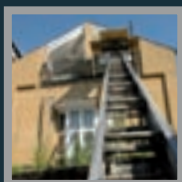
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E-mail [adverts@themover.co.uk](mailto:adverts@themover.co.uk) or contact Nikki Gee on 01908 695500 for more information or to make a booking. All prices are subject to VAT at the current rate.

### Overseas subscriptions

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

### Copy dates

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

### Enquiries

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

### PLEASE NOTE:

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

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

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