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TheMover



MATT FAIZEY UNCUT!

The BAR Board's newest
member gives us his opinions.
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LEADER

See you at the show

Steve Jordan, Editor



November's here and there's one thing you can guarantee – there'll be fireworks this month! Why bother making up new jokes when the old ones are so good. You can also guarantee that many of the good and the great of the moving industry will be attending The Movers and Storers Show in Telford on 21/22 and there is a good chance that you are reading this column while relaxing in the networking lounge. If you are, please come and see us or stop anyone with *The Mover* on their shirt for a chat. We'll be on the stand with all the magazines on show and the words *The Mover* in big letters - bit of a giveaway I know – you'll be very welcome.

This issue has the wild man of the moving industry Matt Faizey on the front cover. I last interviewed Matt five years or more ago and I was interested to know if he'd calmed down any, particularly as he's now on the BAR Board. Well, he hasn't. Not much anyway. He's on a crusade too, have a squint at page 26 and see if you want to join in.

Thanks also to Brian Maidman for allowing me into his brand new building in sunny Bournemouth for a chat. Brian won the DMOTY award this year and is justifiably proud of his company's achievement. But his subjects this time are 'costing' and 'standards', two subjects close to his heart. May I also thank the BAR Overseas Group for inviting me to dine at the IOD in London in honour of Michael Gerson who has now retired from the industry. There have been few people more influential or admired in the business than Michael.

May I point you in the direction of the Reallymoving article. A few years ago I chaired a meeting for BAR that decided not to have anything to do with removals brokers. I thought it was a bonkers idea at the time and, on reflection, I still think it was bonkers. Rosie and the gang have built up a nice business in St. Albans, they are to be congratulated. Like it or not, it's the way many people buy things nowadays. Just ask any Meerkat in your town. A chap called Cnut comes to mind.

Finally, welcome to all our new advertisers this month. Your support is greatly appreciated.

Steve Jordan



● Brothers Richard, right, and Nicholas Blount inside their state-of-the-art storage facility in Sutton-in-Ashfield.

Company invests £1m to transform self storage site

Derby-based BE Webbe has opened its latest self storage facility as part of a £1.2m investment to transform a disused factory.

The company opened this latest facility in Sutton-in-Ashfield on September 21 - exactly a year to the day that it bought the former GT Tools premises.

The premises had been empty for a year since the specialist manufacturer went into administration and the building had suffered from vandalism. Now, new life has been breathed into the derelict building which has a brand new look and has led to regeneration in the street.

BE Webbe's associated company Kinsey (Midlands) has removed the old asbestos roof, put in new columns to support a new, higher roof and put in a mezzanine floor. It has installed loading bays and put in new shutter doors for access, new offices, kitchen and toilets. The old floor has been sandblasted and specialist painted. The work has created 17,000ft² of storage on the ground and mezzanine floor covering half of the building. This has produced 150 storage units, ranging in size from 20ft² to 300ft². A second phase will be done next year, creating another 17,000ft². The acquisition and recent work cost £860,000 and the completion will cost another £350,000.

BW Webbe was one of the first companies in Derby to introduce self storage. In addition to its facility

at Mansfield Road, Derby, it has refurbished buildings in Wharf Road, Burton, and Wilsthorpe Road, Long Eaton to provide self storage facilities and was looking around the Sutton-in-Ashfield and Mansfield areas for two years to find suitable premises.

"Our aim is to provide low-cost, high quality storage space in different size units on flexible terms."

Richard Blount

"Our aim is to provide low-cost, high quality storage space in different size units on flexible terms," said Director Richard Blount. "This is what we have achieved by providing this much-needed facility to the local community in the Sutton-in-Ashfield and Mansfield area."

In a further boost for the area Kinsey has also refurbished the next door building to create Jimmy Beans, a soft play centre for children which will open next month. Adding to the improvements, but in a separate development, a tyre depot is being built next to that, which will open next year.

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NEWS: UK



HMP Shotts.

Maximum security for prison move

Harrow Green undertook a tightly organised move of prison personnel to a new high security facility at HMP Shotts, Lanarkshire.

The security-cleared Harrow Green team worked with prison staff within a carefully orchestrated move plan to transfer 250 long-term prisoners from the old facility on the site, as well as some 50 support and operational staff. Minimum disruption, smooth transfer and pinpoint timing were essential elements of the meticulous planning and the managed relocation of prisoners, material and effects.

"We operated to a strict timetable," said Aidan Robertson, Project Manager for Harrow Green. "Colour co-ordination to locate and differentiate prisoner belongings from staff equipment and medical centre material, for example, played an important part in a swift and accurate operation."

Harrow Green provided a crate management service and carried out the full relocation of furniture and equipment.

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



Last chance to book for The Movers and Storers Show

The Movers and Storers Show 2011 is just around the corner: Monday 21 and Tuesday 22 November at the Telford International Centre.



The organisers have told *The Mover* that there are a few stands left (at the time of writing) so if you have products and services to sell to the moving industry, this is your last chance to join the biggest exhibition in the removals calendar.

If you'd like to attend as a visitor you can do so free if you register in advance online at www.themoversandstorersshow.co.uk. If you turn up on the day without a ticket, you'll still be welcome but will be asked to pay a small entrance fee.

When inside there's plenty to keep you occupied all day. There's the truck show sponsored by Basil Fry; the Packer of the Year competition, sponsored by Simpson Packaging; the Learning Zone Auditorium with speakers offering sensible advice to movers throughout the two-day

***The Mover* will have its own stand giving you the opportunity to meet the team and chat to us and reveal what's burning in your breast...**

event; the Networking Lounge sponsored by Pound Gates in which you can relax and spend quality time with friends, colleagues, and potential customers; and of course the exhibition itself with stands offering every product and service you need to run a successful moving business.

There will be some drama at the

show too. Paul Bullock from PHS Teacrate, who has sported an impressive moustache for many years, will have it shaved off by a professional barber on the PHS Teacrate stand, with the proceeds going to the men's cancer charity 'Movember'. Rumour has it that a few other members of the PHS Teacrate team will be going under the razor too.

And best of all, some might say, *The Mover* Magazine will have its own stand giving you the opportunity to meet the team and chat to us and reveal what's burning in your breast that you would like to tell the world about – new services, new ideas, and maybe, the occasional moan about something you feel needs sorting out in the industry. We'll be there, notebooks and cameras at the ready.

Britannia Lanes help Bristol Zoo to a roaring success

Britannia Lanes of Somerset and Bristol helped Bristol Zoo towards raising over £427,000 for charity last month by providing storage and logistic services for the zoo's Wow! Gorillas event.



● Ria Russell and artist Arianne Wolodarski who painted Alfred the life-like gorilla.

Wow! Gorillas was partly a celebration of Bristol Zoo's 175th birthday and an opportunity to raise funds for two very important causes: conservation projects for critically endangered gorillas; and the Wallace & Gromit Grand Appeal which is raising funds for the cardiology unit at Bristol Children's Hospital.

Britannia Lanes was first approached last October and asked to store 30 blank, unpainted gorillas. The company provided this service free and became one of the project's main sponsors. One of the gorillas was sponsored by the company and sat outside its depot all summer. The rest of the gorillas were placed around the city of Bristol.

The gorillas were auctioned at an event at the Victoria Rooms in Clifton, attended by 550 people all hoping to get their hands on one of the life-sized, if not all life-like sculptures. But it turned out that only those with deep pockets were in with a chance of winning the bidding. One gorilla, called Gorizambard, was sold for £23,000 and two others, Alfred and Elvis, went for £12,000 and £10,200 respectively.

Olympic swimmer Sharron Davies MBE showed her generosity when she successfully bid £7,500 for the gorilla named Distinctly Different.

Director of Bristol Zoo, Dr Bryan Carroll, was thrilled with the success

"These wonderful gorillas have been a spectacular success and I was delighted and honored to auction them..."

Andrew Morgan

of the auction. He said: "We never could have predicted how successful Wow! Gorillas would have been and the total raised at the auction has further demonstrated that; we are absolutely delighted and thankful for everyone's generosity."

Auctioneer Andrew Morgan said the Wow! Gorillas are a lasting work of art and memento of Bristol Zoo's milestone year. "These wonderful gorillas have been a spectacular success and I was delighted and honored to be asked to auction them," he said. "The lucky bidders who bought a Wow! Gorilla will, not only be directly supporting two excellent charities, but will be acquiring a lasting and valuable work of art."

Talking about the auction, Ria Russell, Director of Britannia Lanes of Bristol and Somerset, said that it was a long night but well worth it. "It was very exciting. On top of that, a baby gorilla has just been born at Bristol zoo." Altogether now ... Awwwww!



● The new CFTS interactive guide to Thorough Examination at www.thoroughexamination.org.

Is your fork lift up to the mark?

The creators of the UK's only nationally agreed framework for the delivery of Thorough Examinations for fork lift trucks has launched an interactive online guide to help companies stay within the law.

Designed to simplify and encourage legal compliance among fork truck users, the new Consolidated Fork Truck Services (CFTS) website, www.thoroughexamination.org, hosts a number of interactive tools.

Simon Emery, Chairman of CFTS explained: "Our new site has been specially created with the needs of managers and supervisors in mind. With so much legislation to consider, ensuring your truck is up to the law can be a full-time job. However, for many managers out there, keeping trucks legal comprises a small portion of their day, so we have created a range of web applications which quickly answer the most common questions from users on the subject of Thorough Examinations."

He continued: "In just a few clicks of a button, users can find out when their truck's next examination is likely to be due, discover exactly which parts of their truck will be inspected, watch an informational video and identify which companies in their area are up to the CFTS accreditation mark. Our new site is quite like a CFTS Thorough Examination. It is clear, concise and – above all else – comprehensive."

CFTS Thorough Examinations

"Our new site has been specially created with the needs of managers and supervisors in mind..."

Simon Emery

have been specifically designed to address the needs of fork lift trucks. Unlike many schemes, it guarantees a truly comprehensive inspection that complies with both of the two main pieces of legislation governing the use of fork lift trucks: LOLER 98 and PUWER 98 (most merely address LOLER 98).

CFTS was developed by the fork lift truck industry's leading bodies, the British Industrial Truck Association (BITA) and the Fork Lift Truck Association (FLTA), working in close cooperation with the Health & Safety Executive. More than 300 companies nationwide have become accredited to CFTS. To check if the company that carries out your Thorough Examinations is accredited to CFTS, or to find out more about the CFTS scheme, visit www.thoroughexamination.org or call 01344 623800.

REPORT: MICHAEL GERSON SPECIAL LUNCH

Michael Gerson thanks the BAR Overseas Group at a lunch organised in his honour with his wife Shirley; above right: Michael chats with Fred Hoult; bottom left: Ian Palmer; bottom right: Robert Bartup gets into his stride during his speech.



BAR Overseas honours Michael Gerson

The BAR Overseas Group honoured one of its elder statesmen, Michael Gerson, at a special lunch held at the Institute of Directors in Pall Mall, London.

The event was attended by an illustrious group including past BAR Presidents Ted Philp, Robert Bartup, Fred Hoult, Phil Pertoldi, John Luxford, David Trenchard, Roy Fox, Robin Mason and Geoff Pygall.

The current BAR President Reg Hackworthy welcomed everyone to the event that was held to celebrate Michael's achievements and contribution to the UK international moving industry.

After the meal it fell to Robert Bartup (GB Liners) to remind the group of some of the key milestones in Michael's career. His message was that Michael had made an extraordinary success of his time in the moving industry. "When I look at those here today, I see there are some who started from scratch from the bottom and built businesses up and successfully exited the business," he said. "There are some, who have been involved in BAR for almost all their working lives. There are a few who have helped to set up and guide IMMI for nearly thirty years. There are a few who have piloted a set of Contract Conditions through the choppy waters of the Office of Fair Trading and emerged with something of lasting value to the industry. And there are some who have held

"... his vision and drive built Michael Gerson Limited into a business that has set new standards which most of the rest of us could just stand and gawp at."

Robert Bartup

high office and shaped FIDI, OMNI or FEDEMAC thus helping their chosen industry in a wider context. But, of course, our Guest of Honour, Michael, has done all this and a huge amount more but perhaps more importantly, together with some of his former colleagues here today, his vision and drive built Michael Gerson Limited into a business that has set new standards which most of the rest of us could just stand and gawp at. In the words of Paul Evans [Interdean], "Gersons was always the company to aspire to."

Robert continued to expand upon what made Michael's company so extraordinary. "For many of us outside the business, Michael Gerson Limited seemed to glide like a swan effortlessly from one success to another. We could only stand and watch as Margaret Thatcher opened a series of buildings, while Michael Gerson

Limited moved her in and out of No.10 and as they flew Ambassador Annenberg's (US Ambassador to the Court of St. James) goods home and then moved the Royal Armouries to Leeds. I am sure that they were paddling like mad in the engine room and I remember Brian Charles (Michael Gerson Ltd) telling me, "We have all the same problems as you do, we just charge more." I think that was only partly true and that at Whetstone there was an extraordinarily successful business run by some extraordinary people with Michael acting as ringmaster. And I think we all know too that his wife Shirley was a crucial part of the success story, encouraging, or was it ordering Michael to start up on his own initially and then always being there to help guide and develop the business."

Robert had worked closely with Michael for the last five years as

he had been his "apprentice" at IMMI (International Movers Mutual Insurance), the company that administers the BAR's advance payment guarantee. He paid tribute to his approach saying it bore little similarity to the Alan Sugar doctrine. "He was thoughtful, courteous, helpful and encouraging." Robert also spoke of Michael's generosity, kindness and, despite his success, his underlying modesty.

The lunch at the IOD marked the end of the Gerson family's involvement in BAR, an involvement, Robert said, that dates back to BAR's foundation in 1900.

In his response Michael said that he had enjoyed every minute. "I have been given so much support from the industry and could not have achieved what I have without that support," he said. Commenting on the industry he was leaving he said that co-operation had always been a key feature. "Whether that co-operation exists today in quite the same way I'm not sure. The arrival of larger groups and public companies into the industry is probably not necessarily the best for the people working in it but that's progress."

In closing he thanked everyone very much and quipped that if anyone could find a tenant for his warehouse he'd be very grateful.

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PD Ports welcomes increased capacity on Teesport-Zeebrugge service

The P&O Ferries' brand new freight ferry the *Bore Song* which recently sailed into Teesport from Zeebrugge will significantly expand capacity on the service.

The Bore RoFlex class ship, chartered by P&O from the Finnish ferry company Bore Ltd, represents the latest generation of RO-RO vessels due to its flexible carrying capacity, fuel efficiency and reduced emissions of its single common rail engine. The freight-only *Bore Song*, operating on the six times a week Teesport-Zeebrugge service, has significantly more carrying capacity than the *Norstream*, the ship it is replacing on the service.

"We are pleased that P&O Ferries is investing in this service as we are seeing growth in both accompanied and unaccompanied freight," said Bill McGowan, Ferry Terminal Manager, PD Ports, which owns Teesport. "It shows that demand for the services we offer through Teesport continues to expand."

The vessel has a total of 2,863m lane metres and, with the main deck 7.4m high, a significant proportion of containers can be double-stacked. There are fixed decks and hoistable car decks which have the capacity to carry a mix of about 250 freight units double-stacked plus 200 cars.

Andy Faichney, Customer Operations Support Manager, of P&O Ferries said: "The *Bore Song* is perfectly suited to our Teesport-Zeebrugge service operation and provides us with greater capacity and the flexibility to accept the complex mix of container and RO-RO traffic on this route with ease. We will continue to work closely with PD Ports to ensure our customers receive exactly the service they need."



● The *Bore Song*. Image: Juergen Braker.



● Many people see self storage as a solution to the problem of having no house room for things they can't bear to part with.

Hoarders boost Britain's self storage industry

According to a report on the BBC News website in August people in the UK are leaving their possessions in self storage warehouses for longer than ever. So why are people willing to pay to store things they very rarely use?

Society has always had its hoarders but it seems 21st century Man is keeping everything from bags full of old clothes to Betamax tapes and back copies of *National Geographic*.

Storage centres began appearing in the USA in the 1960s and the country now has over 50,000 facilities. They arrived in London in the 1990s but didn't take off across the UK until 2000. Now Britain has over 800 major self storage units, equalling all those in Europe put together.

Data from the UK Self Storage Association suggests that the average length of stay has risen from 22 weeks in 2007 to 38 weeks in 2010. The evidence flies in the face of the popular view that we live in a throw away society, clearly for many that is not the case. But why someone would want to pay good money to store piles of old newspapers and other ephemera is puzzling.

Sentimentality is one explanation. The BBC article cites one case of a magazine editor, Steve Barrett, who moved from London to New York but couldn't bear to part with his old records and books and what

Data from the UK Self Storage Association suggests that the average length of stay has risen from 22 weeks in 2007 to 38 weeks in 2010.

he called 'assorted sentimental crap'. Steve rented a unit from a storage company in Hammersmith for £70 a month - a year and a half later he's still paying. "It makes no financial sense. It's an emotional thing. I'm storing up my youth in a big box," said Steve.

The fashion for minimalistic interiors is another driver for the self storage business. People it seems want to live in clean uncluttered houses but can't bring themselves to throw away grandma's old bookcase and Staffordshire figures.

Oliver James, a psychologist interviewed for the BBC article said that the self storage phenomenon

can be explained by consumerism's effect on how we view ourselves.

"Our identity has increasingly become associated with products," he argues. "Not just the mortgage and the car, but smaller items too. We've confused who we are with what we have," he said.

"It explains why we're so reluctant to throw things away. We feel it might come in handy one day. It feels like it's a little part of yourself even though it's just tat. You wouldn't want to throw yourself away would you?"

But perhaps it's not that complicated? Making decisions about what to throw away and what to keep are difficult for many of us, so throwing everything into a container and putting it off for another day is very attractive.

There are of course very good practical reasons for using self storage that we are all very aware of but it seems it's the illogical side of human nature that's driving the business forward.

Whatever the explanation, the self storage industry is enjoying healthy growth despite the continuing effects of the recession on the rest of the moving business. For those with the capital and access to the right sites the low overheads and relatively swift ROI make self storage an attractive proposition. With the European market apparently wide open someone looks set to make a killing.

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Thanks from Britannia

Mike Deveraux was honoured at a recent meeting of Britannia with the Rick Neave award for outstanding contribution to Britannia. The award was made in the year that Mike is retiring (allegedly) to spend more time relaxing in his home in Corfu. Mike said that he never thought he would get the award and he was extremely grateful. "I will miss you all. 30 years in Britannia have been great fun," he said.

Mike also took the opportunity to present a gift (pictured) to his friend David Trenchard who, he said, was one of the first people



● David Trenchard, Mike Deveraux, Statler and Waldorf. Can you tell the difference?

he knew in the industry when they were both in their twenties. The figures were of the two grumpy old men, Statler and Waldorf, from *The Muppet Show*. No connection of course.

Where are you really?

At *The Mover* we have become aware of some unrest in the UK industry caused by companies advertising false addresses in areas where they are not represented with operational facilities. One company said that there were six companies advertising in his area that claim to be located locally but were not.

This is, of course, very wrong. Since the technology was available companies have used local phone numbers to give the impression of a nationwide catchment area. Many would

say this is absolutely fine: if they want to service Scotland, for example, from Essex, that's their business. It shouldn't cause the Scots too many headaches.

But is publishing a physical address, that might only be a private house or an accommodation address, just an extension of the same thing? Is it all fair game in the cut and thrust world of removals, or is it not cricket? Is it misleading customers and, potentially taking the bread out of the real local companies' mouths?

What do you think?

New bridge over the Mersey

Former Transport Secretary Philip Hammond recently gave the green light for up to £470 million of funding for a new bridge across the River Mersey between Runcorn and Widnes.



● The Mersey Gateway bridge is scheduled to be open for traffic by 2016.

The new dual three-lane bridge and associated link roads will form a major new transport route improving links between the Liverpool City region, north Cheshire and the wider North West to the rest of the country. It will also ease the significant congestion currently experienced by users of the Silver Jubilee Bridge, reducing journey times by up to ten minutes at peak times.

Construction of the new bridge – known as the Mersey Gateway Bridge – is expected to begin in 2013 and is due to be open for traffic in 2016. The construction cost (including land) is around £600 million which the Department for Transport (DfT) will support with a mixture of capital grant and revenue funding for the bridge's continued operation.

The existing Silver Jubilee Bridge, located 1.5 miles to the west of the planned bridge, will be converted into a local traffic bridge with priority for buses and improved conditions for pedestrians and cyclists. There will be toll charges

for those using both crossings to help fund a significant proportion of the scheme. The funding provides for discount schemes, which would be prioritised for local and regular users.

Philip Hammond said: "The Mersey Gateway Bridge is an important transport project which will improve journeys and boost economic growth. We have already committed to support local transport schemes across England to the value of £870 million in the current spending review period, with a further £650 million worth of schemes expected to be funded in December. This means we will have invested £1.5 billion on improving local transport across the country in the current spending review period."

Steve Nicholson, Director, Mersey Gateway Project, said: "This agreement represents the best possible deal for the public purse and means that we can focus on delivering a project that will bring benefits to local people, commuters and businesses from across the region."

@ Comment

If you would like to comment on this subject or anything else that's giving you sleepless nights, we want to know what you think. Have your say at comment@themover.co.uk

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NEWS: UK

Robinsons earns EuRA Quality Seal

Robinsons Relocation has recently achieved the EuRA Quality Seal accreditation. The company says it sailed through the external audit with no discrepancies or non-conformances.

The EuRA Quality Seal is a pioneering initiative which provides a straightforward, cost effective external audit to reflect service excellence in providing relocation services. Based on an ISO 9001 process management model, the EuRA Quality Seal specifies the processes and KPI's that reflect the very highest standards in relocation services.

The successful achievement of the EuRA Quality Seal came just three years after the launch of Robinsons Relocation Division.



● Left to right: Rhonda Olsen, Group Sales Director; Alastair Murray, Group Manager – Corporate Relocation and Julian Grose-Hodge, Relocation Manager.

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● Larger than life. Steve Jobs with the iPod, one of Apple's most successful products.



Thanks be to Jobs

Steve Jobs died last month aged 56. A man looked upon as a God in the technology industry who turned the creative world upside down! By **Antonio Palmiero**, Palmiero Design, Milton Keynes.

When I first started out in the design business in the very late 80s, Apple Macs were only just being introduced into design studios and still very few and far between.

Instead, Pantone markers, Rotring pens, set squares and French curves were used with layout pads (not iPads) to create design visuals. Type written text was supplied for designers to mark-up with instructions that would be faxed off to typesetting companies. Bromides would come back the next day for us to cut-up and often make very large boards with paste-up, camera ready artwork - stuck with either spray mount, gum or even wax! Photos had to be attached as transparencies with masking tape! All this would be sent by taxi (because it was too big for a bike) and delivered to the printers for reprographic work, scanning and platemaking before hitting the printing press.

Following the advent of the Mac, almost every aspect of the production of visual communications changed for ever. And thanks to many

"RIP Steve Jobs, Mr "Apple". He gave us the iPhone, iTunes, iPad and iPod, not to mention the Mac. Made computing all it could be. He will be missed on a global scale."

Simon Taylor,
Designer, The Mover

software developers who joined the revolution, it made more things possible to so many more individuals and businesses alike. Tasks such as typesetting, retouching and illustration, previously only achievable by those highly trained, was suddenly possible by almost everyone with a Mac. On just one machine we could now design a logo, retouch an image, create an illustration, produce an advert,

poster or leaflet and even edit a film.

But, could a computer ever take over the role of a designer? For me, no it can't. Like a restaurant kitchen in the hands of a Michelin chef - only if you have the right ingredients and combine them with the correct techniques, experience and talent can you produce something with creative flair.

Apple is seen to be a design company as well as a technology company. It has redesigned the way we live and given us the tools to do it. Its products are not just the best looking but also offer the best user experience. A great lesson for all of us out there in business.

I'm sure we can all look back and reflect the impact of how Apple has changed our lives in business and personal lives too. As a designer I'd like to thank Steve Jobs for bringing Apple and particularly the Mac into my world. Although it doesn't do my job for me, it does make it a hell of a lot easier to deliver design work through my team more quickly and effectively, as well as giving my customers exactly what they need.

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NEWS: UK

Dragon Boat Day for St Elizabeth Hospice

On Sunday 25 September Pound Gates Insurance Brokers and its client Crown Worldwide stepped up to the challenge of Dragon Boat racing.

Dragon boat racing is an ancient Chinese tradition and the fastest growing water activity in Britain today - as well as the most fun.

Up to 10 people paddle each 30ft boat with a drummer at the front beating time and a helm at the tail steering a straight course. Fortunately no previous experience is required.

Pound Gates Insurance Brokers and Crown Worldwide both have strong beliefs in the value of charity and community projects. For some time now, both have been trying to find a way to incorporate this ethic into a joint event.

Despite many 'creative' suggestions from street dancing, ballet and parachute jumps to name just a few it was decided to raise money for St Elizabeth Hospice, an amazing cause, and have fun at the same time.

It was a beautiful, warm and dry day at Alton Waters. Crown having mostly travelled from West London and beyond, with just a few staying over for a pre-event, nutrient-rich night out on Saturday, were welcomed by fantastic Suffolk weather.

Mixing the Crown and Pound Gates personnel worked well with Karen Carwood and Dave Collins taking on the respective captaincies.

Each of the three heats had the teams against one another head to head. Bystanders were shocked by the level of competitive spirit,

particularly between the drummers, Jodie Claxton and Suzanne Gordon-Brown. Crown won every bout, with the second race being the most highly contested.

Sadly neither of the teams made it through the heats to the semis but Crown's improvement in the final heat puts them in contention as 'the one to watch' next year. Sadly the Pound Gates boat came in 19th, out of 19. Dave Collins from Pound Gates commented "I'm gutted; I knew we shouldn't have all swapped sides for the final heat." Everyone agreed that it was a dangerous tactical move and one that really didn't pay off.

Everyone had a fantastic day and most feel an annual event has now been established.

For more than 20 years, St Elizabeth Hospice has provided an invaluable service for people with progressive illnesses. Whether at home, in the community or at the Hospice, St Elizabeth's experience, dedication and expertise let people know they are in safe hands. It offers advice and practical support for the person and their family around issues such as palliative care, pain and the anxiety caused when a loved one is ill.

At the time of writing Pound Gates had raised over £1,750 for the charity and the figure was still rising.

For more information about Pound Gates Insurance Brokers please call Rob Thacker or e-mail robthacker@poundgatesib.com, or visit www.poundgatesib.com.

Creative move for new Hinckley campus

Harrow Green's specialist move teams are on course to complete the relocation of the North Warwickshire & Hinckley College London Road campus to its new site in Hinckley town centre.



● An architect's image of how the new Hinckley Campus building will look.

The new £13m campus will be home to the College's Creative Arts provision, with state-of-the-art recording studios, performance spaces, dance and photography studios, a theatre and computer suites.

Harrow Green has been partnering with the building contractor for the new build, ISG, to carry out an unusual industrial move of heavy equipment that includes potters wheels and kilns, a print drying machine, glass-making equipment, drawing and cutting tables, sewing machines, fabrics, theatre costumes, pianos and kettle drums.

"There is nothing usual about this move," said Simon Compton, Harrow Green's Relocation Consultant for the project. "Each item needs special consideration, planning and handling - and we need to be able to anticipate problems, for example where lifts meet grand pianos."

The Harrow Green team is working closely with Andrew Crowter, Assistant Principal, Facilities Management, to complete the equipment relocation and the administrative move of

crates, files and personal items, as well as the library sequential move of some 300 linear metres. "The contracting of Harrow Green has proved to be a superb appointment," said Andrew Crowter. "They are very

"The contracting of Harrow Green has proved to be a superb appointment. They are very professional in every way ..."

Andrew Crowter

professional in every way, not only spotting problems before they arise but offering solutions, with the result that the whole move has gone more smoothly than we could have hoped for."

The new campus opened in September. The old site has been sold for housing development.

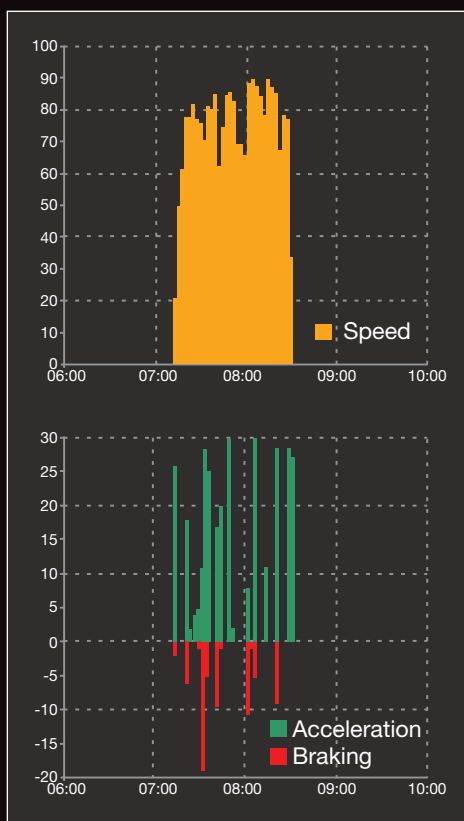
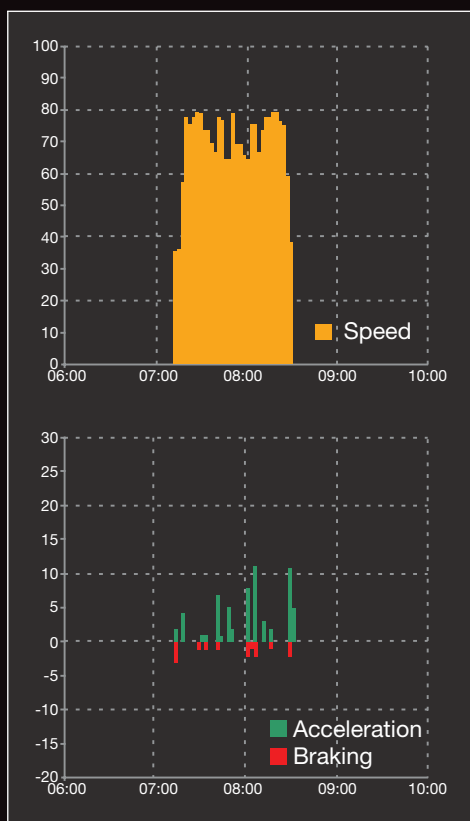
● Dragon boat racers from Pound Gates Insurance Brokers and Crown Worldwide.



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NEWS: INTERNATIONAL



● The money raised will be spent on a range of vital services both in the UK and overseas.

Moving charity forward

The British Red Cross and Oceanair International Corporate Movers have combined to increase the flow of much needed stock donations, while providing expats on the move with an easy way to pass on their unwanted personal and household effects to charity.

Stock donations are the lifeblood of The British Red Cross charity shops. The recent economic downturn has seen a surge in charity shop customers but a lessening of stock donations. As British Red Cross shops are responsible for 11% of the charity's fundraising, a partnership with Oceanair International Movers and the resulting steady stream of stock donations could not have come at a better time.

The British Red Cross is part of the International Red Cross and Red Crescent Movement, the world's

The Red Cross enables vulnerable people to prepare for and respond to emergencies in their own communities.

largest independent humanitarian organisation. It is volunteer-led, helping people in crisis, wherever and wherever they are. The British Red Cross enables vulnerable people

at home and overseas to prepare for and respond to emergencies in their own communities. And when the crisis is over, the Red Cross help people recover and move on with their lives.

Oceanair International, a corporate household goods moving specialist, wanted to support a charity as part of its Corporate Social Responsibility policy and devised an economic way of doing this while also supplying a solution to an age old problem for international assignees of what to do with unwanted household goods. No longer will international

transferees have to leave unwanted or unneeded items in their lofts, with family or pay for small storage consignments during their short or long term assignments. This is because on the day of the move with Oceanair International the packing crew will collect unwanted items and deliver them to the British Red Cross free of charge.

Unique labels in the shops have also been arranged between the British Red Cross and Oceanair, in order to better track the quality and donations from this special partnership.

This partnership has only been going for nine months but already almost thirty lorry loads of re-usable, re-sellable and recyclable items have been delivered to the British Red Cross by Oceanair International Movers from generous customers and employees. The donated items are currently selling in seven Red Cross shops across London and have already raised thousands of pounds for the charity.

Both Oceanair International and the British Red Cross expect the success to continue, and look forward to raising thousands more in the next few months and beyond.

The money raised from this partnership will be spent by the British Red Cross on a range of vital services both in the UK and overseas. This could be anything from first aid training, emergency response operations, tracing missing family, medical loan services or elderly care in the UK; right through to helping those affected by recent large-scale disasters in Haiti, Pakistan and New Zealand.

Thank you to everyone who has donated so far to the Red Cross via Oceanair International's new system of 'bringing charity into the home' For further information on the Red Cross please visit www.redcross.org.uk.

To contact Oceanair International please visit www.oceanairinternational.com.

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



EU says new drivers should not drink

The European Parliament has proposed that newly qualified motorists in Europe should not be allowed to drink any alcohol before driving until two years after they have passed their test.

People with more than one drink-driving conviction would have 'alco-locks' installed in their

vehicles under the proposals. Blood alcohol limits in Europe range from 0.9 milligrams per millilitre in Cyprus to zero in Estonia, Malta, Romania, Slovakia, the Czech Republic and Hungary.

It is now up to the European Commission to decide if it will draft a law.





● Is a standard Highway Code for all EU member states a possibility?

Hands off our Highway Code

A report adopted by parliament's transport and tourism committee recently calls for a ban on texting while driving, standardised road signs and a standard Highway Code for all members.

Committee members said that while national rules exist the commission "has a role" to play in ensuring member states are encouraged to introduce an EU-wide ban on texting while driving. Ciarán Hynes, Managing Director of the Drive Safe Europe organisation, said that an EU-wide ban was "entirely achievable". He said: "In an environment where an estimated euro 26 billion is spent in Europe on car accidents caused by the result of distraction driving we support the committee's call for an EU-wide ban."

The committee also called for wider use of 30km/h speed limits in urban areas. A report by German EPP member Dieter-Lebrecht Koch, approved by the committee, sets out specific measures to cut the number of road accident victims by half by 2020. This includes a call for a 30km/h speed limit in all residential areas and on single-lane roads without cycle tracks. This is designed to help cut the number of children under 14 years old killed on roads by 60% and those seriously injured by 40%.

Tory MEP Jacqueline Foster attacked the proposals as 'plain silly'. Dieter-Lebrecht Koch believes that his recommendations will halve road deaths by 2020. Jacqueline

Foster said: "Of course speed limits as low as 20mph or so can be right in some very specific areas, especially near schools or nurseries, but every location is different and these decisions need to be made case by case, not by a Europe-wide edict." A British road sign declaring 'Speed limit - 18.64mph' would be "plain silly" she said.

Other ideas among more than 100 from Mr Koch include standardised road signs across the EU, harmonised road worthiness standards for cars, a common drink-driving limit and a standard 'highway code' for all Member States. "The choice of measures and their assessment should be a scientific process, based on comparable, high-quality data, definitions and statistics," said Mr Koch during the debate on his report.

The report also suggested that drivers should be offered eyesight tests every ten years, and every five years after the age of 65. Substances or medicines that affect the ability to drive should be systematically identified, and driving whilst taking them should eventually be prohibited. Professional drivers and beginners should also refrain from drinking any alcohol before driving, and there should be a European-wide day of remembrance for all those killed in road traffic accidents.

CURRENT TRENDS:

Corporate relocation

By Move One

Corporate relocation seems to change its paths and models as global circumstances change. This is especially the case with the housing issue and recent recession which has had a great impact on corporate relocation matters.

Some years ago, before the recession hit at the beginning of this millennium, companies would go as far as to offer to buy a house from the relocating employee, in case he or she is unable to sell it within some period of time. The recession seems to have had a huge impact on corporate relocation as more employees simply could not afford to move.

This new trend called 'job candidate reluctance' is reflected in an increased amount of candidates declining job offers which would require them to relocate. Many employees would be willing to accept an offer to relocate, however many can't deal with the financial burden of their existing home which they are not able to sell at a reasonable price to cover the mortgage.

As circumstances change, companies have to take a different course. More companies are now looking for employees in the talent pool in new or other areas, instead of relocating their existing staff. This trend has resulted in increased numbers of employees willing to relocate themselves, at their own cost, just to keep the job. Some companies have therefore started to offer 'loss on sale' benefits again, covering the difference if the

employee has to sell his home at a loss in order to take the transfer.

Also, some companies - especially those who base their business and success on long-term investment in their management and executive staff - offer something called 'candidate assistance'. This represents a part of the decision making process, prior to an employee deciding to relocate for the job. The company gets appraisals on the employee's home, and may even offer broker marketing assistance. They might sometimes involve a mortgage professional to help them decide if they can qualify for a mortgage.

More companies are now looking for employees in the talent pool in new or other areas, instead of relocating their existing staff.

Another option which is becoming more and more popular among employees who wish to adapt to corporate relocation plans, is renting instead of buying their homes. Many companies that relocate employees around the world strongly encourage their staff to rent accommodation instead of buying it. Apart from saving money, this option also increases productivity, as it results in higher mobility of employees.

● Some employees are reluctant to relocate if it means taking a loss when selling their home and being unable to cover the mortgage.



@ Comment

Is all this going too far? Do we really want to lose our Highway Code? Maybe it would be a good idea to reduce speed limits to zero then we wouldn't have any accidents at all.

Have your say at comment@themover.co.uk

NEWS: INTERNATIONAL

Maersk guarantees transit times

Maersk Line has recently enhanced its service on the Asia-North Europe trade lane to the point where it is prepared to guarantee its transit time and pay a penalty of up to \$US300 if the ship is late.



The company calls the service Daily Maersk and claims that it will dramatically change the way shipping is done. It offers a daily cut-off at the same time every day, seven days a week, and always with the exact same transportation time. It says that containerised cargo will now be delivered with unprecedented frequency and reliability.

The engine behind Daily Maersk

● Maersk hopes to make shipping more a science than an art with Daily Maersk.

“We set out to design a service that takes the stress out of our customers’ lives...”

Eivind Kolding

is 70 vessels operating a daily service between four ports in Asia (Ningbo, Shanghai, Yantian and Tanjung Pelepas) and three ports in Europe (Felixstowe, Rotterdam and Bremerhaven) in what amounts to a giant ocean conveyor belt for the world’s busiest trade lane.

Regardless of which of the four Asian ports the cargo is loaded at, the transportation time – from cut-off to cargo availability – is fixed. Maersk Line promises that cargo at the other end will be available for pick-up on the agreed date and has made a promise of monetary compensation should customers’ containers not arrive on time. This promise is a first in the shipping industry.

“We set out to design a service that takes the stress out of our customers’ lives, to change shipping from the weakest to the strongest

link in the supply chain,” said Maersk Line CEO, Eivind Kolding. “The lack of on-time delivery costs our customers large sums of money because it makes shipping more of an art than a science.”

Today, shipping lines serving the Asia-North Europe trade are unreliable with around 44% of all containers being late, 11% are late by more than two days and 8% are more than eight days late. Maersk says that before this new service was introduced it was ‘best-in-class’ with 75% of its vessels on the Asia-North Europe trade arriving on time.

The new service will guarantee that every container will arrive on time. Maersk will pay compensation to the shipper of US\$100/container that is 1-3 days late and US\$300/container for any that are four or more days late.

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EU-OSHA launches online tool for risk assessments

Officially launched at the recent XIX World Congress on Safety and Health at Work in Istanbul, the Online interactive Risk Assessment (OiRA) project marks the first initiative at EU level to facilitate workplace risk assessment.

Developed by the European Agency for Safety and Health at Work (EU-OSHA), the innovative tool will help Europe's 20 million micro and small enterprises to improve safety and health for their workers by assessing risks through an easy-to-use and cost-free web application.

"Experience shows that proper risk assessment is the key to healthy workplaces," explained Dr Jukka Takala, Director of EU-OSHA. "Yet carrying out risk assessments can be quite challenging, particularly for small enterprises as they lack adequate resources or the know-how to do so effectively. The reasons companies give for not carrying out checks are lack of expertise (41%), the belief that risk assessments are too expensive or that they are overly time consuming (38%). In OiRA,

EU-OSHA is proud to offer a free online tool to overcome these challenges. OiRA contributes to eliminating or reducing the 168,000 work-related deaths, seven million accidents and 20 million cases of work-related disease annually in the EU-27," said Dr Takala.

The vision of EU-OSHA's landmark project is to assist small enterprises in putting in place a step-by-step risk assessment process – starting with the identification and evaluation of workplace risks, through to the decision making on preventive action, identification of adequate measures, to continued monitoring and reporting. The aim is to reduce the burden for small enterprises of carrying out and documenting their risk assessments easily and quickly while maintaining accuracy.

"EU-OSHA is working closely with the authorities and social partners



"EU-OSHA is working closely with the authorities and social partners at EU and national level to put the OiRA tool generator at their disposal..."

Dr Jukka Takala

at EU and national level to put the OiRA tool generator at their disposal," continued Dr Takala. "In turn, these partners will develop their own sector-specific and fully customisable OiRA tools and offer them for free to small enterprises."

The collaboration with key social partners also encourages widespread take-up and use of the tool at enterprise level and leads to the development of an OiRA community to share knowledge and experience. The final tool is backed by support and full guidance services provided by EU-OSHA to the developers.

A similar Dutch online tool has had 1.6 million visits to its website. This is an impressive number given that the Netherlands is a relatively small country with approximately 800,000 companies in total. The tool is downloaded an average of 5,000 times per month.

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TRANSPORT: FORK LIFT SAFETY



Fork lift safety: best and worst industries revealed

The road transport industry now has by far the UK's worst fork lift truck safety record, accounting for around a quarter of the overall UK injury toll, according to figures recently revealed for National Fork Lift Safety Week.

The storage and warehousing sector fares much better and has improved by almost 80% in the last ten years.

To increase awareness of fork lift truck safety, independent authority the Fork Lift Truck Association (FLTA) circulated a list of industries with the worst accident record, as well as the most improved. They show a disturbing 237% increase in lift truck-related injuries to road freight employees since 2001/02 - meaning the industry has gone from having the UK's fifth worst figure just seven years ago, to how having more lift truck accidents than the next four industries combined.

No fewer than 384 haulage employees were injured by fork lift trucks in 2009/10, compared to just 114 in 2001/02. The change contrasts starkly with a sustained national improvement in the fork lift safety record since the Safety Week campaign was introduced. Conversely, the closely related storage and warehousing industry - previously the UK's worst for fork lift safety - saw a 77% improvement,

"...there are obviously some other industries where the safety message has yet to be fully understood, and where workers face unacceptable risks."

David Ellison

from 308 injuries to 71, over the same time scale.

The figures, extracted by the FLTA from RIDDOR* reports published by the Health & Safety Executive (HSE), include injuries that required workers to take three days or longer off work, as well as hospitalisations and fatalities.

The HSE believes non-fatal injuries are substantially under-reported, meaning the true accident toll could actually be far higher.

Industries surveyed saw an

average 28% improvement in the safety record since 2001; several of these recorded some extremely impressive changes - notably the textile industry, which recorded no accidents whatsoever in 2009/10.

FLTA Chief Executive David Ellison said: "Although the economic downturn will obviously have had some bearing on materials handling activity levels, the wide variance between industries show that awareness and management attitude can have a far greater impact. Storage and warehousing in particular once had the worst fork lift safety record of any industry, so it's good to see them get to grips with the issue - long may the improvements continue."

He concluded: "Sadly, there are obviously some other industries where the safety message has yet to be fully understood, and where workers face unacceptable risks. Fork lift truck injuries are frequently extremely serious - sometimes fatal - and managers have a legal and moral duty to ensure safe working systems, good equipment

and proper training are in place."

Companies in the identified risk industries are urgently advised to e-mail the FLTA at mail@fork-truck.org.uk to request a free employee safety booklet.

Total injuries (2009/10)

Freight transport by road	384
Food and beverage manufacturing	114
Wholesale	86
Storage and warehousing	71
Food and beverage retail	59
Metal products manufacturing	53

Fork lift truck injuries: the most improved major industries (% decrease since 2001/2)

Textile and carpet manufacturing (0 accidents reported)	100%
Electrical product manufacturing	79%
Storage and warehousing	77%
Metal production	76%
Motor vehicles - maintenance and repair	76%
Publishing	74%

* The figures in this article are based on Health & Safety Executive / RIDDOR (2001-10).



● Lots of sunshine, lots of opportunity and a warm welcome - Western Australia.

Western Australia's bid for British brains

Standard Life recently put Australia in second place for top retirement hotspots outside the UK.

Anglo Pacific International plc places it even higher at number one with 43% of its container shipments of household effects going to Australia in 2010. And, with Western Australia's current campaign to woo British brains, expect this trend to continue.

At a recent Working In Expo held in London, Hon Peter Collier MLC, Western Australia's Minister for Training and Workforce Development, put forward a strong case for skilled Brits to migrate to the State that he calls "God's given country". Anglo Pacific's International Migration Manager, Noel Glavin, was there. "Western Australia comprises one third of Australia's entire land mass, larger than the whole of Europe, yet has just 10% of the population – some two million," said Noel. "Resource rich, there are huge prospects for agriculture, manufacturing, construction, mining, the automotive industry and more but also a vast labour shortage of 150,000 workers. Western Australia has 225 billion Australian dollars' worth of investment opportunities on the table, around 150 billion pounds, yet if they don't correct this labour deficit, then these investment opportunities will simply be lost. Western Australia's recruitment drive is a serious matter."

Noel continued, "The local labour supply is maxed out – if they want to work, they are working. Australians don't tend to migrate state to state, so Western Australia

must find its skilled workforce elsewhere with Brits heavily favoured. Migration is nothing new for Australia, 34% of its population was not born there. There are more than 1.2 million UK-born people living in the country, making the UK the main source of new

"Resource rich, there are huge prospects for agriculture, manufacturing, construction, mining, the automotive industry and more..."

Noel Glavin

migrants to Australia. If interested Britons have an occupation on the Western Australia Skilled Migration Occupation list, visas are currently taking between nine and 12 months to process. Visa applications with State Sponsorship nomination are given higher priority – perhaps four to six months."

Hon Peter Collier MLC concluded his London seminar by highlighting Western Australia's gorgeous beaches, sunny Mediterranean-style climate, outdoor lifestyle and fantastic education and healthcare systems. He said, "I have one unambiguous transparent message – you are welcome."

Bizarre items confiscated at customs

- ◆ Customs officials at Miami Airport must have been rather taken aback when they discovered a 3,000-year-old Egyptian sarcophagus in a shipment from Spain in 2008. Zahi Hawass, the then head of Egypt's Supreme Council of Antiquities travelled to the USA to collect the casket, which is thought to have been stolen over 100 years ago.
- ◆ You have to take your hat off to the smuggler who tried to take 70 live animals, including caiman crocodiles, in his luggage on a flight from Bangkok to Johannesburg in 2009.
- ◆ A decomposing monkey head was found by staff at Munich Airport in 2008 after they noticed an unpleasant smell coming from a package.
- ◆ In 2004, security at Denver Airport had the unsavoury task of dealing with the severed head of a seal, found in a biology professor's bag. The professor said that he had cut it off a dead animal and was planning to use it 'for educational purposes'.
- ◆ In 2010, over 350 imitation Faberge eggs were uncovered at Charles de Gaulle Airport in France, having been smuggled over on a commercial plane from Russia.
- ◆ In 2005 a female passenger from Singapore was stopped at Melbourne Airport after officials found 51 live tropical fish hidden in plastic bags underneath her skirt.
- ◆ Customs officials in Britain intercepted a rather terrifying pair of Freddy Krueger-style claws at Coventry's International Postal Hub.
- ◆ A gun-toting stuffed armadillo was sent all the way to Australia from Texas as a gift, but was seized at Sydney for breaching Australia's strict laws on wildlife importation. Officials at the Australian Customs and Border Protection Service joked in a statement that 'bad taste should have been enough of a reason not to attempt to bring (it) into the country'.
- ◆ Police in Greece charged two US citizens with desecrating the dead in 2010 after finding six human skulls in their hand luggage as they prepared to leave the country. Apparently, the tourists said they'd bought the skulls in a souvenir shop and thought they were fake.

WHO ARE YOU CALLING A 'FAKE'?!

Thanks to Move One for these stories.

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

NEWS: ON THE ROAD

Boris "agonised" over London emission decision

According to a recent article in *Logisticsmanager.com*, London mayor Boris Johnson agonised over the decision to introduce tougher standards for the London Low Emission Zone, Peter Hendy, the Transport for London (TfL) Commissioner told the Road Haulage Association annual lunch.

From 3 January, 2012 trucks will have to meet Euro IV emission standards instead of Euro III, and for the first time larger vans will come under the regulations. The penalty for not meeting the new standard is a £200 daily charge.

Hendy said Johnson recognised the problems that this would cause operators and had delayed the introduction of the tougher standards to give companies more time to prepare. However, two factors had driven the decision. One was the effect of pollution on children with asthma, the other was the fact that the UK is in breach of European air quality guidelines and is in line for fines of hundreds of millions of euros if changes are not made.

Hendy also used his speech to try to allay concerns over the impact of the Olympics on distribution in London. "We want everyone to

benefit from the Olympics," he said.

TfL has decided to suspend all roadworks in London for a period around the games to minimise the impact of the event. On special Olympics traffic lanes, Hendy said these would account for only 1% of the route network and only one third of these would have exclusive games lanes. The lanes would only exist for the minimum time necessary around the games so the impact would be less than some feared. He urged companies to reduce their use of transport where possible during the games period and he highlighted the steps TfL was taking to provide information to operators.



● Agony – Boris Johnson

● Mobile phone use while driving – an issue that seemingly just won't go away.



Road deaths down for 2010

Great news, but deaths for people who were using mobiles while driving has doubled. After eight years of the ban, what's going wrong? Or could there be a clue in the figures!

Some interesting and largely positive figures have been released by the Department for Transport showing that road deaths in the UK fell in 2010 to 1,850, down by 372 (17%) compared with 2009. There were also reductions in the number of people injured.

But it wasn't all good news. There were 28 HGV occupants killed in 2010 compared with 14 in 2009 and a 7% increase in cyclists killed.

Perhaps the most interesting statistic though is the one relating to mobile phone use while driving. This figure was up 86% in 2010: a remarkable figure as it seems to demonstrate that more people are reverting to using mobiles while driving, flouting the law that has been in place since 2003. More remarkable still are the absolute figures: 15 in 2009; 28 in 2010.

Now we have all been led to believe that using a mobile phone

Perhaps the most interesting statistic is the one relating to mobile phone use...

while driving is a very dangerous thing. In polite society it has become unacceptable to do it and anyone caught doing so is risking exclusion from the smart set and the local dinner party circle. But driving deaths while using mobiles, even at the elevated levels of 2010, represent only 1.5% of the total – about the same as in 2003. What's going on? Have we been duped? Was the ban on using mobiles while driving based on hard evidence or on some political need to be seen to be doing something that would be appreciated by the populace?

What do you think?

Dangerous drivers could face five years in prison

Motorists convicted of dangerous driving which seriously injures other people could face up to five years in prison under a new law recently proposed by the government, the offence of "causing serious injury by dangerous driving".

The change, which will be included in the government's Sentencing Bill, is designed to address concerns that the current two-year maximum sentence is not sufficient in cases where life-changing injuries are involved.

The Justice Secretary, Ken Clark, said the current penalty gave the courts sufficient powers in the vast majority of cases, but there were instances when it was inadequate. "We have listened to the victims of dangerous drivers and their families, and their experiences have directly informed these changes."

Andrew Howard, the Head of Road Safety at the AA, said: "Dangerous drivers should face the consequences of their actions. These law changes should make sentences more proportionate to the devastation dangerous driving causes."

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COVER STORY: MATT FAIZEY INTERVIEW



● Man on a mission - Matt Faizey at the M&G Movers and Storers' premises in Shirley, West Midlands.

"I rarely see anyone who really wants to move on a Friday. It's just that's the completion date they have been given by their solicitors."

Matt Faizey

Tackling completion dates

Matt Faizey, someone who is not known for keeping his opinions to himself, is on a crusade. **Steve Jordan** caught up with him at his company's office in Shirley to find out what it's all about.

It was at least five years since I last interviewed Matt Faizey. At that time he was an angry young man, driven by a genuine passion for the moving industry. Five years on he's still angry, but his vitriol has been tempered a little by experience, and education. What's more, he's recently been elected as a member of the BAR Board (British Association of Removers). Now he's seeing the workings of the Association from the inside out.

Matt would not call himself a supporter of BAR or of the Guild (of which his company is also a member), or of any body. He is, however, a supporter of the trade. "Everything I do is from the angle of supporting the trade," he said. Matt is frustrated at the constant 'us versus the world' angle everybody seems to take. He makes it clear too that, although he doesn't set out to upset anyone, he doesn't worry about being liked. If cages need rattling, Matt is prepared to rattle them.

He is currently working on a

"What's the biggest headache we have? For me it is the mess that is completion dates."

Matt Faizey

crusade. It's one that, if he's right and if he can pull it off, could have significant benefits for the trade and the public. Although he feels strongly about many issues, and is happy to voice his opinions (a little more considered than in the past), it is this one subject that is occupying his thoughts right now.

"What's the biggest headache we have?" he asks. "For me it is the mess that is completion dates. How we are expected to run companies with staffing and vehicle requirements that can differ day to day with an average notice period of around 14 days if we are lucky, and three if we're

not. It is, and has been for decades, a nightmare." Matt believes that this inability to forecast is costing the industry a fortune and holding the professional members back. "How can you accurately forecast financially or operationally? I wonder how different it would have been, going into the recession, if companies could have seen what was in their diaries a month, or even six weeks in advance. It would change everything if you knew, accurately, what business you'd have a month and a half in advance."

Asked specifically about the benefits Matt sees from better forecasting, he was clear. He said that it would help people plan vehicle maintenance schedules, keeping unwanted vehicles off the road until they were needed. It would make staffing easier, especially when companies employ agency staff, as booking earlier means better rates and the pick of the most experienced people. But, most of all, it would help all those small companies, those turning over £5,000/month and less, to plan and

to sleep at night. "There are firms out there who are unable to prepare financially. The people who are influential in the industry are not those small companies. They are the ones we should be helping. They are the ones that need the leg up. Many firms were crippled when the work dropped off with barely ten days notice and then were unable to make hay during the periods when the sun shone because they had no clue the clouds were about to break."

For the customer there are huge benefits too, mainly that it would remove much of the stress of negotiations. A longer lead time between exchange of contracts and completion would allow people to prepare for their moves better, make all the necessary arrangements like booking time off work and arranging childcare, getting the packing done on time, and would make the whole process much more relaxing. "It would also bring the decision about buying the move forward outside the last-minute outlay that sees many choose the 'cheap and cheerful' companies as opposed to the more expensive pro movers. We wouldn't be under so much price pressure."

The blame, Matt puts primarily at the doors of solicitors who push people to move on Fridays so they can hold the cash in their client account over the weekend. £500,000 held over a weekend, even at today's modest interest rates, nets the lawyer around £100. Easy money. And most people don't realise that they can claim back that interest from their solicitor. Add this to the natural wish for people in rented accommodation to move at the end of the month and the last Friday in every month is chaos. "Sometimes there are not enough moving companies," said

Matt. "I rarely see anyone who really wants to move on a Friday. It's just that's the completion date they have been given by their solicitors. Of course the solicitors suggest this is what the public wants, but after six years of asking the same public that question, I can confidently say that is codswallop."

The solution, Matt feels, should be part brokered by BAR. And this action would solve another problem that causes Matt more than a little heartburn. "It is totally unacceptable that an organisation that has been going for over 110 years is still unknown to most of the public," he said. "If BAR could be seen to be leading a move to solve this problem, for the benefit of the public, it would put BAR on the map, show the public that it is a strong association with the interests of the public at heart, and do something positive to help its members. If we could find a way of changing for the better one of the most stressful times in a person's life, can you imagine the reaction?"

The process would be to get all BAR and Guild members to write to their MPs every three months to alert them to the problem and ask for the introduction of a compulsory 21 days between exchange and completion. Or to put it more accurately request a firm change to the conveyancing protocols born from legislation through parliament.

When you add on the additional time choosing dates and going through the signing process Matt believes this would give firms of removers around five to six weeks notice of the moving dates. It wouldn't cost much, but the biggest problem (as always) is apathy. "I would like to see a lot of heads pulled out of the sand," said Matt. "I propose that on this one issue, the Guild and BAR ask its members to do the same thing at the same time. We have nationwide coverage. Let's use it to our advantage. Once it's going you will also get companies that are not members of any association along too."

"If we can get a question tabled in the house of commons that would be fantastic. I think it's unlikely but it doesn't stop us trying. Plus, we

just might create a greater level of respect for the associations from those removers who at present look at both and see no reason to be bothered to join. If we can lobby the Law Society to change those protocols and get the support of estate agents we have the tipping



"If BAR could be seen to be leading a move to solve this problem, for the benefit of the public, it would put BAR on the map..."

Matt Faizey

point. We just might be able to get some press coverage, the press love stories about the housing market! Then we have the snowball effect. We might kick something off. Then it will have BAR's name plastered all over it and the public will then know BAR. We will achieve more in terms of public recognition for BAR at a stroke than in the previous 50 years. BAR would have to take the lead as it holds around 12% of removers as members as opposed to the Guild's 5-6%."

NEXT MONTH

In part two of Matt's interview he shares his opinions on standards, inspections, and on being on the BAR Board.



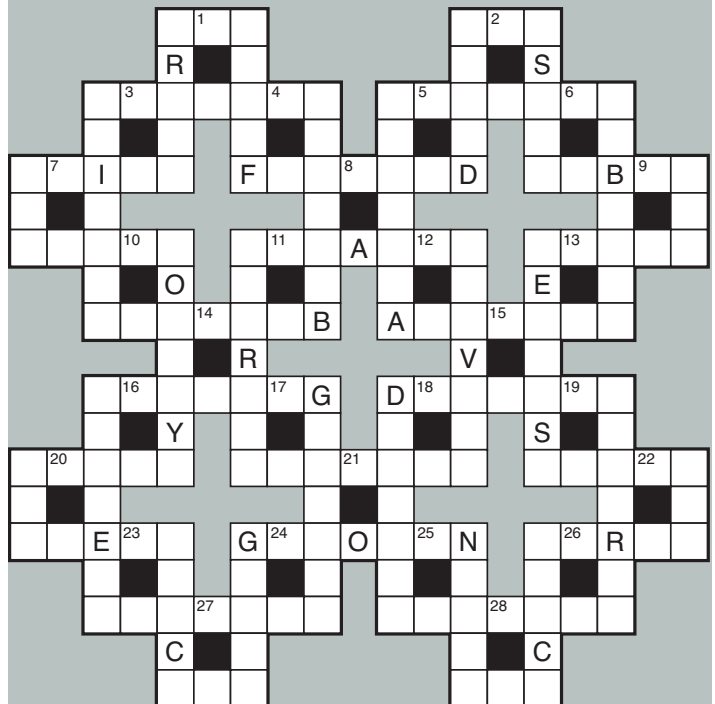
@ Comment

Do you agree? Is it possible to rally the combined force of the whole industry to do something about this problem? Is it really that much of a problem anyway?

Have your say at comment@themover.co.uk

ClockWord Puzzle

The ClockWord Puzzle is different to a regular crossword puzzle. Each 8-letter solution goes round a black square. Some go clockwise, others go anti-clockwise. Solution on page 43.



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Clues

- | | |
|---------------------------|------------------------|
| 1 Delight, amusement | 15 A football league |
| 2 US national game | 16 Dawn |
| 3 Construction | 17 Thieving |
| 4 Yellow spring flower | 18 Stayed awhile |
| 5 Buttoned woollen jacket | 19 Follower of Jesus |
| 6 Having good sense | 20 Forsaken, abandoned |
| 7 Apron | 21 Find |
| 8 Stirred up, shaken | 22 Draw near |
| 9 Stop in tracks, block | 23 Second month |
| 10 Storyteller | 24 Rebuking |
| 11 Pig-headed | 25 Strong dislike to |
| 12 Politically aggressive | 26 Terrify |
| 13 US lawyer | 27 Pasta pudding |
| 14 Painting of a person | 28 Area, region |

NEWS: ON THE ROAD

Vigilantes take to the streets



● You're nicked - the vigilante car camera.

Imagine thousands - if not tens of thousands - of mobile traffic cameras on our roads. Not fitted to high visibility police vehicles, but installed in private cars, rusty old vans, lorries making deliveries, and even public buses, coaches and taxis.

Members of the public are taking matters into their own hands as an ex-police chief provokes human rights campaigners, Liberty, whose

view is that the large-scale expansion of cameras watching the public poses a threat to our way of life.

Controversial even in its name, PoliceWitness.com recruits and encourages 'Visualantes' to capture acts of dangerous driving on video and then report these incidents via a website. The reports are then forwarded to specific, dedicated contacts within each police force for consideration of prosecution or

indeed (for better or worse, depending on your view) a stern letter.

Alan Featherstone, the former ACC of Northamptonshire police, was never far from controversy in his role as a senior police officer; however with front line policing cuts it would seem his private crusade in retirement is being met with public enthusiasm.

Ex-ACC Featherstone said: "Our research has indicated that people are simply not going to sit back during these policing cuts, the public want people who flout the law, and put the lives of others in jeopardy, held to account. With fewer officers and working speed cameras on our streets I have already seen people's driving styles change for the worse. Nearly every time I get into my car I see some idiot take a risk not just with their own life, but with others."

The thought of Prime Minister Cameron's Big Society springs to mind as so called 'Police Witnesses' take the law into their own hands - organised crime and lawless

youths beware!

Cameras cost about £150 and files showing dangerous driving incidents are reported to Police Witness by uploading the file to You Tube using a specific file name. It's easy, it's anonymous and it will teach the boy racers or drunken drivers a lesson.

Police forces across the country are already interested in the opportunities which come from this initiative, with implications for use in Neighbourhood Policing as well as fighting crime. But is it legal? Yes, the fact is we all have a perfectly legitimate right to film or take pictures in public.

So the next time you think about putting your foot down, using your mobile phone whilst driving or getting out of your car and hurling abuse at some poor unsuspecting road user, think on ... because you never know who is watching or recording you.

The business is explained in full at www.policewitness.com.

Driver CPC countdown

The magic date of September 2014 is getting closer by the minute. By that date everyone who drives a truck for work will need to have completed their Driver CPC training or be out of a job. Are you on schedule to get all your drivers trained on time? Don't forget, the longer you leave it the more difficult it will be to book a course. Listed below are all the FTA's forthcoming training courses and seminar dates:

DATE	COURSE/SEMINAR	VENUE	DATE	COURSE/SEMINAR	VENUE
21 Nov	Freight Driver CPC	Leamington	3 Dec	Freight Driver CPC	Leamington
22 Nov	Freight Driver CPC	Leamington	5 Dec	Freight Driver CPC	Bristol
22 Nov	Freight Driver CPC	Leeds	5 Dec	Freight Driver CPC	Leamington
23 Nov	FTA Transport Manager seminar	Yeovil	5 Dec	Passenger Operator Licence Awareness	Leamington
23 Nov	Freight Driver CPC	Leamington	6 Dec	Freight Driver CPC	Bristol
23 Nov	Freight Driver CPC	Leeds	6 Dec	Freight Driver CPC	Doncaster
24 Nov	Freight Driver CPC	Belfast	6 Dec	Passenger Driver CPC	Leamington
24 Nov	Freight Driver CPC	Leamington	6 Dec	Freight Driver CPC	Leamington
24 Nov	Freight Driver CPC	Leeds	6 Dec	CPC Refresher	Stirling
25 Nov	Freight Driver CPC	Leamington	7 Dec	Freight Driver CPC	Bristol
28 Nov	Understanding Transport Costs	Belfast	7 Dec	Freight Driver CPC	Leamington
28 Nov	CPC Freight National Case Study Workshop	Leamington	7 Dec	Operator Licence Awareness	Leamington
28 Nov	CPC Freight National Case Study Workshop	Leeds	8 Dec	Freight Driver CPC	Bristol
28 Nov	DGSA Course	Milton Keynes	8 Dec	Freight Driver CPC	Leamington
28 Nov	CPC Freight National Case Study Workshop	Milton Keynes	8 Dec	Management of Drivers' Hours & Records	Stirling
29 Nov	FTA Fleet Engineer seminar	Ascot	9 Dec	Freight Driver CPC	Bristol
29 Nov	CPC Freight National Case Study Workshop	Bristol	9 Dec	Freight Driver CPC	Leamington
29 Nov	CPC Freight National Case Study Workshop	Leeds	12 Dec	ADR Refresher	Leeds
29 Nov	Freight Driver CPC	Leeds	12 Dec	Freight Driver CPC	Leeds
29 Nov	CPC Freight National Case Study Workshop	Milton Keynes	13 Dec	Freight Driver CPC	Leeds
30 Nov	FTA Transport Manager seminar	Ascot	13 Dec	Freight Driver CPC	Uckfield
30 Nov	Operator Licence Awareness	Bristol	14 Dec	Freight Driver CPC	Leeds
30 Nov	CPC Freight National Case Study Workshop	Grangemouth	15 Dec	Freight Driver CPC	Leeds
30 Nov	CPC Freight National Case Study Workshop	Leamington	16 Dec	Freight Driver CPC	Leeds
30 Nov	Freight Driver CPC	Leeds	28 Dec	Freight Driver CPC	Dartford
30 Nov	CPC Freight National Case Study Workshop	Maidstone	29 Dec	Freight Driver CPC	Dartford
1 Dec	Managing Deliveries & Servicing during the Olympic Games	Ascot	30 Dec	Freight Driver CPC	Dartford
1 Dec	Disimulator for Managers	Bristol			
1 Dec	CPC Passenger National Case Study	Leeds			
1 Dec	Freight Driver CPC	Leeds			
2 Dec	Freight Driver CPC	Leeds			

For further information or to book a place, call the FTA Member Service Centre on 08717 11 22 22 or e-mail memberservices@fta.co.uk.



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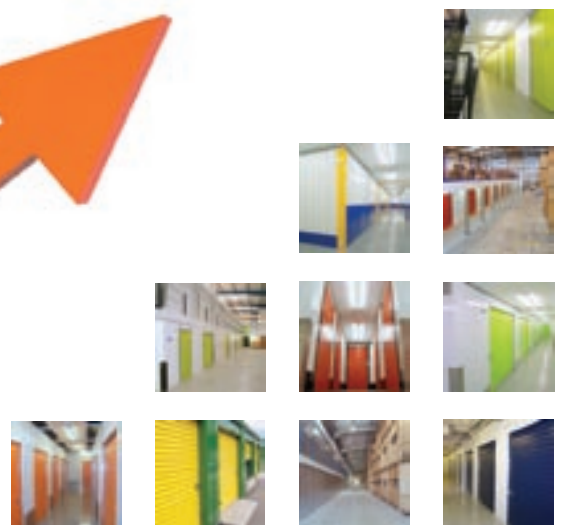


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REPORT: IAM 2011

IAM annual meeting 2011

The Mover reports on the biggest networking event in the moving calendar.

Upwards of 2,000 delegates from the global moving industry attended the 49th staging of the International Association of Movers (IAM) annual meeting in Denver, Colorado from 12-15 September.

Terry Head, President of IAM, said when inviting the industry to meet, that this was the first time the IAM meeting (previously HHGFAA) had been in Denver. "Through direct IAM member feedback over many years, we recognise how important the annual meeting is to the growth of your businesses, as well as your personal and professional development," he said. He added that it was with that thought in mind that IAM had chosen a theme of - Connect. Collaborate. Elevate. - for the convention.

He said that the annual meeting provided numerous opportunities for attendees and guests to connect with peers from all over the world. "Through our trade show, business sessions, Knowledge Labs, and a wide variety of social events, you will have ample time to discover ways to collaborate and thus elevate both your company and yourself. I also believe that IAM, by involving representatives from all the major moving industry trade associations and some of our major customers,

"It appears 2011 has been considerably better than 2010; however some were still worrying about what the winter might bring."

Graham Puddephatt

connects our industry through mutual collaboration. Through this cooperative coordination the Association has been successful in elevating the industry's image and its efforts to address the issues we all share, regardless of where we work in the world."

To aid networking the IAM organisers set up an online globalmatch system for appointment making. Commenting on the success of the initiative Graham Puddephatt (Reason Global) said: "Judging by the activity at the meeting points this had been well used." Graham also reported on the Knowledge Lab, a programme of presentations that took place throughout the three-day event. "It included presentations on how to maximise on the opportunities arising at IAM by 'never eating alone'; how to 'spot a fake' - from golf clubs to hand bags, Cuban cigars and porcelain figures - a real claims quandary for removers;

and how to build trust through cultural awareness."

According to delegates the tone of the conference was very upbeat. Graham said that he had been very pleased with the high quality of the enquiries he had received at the company's booth. "It appears 2011 has been considerably better than 2010; however some were still worrying about what the winter might bring."

For Tony Tickner (EuroUSA) it was his 18th IAM/HHGFAA convention. "In view of the economy I was expecting the mood to be more subdued. I think people were just happy that the summer had been better than they expected. The consensus was that the busy period had started later than expected, but for many was still going on."

By contrast it was James Hooper's (Oceanair International) first IAM. He too said it was an excellent networking opportunity. "It was very casual, energetic, buzzing. It

was really good." He added that the networking opportunities started at Heathrow on the way out when the UK contingent gathered in the departure lounge. "It was really nice to see some familiar faces even before we left the UK."

The only general criticism of the event was that it was approximately three weeks earlier than usual. This, combined with the late arrival of the summer rush, had meant that delegates had left busy offices back home to attend.

The welcome luncheon saw the awarding of the IAM Hall of Honour. This year the applause went to Richard DeWitt of DeWitt Moving and Storage, the late Dolf Gosselin of Gosselin, George W. Pasha III of the Pasha Group and Colin Quarrington, Editor of FIDI Focus.

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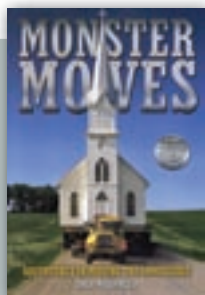
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NEWS: PRODUCT



On the Christmas list

This could just be the perfect gift for anyone in the moving industry this year: *Monster Moves* by Carlo Massarella.

It's the book that accompanies the recent TV Series and contains stories that are simply unbelievable. For those in the moving trade, moving house is straightforward enough, but imagine your reaction if your customer literally wanted you to move 'the house'; or how about a church, a lighthouse or even an ancient monument? It would certainly concentrate the mind.

The book not only explains what was done but also exactly how they did it. It's beautifully illustrated with step-by-step instructions on how to move a mansion or recover a sunken nuclear submarine. And if you've ever wondered how to pack a Spitfire into a container, wonder no more. It's all here.

It features, for example, slicing mansions in half with chain saws, hoisting church spires with helicopters and floating entire houses down stream on rafts at the mercy of wind and tide. You'll also see what happens when it all goes disastrously wrong. It's very good stuff that will keep anyone, interested in moving or not, enthralled long past boxing day.

The book also comes with a CD showing two episodes of the TV show that was seen by a UK audience of 1.7 million.

The author, Carlo Massarella, graduated from Imperial College in 1996 with an MSc in Science Communication and a desire to make complicated science captivating, informative and available to a non-scientific audience. He has produced and directed critically-acclaimed scientific and historical documentary series, including the Emmy-award winning *DNA: The Human Race* and while continuing to work on the *Monster Moves* series has also overseen the development of the spin-off concept *Big, Bigger, Biggest and Last Shuttle: Our Journey*.

Monster Moves is available from book shops and online from around £11.00.



Each winter the warehousing and distribution sector suffers from reduced staff performance caused by cold working conditions.

Thermal underclothes are available but they quickly become dripping with perspiration, smelly and uncomfortable.

The Fourth Layer, is a three-piece range of lightweight thermal undergarments with a big difference. They are designed to provide comfort to employees exposed to cold.

Called the Fourth Layer because we have three layers of skin and these products are a skin hugging fourth layer; the range has thermal long johns, a Hi-Low long sleeved roll-neck shirt incorporating half-gloves and a crew-neck T-Shirt.

There are male and female ranges in black, white or steel grey and all products are perfect for those working in cold conditions, outdoors in winter or partially exposed to the cold such as delivery personnel.

Unlike traditional thermal products, this range is made of 65% Polyester and 35% Viscose because wool and cotton are natural products and absorb perspiration. This 100% synthetic mix absorbs no moisture, so dampness is moved away from the body and evaporated later by the body temperature, making the garments comfortable to wear for long periods. The makers also claim that the material eliminates bacteria growth that makes garments smelly.

Prices are subject to quantity but single items start at only £10-£13.

Full information and order forms are available at: www.fourthlayer.com.

Looking back

ElectraQuip launches two professional rear camera systems.

ElectraQuip, a leading supplier of commercial vehicle electrical equipment, has introduced two new professional reversing camera systems with 5.6" (EQ056CK) or 5.0" (EQ050CK) colour TFT LCD screens for use with commercial vehicles or construction equipment.

Both systems operate from a dual

voltage 12/24VDC supply. The monitor has a built-in controller with two camera inputs and mirror image function to aid reversing control. There is also an automatic light sensor with infra-red LEDs for night vision use, while built-in audio with adjustable volume is included for added safety.

Each system comes complete with a fitting kit and comprehensive

easy-to-follow installation instructions as well as a 12-month warranty. Approved to ECE with CE marking, the systems are sealed to IP68 and are RoHS compliant.

Available accessories for the 5.6" version include Suzie Trailer Kit, additional colour camera and extension cables.

ElectraQuip commented: "We are bringing high quality reversing camera systems into our range which offers all the key features needed to ensure safe and convenient reversing for the professional operator."



● The ElectraQuip professional reversing camera system comes in two sizes: 5.6" (EQ056CK) or 5.0" (EQ050CK).

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

Green Moving Pads: An alternative to paper blankets?

LookChina was one of the exhibitors at the 2011 IAM meeting in Denver. The company supplies an environmentally sustainable alternative to paper blankets for both domestic and international packing.

Dr. Johnson Wu from LookChina was attending IAM for the first time. He said that his products are designed to significantly reduce the massive waste generated by the moving industry worldwide. His efforts come at a time when movers are seeking ways to reduce their carbon footprint.

Dr. Wu, who was born in China, earned his undergraduate degree from China Textile University and then his PhD from Leeds University in the UK with a concentration on yarn spinning. This strong background in textiles has helped him apply recycling technologies to products movers use every day.

In the IAM Exhibit Hall, Dr. Wu demonstrated the strength and durability of his products, called Standard Moving Pads (SMP), made from textiles recovered from carpet and garment factory trimmings and other sources and then recycled into several different grades of padding for international, domestic and storage applications. But his interest has moved far beyond manufacturing these products, extending into the impact that rethinking traditional billing practices could have as well.

"What I would like to see is standardisation of moving pads and blankets in terms of their quality and protective capability," Dr. Wu explained. "I am trying to convince the large van lines to change their billing systems and then pass on the savings to the consumer. If the bigger movers would do that, it would have an impact with respect to political and moral incentives to standardise their packing methods."

Typically, a mover or origin agent sends a shipment overseas permanently loses the pads to the destination agent with the shipment, therefore the customer bears all cost. But if Dr. Wu has his way, the destination agent would be billed for the pads, allowing the origin

agent to partially recover their cost. This would provide an impetus for the destination agent to reuse the pads and bill the receiver the next time they are used, at same time it significantly reduces global



● Green moving pads.

"I see the global trend for recycling and the impact that the moving industry can have on the environment. So far, the response has been worth my trip."

Dr. Johnson Wu

consumer moving cost. Whether Dr. Wu's idea will gain momentum is still an open question, but he hopes that heightened environmental concerns and consciousness will cause his customers to at least consider its potential.

"I see the global trend for recycling and the impact that the moving industry can have on the environment," said Dr. Wu. "So far, the response has been worth my trip."

Standard Moving Pads are distributed from four locations in the USA. They are available in two sizes and in woven and non-woven materials. More information from: www.lookchina.com.

Improve security with Zenloc Portable Alarm from FTA

The Freight Transport Association (FTA) has been awarded the sole distribution rights to the Zenloc Portable Alarm.

The Zenloc Portable Alarm is a security device which can improve driver safety, reduce costs – possibly including a reduction in insurance premiums – and help prevent illegal immigration.

The alarm is designed to give a remote indication of attempted interference with the rear doors of stationary vehicles and trailers, and can also be used to protect plant machinery, caravans, horse boxes and warehouse or garage doors.

For many years freight companies have suffered from losses as a result of intrusions, many of which occur while a vehicle is at rest and the driver is away taking a break or asleep in his cab. The Zenloc system is completely stand-alone from any electrical systems on the vehicle and is simple and easy to use. The alarm is attached to a door across the join by means of magnetic clamps. If the door is non-ferrous, plates are provided with the unit which can be fixed to the door for the magnetic clamps to attach to.

Any activation of the alarm sends a coded signal to a receiver carried by the driver and which emits a loud, audible tone as long as the driver is within 200-300 metres of the alarm. At the same time the Zenloc Portable

"... designed to give added peace of mind to operators that their drivers, vehicles and property are safe and secure ..."

Barry Schofield

Alarm sounds a piercing tone and a high intensity strobe light to warn the intruder that it has been activated. The alarm can only be deactivated using the coded electronic key which is neatly built into the receiver.

Barry Schofield, inventor of the Zenloc Portable Alarm said: "The alarm is designed to give added peace of mind to operators that their drivers, vehicles and property are safe and secure, and I am delighted to have awarded FTA the sole distribution rights. I am looking forward to a successful working relationship between FTA and Zenloc."

The Zenloc Portable Alarm is available from Shopfta at £349.99 excluding VAT. Order online at www.shop.fta.co.uk or call 08717 111111, quoting code 6816.



● The Zenloc Portable Alarm base unit.

INSIGHT: VEHICLE WEIGHT RESTRICTIONS

Carrying your payload - a weighty issue

It's all too easy to fall foul of the weight restrictions on vehicles.

Phil Bridge, Sales Office Manager of Red Forge Ltd, offers some good advice.



● A vehicle about to be weighed on Red Forge's Axalert Plus display.

Life in the removals market is focussed around transport. A company who provides this service not only has to ensure that they have the right vehicles to carry the load, but that their drivers, being the day to day face of the company, are well trained, presentable and above all protected from all of the necessary red tape that accompanies this role. A fleet manager has many questions to answer: How many hours have my drivers done this week? How do I know where my drivers are? Are they capable of completing the tasks assigned to them in the time given? Is the job profitable? How do I know or trust the weight of what my customers are asking me to carry?

Fortunately, solutions exist for many of these problems. No-one wants to see another tragic accident that causes serious injury or death due to mistakes made when a driver is tired. Increased publicity and the advent of digital tachographs has tightened control and highlighted

You would be amazed at how many people believe that a Transit van can carry 3.5 tonnes of payload!

the safety aspects of working hours. In fact, very few people in the industry today can claim to be ignorant of the laws regarding the hours issue. This can only be seen as progress.

The introduction of telematics systems now gives the fleet manager a powerful tool to keep track of the location of a vehicle and many aspects of its daily life. From planning workloads and journey times, to keeping the supervisor in touch with the vehicle's current status, the technology is far more than just a 'spy in the cab'. Again, progress.

What about the weight issue? Under The Road Traffic Act 1972 and

The Motor Vehicles (Construction and Use) Regulations 1978, it is a punishable offence to use or permit to use on the Public Highway a goods vehicle whose weight exceeds its plated gross weight or where the maximum plated axle weight is exceeded. The maximum plated weight includes the unladen vehicle and any payload added on. You would be amazed at how many people believe that a Transit van can carry 3.5 tonnes of payload!

Over-loading makes a vehicle less stable, can invalidate your insurance and increases the wear and tear on the tyres, on the suspension and on the road itself. It will also affect braking and steering. This increases maintenance costs for the upkeep of the fleet. From the opposite point of view, under-loading affects profitability and will mean additional trips and therefore costs that could be unnecessary. Often, despite the Gross Vehicle Weight being within regulations, an axle can become overloaded with no way for the driver to realise it.

Punishment is usually a fine, with a maximum of £5,000 per offence; this can mean that a 7.5T vehicle can potentially generate fines of up to £15,000 in a single case (one fine per axle, plus one for the gross). Repeat offenders may well see their Operators Licence taken away. The Road Traffic Act 1988 states that driving a dangerously over-loaded vehicle carries a maximum two years imprisonment. In the case of Corporate Manslaughter caused through an over-loaded vehicle, not only the driver but also the supervisors and even directors of a company can be held responsible, due to their 'Duty of Care' as per

the Health and Safety at Work Act 1999. With all this legislation, the question remains: How well enforced are these laws?

According to its Effectiveness Report 2005/6, VOSA stopped nearly 75,000 vehicles for overloading in that year, and over a quarter of these were issued with prohibitions. The figures show that LCVs are often the worst offenders, with 38.7% of light vehicles prohibited when stopped. These figures can only show that VOSA are getting far more effective when it comes to spotting an over-loaded vehicle, and nobody is exempt from these inspections, especially when it comes to high profile markets such as the varying forms of haulage.

So what is the best way to avoid overloading? VOSA's website gives many useful pieces of information and the Fleet safety forum at www.brake.org.uk has downloadable information which is useful for any fleet user. Ensure that the load is evenly distributed across the vehicle and that it is secured properly. The vehicle can easily be fitted with a system that gives a warning when the vehicle is overloaded. These systems have become commonplace within high risk markets such as construction and waste, and have now evolved with reversing camera link ups for easy viewing from the cab and to reduce dashboard 'clutter'. Telematics system compatibility is also available, to send the information back to the depot remotely if so required.

As with almost any problem, the best way to avoid overloading is communication and education - speak with your drivers and ask their opinions. Ensure that they understand what the vehicle can carry and what it means if they ignore it. You are not only protecting their driving licences and the legal ability of the company to operate, you are protecting their lives and the lives of others.

Red Forge

Red Forge is one of the market leading companies in the field of On-Board Weighing and Axle Load Indication.

Based in the Midlands and now in its 36th year, Red Forge continues to provide overloading solutions and advice to many large fleet users, including the utilities, refuse and haulage markets. Almost any vehicle can be catered for, as original

equipment or retrofit, from small car derived vans through to articulated configurations, always with the correct solution for the customer's requirement as the most important factor.

Anyone requiring more information on overloading or the ways to prevent it should contact Red Forge on 01527 526112 or www.redforge.co.uk.



● Axalert Plus 2010 display.

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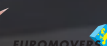
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NEWS: PRODUCT

Driver monitoring on camera

Blackburn-based vehicle safety specialist, Vision Techniques, has launched a ground breaking, cost-effective recording camera system, designed to prevent false claims and improve driver performance.

The new 'Pointer System' monitors a driver's performance, for increased safety and efficiency. It allows managers to assess if drivers are performing economically and driving safely. This works by 'scoring' the acceleration and braking of a vehicle in order to rate the driving performance – saving fuel and reducing potential accidents. By detecting numerous harsh braking and acceleration events it will identify drivers who need training.

"...the system is ideal for large fleet users who carry out training on a regular basis. It is an excellent tool for monitoring a driver's performance ..."

Andrew Kendal

The innovative system also saves money by providing a video record of any accidents or incidents that may have taken place, preventing false and fraudulent claims. Without the Pointer System, an accident investigation can be very difficult to conduct. With the cost-effective system constantly monitoring the driver's journey, it is easy to discover both driver inefficiencies and the cause of accidents.

Using the latest technology, the system monitors all forces acting on the vehicle during a collision. The footage will then be saved for later use. An optional second camera can be mounted to monitor passengers, or the near side on larger vehicles where collisions commonly occur.

Andrew Kendal, of Vision Techniques, said: "Investing in the Pointer System will save you money and improve safety within your company. With its innovative built-in features, the system is ideal for large fleet users who carry out training on a regular basis. It is an excellent tool for monitoring a driver's performance - with the accident recording facility as a secondary function."



● Pointer System camera.

In addition to its other features, the Pointer System has an in-built GPS tracking and mapping system which can be used to monitor vehicle positioning and routing. The unit can be hard wired into the ignition or easily plugged in via a cigarette lighter socket adaptor. The pointer system is suitable for any vehicle.

For more information visit www.vision-techniques.com.



● Visit www.volvotrucks.com/trucks/global/en-gb/Pages/home.aspx and follow the links.

New environmental footprint calculator from Volvo

It is no secret that truck transports use fuel, but with relatively modest means fuel consumption and thus emissions can be considerably reduced.

Volvo Trucks updated web service Environmental Footprint Calculator helps customers become more eco-conscious. The upgraded tool also offers tips for reducing truck emissions.

The Environmental Footprint Calculator is a new, more user friendly version of the web application Volvo Trucks unveiled back in 2001. Among the tool's new features are the possibility of comparing your specific truck's environmental impact with Volvo Trucks' newly launched models, the Volvo FH16 750 hp, Volvo FM MethaneDiesel and Volvo FE Hybrid.

The calculator also makes it possible to evaluate the environmental benefits of using alternative fuels instead of fossil fuels. What is more, customers can now examine entire truck fleets and compare three different trucks' environmental footprints - features that were not available previously.

"The transport industry is under increasing pressure to work actively to reduce emissions and lower energy consumption," said Lars Mårtensson, Director Environmental Affairs at Volvo Trucks. "To generate added interest and help even more actors in the transport industry meet environmental targets and customer demands, we have made the Environmental Footprint Calculator even more user-friendly for our customers."

The tool is the result of highly detailed data compilation regarding

"...there are many measures you can take to support more sustainable development..."

Lars Mårtensson

truck emissions throughout their lifecycle: from production to scrapping. The data includes parameters such as the calculation of environmental impact from materials, fuels, exhaust emissions and maintenance. The analysis can be used to compare different truck models, or to examine different ways of reducing a truck's environmental imprint.

The new tool not only helps customers identify their current eco-footprint; it also offers them practical tips for cutting their climate impact. "By training drivers in economical driving, ensuring correct wheel alignment or making sure that tyres have the correct pressure, you can significantly reduce emissions even for existing vehicles. Correct wheel alignment and tyre choice, for instance, can cut fuel consumption by more than 10%. So you don't necessarily have to buy a new truck with a more energy-efficient engine - there are many measures you can take to support more sustainable development," explained Mårtensson.

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INTERVIEW: BRIAN MAIDMAN

● Brian Maidman attributes much of his success to the application of recognised Standards in his business.

On quality and costing

Brian Maidman's company won the Domestic Mover of the Year Award (DMOTY) this year. **Steve Jordan** interviewed him to discuss some of the key issues in the moving business of today: quality and costing.

Maidmans recently moved from its old premises at Bournemouth airport to rather swish new premises just a few miles away incorporating the removals headquarters and a very smart self storage facility. Just one look at the place tells you that it's a professional outfit and, although the whole removals business has suffered in the last few years, it's a company that is on the up. Brian himself is a member of the BAR Board and a guiding light in the Commercial Moving Group. But although people now tell him that he runs a big moving company, it's not always been like that. And much of Brian's opportunity for success he attributes to the application of recognised Standards in his

business, and to BAR and the contacts he has made through his membership.

Maidmans is now in its 32nd year of business and it's not always been easy. Indeed it's not easy now. Brian started with one van and a lot of enthusiasm. "I was an 'also ran' for 15 years," he said. But the change came when he joined BAR. "That's when the business really started. I managed to absorb a lot of knowledge, made a lot of friends in the industry and sourced all the services I needed to progress the business."

Standards

Brian has been closely involved in the development of the removal Standards, especially the Commercial Moving Standard

"Members say they don't want to be dictated to by BAR or anyone but they want to see standards improve."

Brian Maidman

BS 8522. His company was the first in the UK to achieve all three Standards for commercial moving, domestic moving (BS EN 12522) and storage (BS EN 14873). He has now added to that BS EN 15713, the Standard for Secure Destruction of Confidential Material for his

shredding business - so it's no great surprise that he is a fan.

Earlier this year BAR held a referendum within its membership to establish whether it should adopt a Standards-based membership requiring every member of BAR to hold at least the most appropriate Standard for its core business: The BAR membership voted against. "I think that was a missed opportunity," said Brian. "I thought it was a very good idea." He admits that perhaps the right debate didn't take place at the right time but he strongly believes that the membership just didn't appreciate the benefits. "Members say they don't want to be dictated to by BAR or anyone but they want to see standards improve. I don't know if the vote was against the compulsion or the Standard itself."

He added that members had told him that they want to see standards and the membership criteria for BAR improve. "I would have thought Standards-based membership was the way to do it. People just didn't understand the significance of having 100% buy-in as a selling tool for the whole BAR membership." Of course it's also possible that BAR members lacked confidence in BAR's ability or willingness to promote the membership criteria to the moving public.

But that argument has now passed. BAR membership criteria will be revisited to establish what else can be done to improve the entry threshold and enhance the standards of existing members. Brian admitted that when the first Standard was brought out in 2001 he resisted it too. "But you can use the Standards to promote your company against others that don't have them," explained Brian. "They also put in place discipline within the business to help with administration, improve quality, increase efficiency, reduce mistakes and help you make better profits. If you get a complaint it gives you a mechanism to make sure it doesn't happen again."

The Standards are all available to any moving company wishing to be assessed; there is no need to be a member of BAR. "The companies that tend to be against Standards quite often moan about everything that BAR does, they don't get involved and are not particularly successful companies," Brian commented. "They don't want to do anything to improve their lot. They resent being measured, even within their own companies."

Costing

Brian is fastidious about costing and puts the blame for much of the deterioration in pricing levels in the moving industry over the last few decades at the inability of people to understand their true costs. "The first time I got a computer system that identified costs for me it was a bit of an eye-opener. At first I was reluctant to build in all the costs because I thought it would make me too expensive. Then I realised that these were my true costs so I'd better accept them."

Some of the blame lies with small companies that operate cheaply and do not properly assess their costs. But, according to Brian, these are not the main culprits. "There are some large national companies that have a part to play in this that don't realise the implications of what they are doing. They should know better. I can't see the point of loss leaders. There's no point in doing anything just to create turnover. They don't focus on the costing."

Brian's advice to companies is to make sure they understand their costs and never work without a profit. "Then people need to do regular 'back costings'," he said. This involves looking at a completed job and working out what the actual costs were compared with the predicted costs. "You can then adjust your costing process accordingly so you can get it closer to the truth next time," said Brian. "This has proved to be tremendously beneficial to me over the last few years."

So how can this spiral be reversed? There comes a point when it can't go down much further and surely that has already been reached. "Education is the only way to do it. Up the calibre of the people and teach them how to do proper costings and how to sell against price objections," he said.

Last year, for example, a key focus of the BAR's roadshow (that went around the UK providing free information to members on a variety of subjects) was costing. It was very well received. "True costing could be a great campaign for BAR to get to grips with," said Brian. "There will always be a market for man and van companies but they should not be competition to the more established firms. It's better to create a greater differential between us and them both in terms of standards and price. If you have confidence in your costings, you have confidence in your prices."

"The moving business has been struggling for four years now. It cannot keep trading this way. We have already seen some casualties. This could be a turning-point year."

Brian Maidman

Brian's company has been hit by the recession in the same way as every other mover the world over. Always the optimist, however, Brian thinks there is just a chance that this recession, much tougher than others experienced over the last 30 years, might just have focussed people's minds to the fact that the old ways cannot continue.

"The moving business has been struggling for four years now. It cannot keep trading this way. We have already seen some casualties. This could be a turning-point year."

Perhaps, if the recession has given the moving industry (and a few others perhaps) a shot in the arm, something good will emerge for those who survive. Perhaps, at last, the downward spiral will be reversed.

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AWARD WINNER

Brian Maidman collected the much coveted DMOTY award (Domestic Mover of the Year) at the BAR conference in May this year. Brian's company also received a Certificate of Merit in the competition last year.



INTERVIEW: REALLYMOVING.COM



● Clockwise from top left:
Rosie Rogers, Clare Exact,
Mark Freire and Amy Howe.

Generating thousands of leads a year

With price comparison sites increasingly becoming a part of all our lives, **David Jordan** interviews Rosie Rogers to find out more about one of the first in the business.

Price comparison websites are now a fact of modern everyday life, empowering savvy surfers to find the best deals on everything from car insurance to holidays, gas and electricity. Blanket TV ads featuring moustachioed tenors and furry rat-like animals have imprinted them indelibly on our minds and most of us now turn to them instinctively, much as we did to *Yellow Pages* in days gone by. Although it seems sites like *gocompare.com* and *comparethemarket.com* have been around for ever, most were launched in the mid noughties and so are fairly new.

Surprising then that way back in 1999 Rosie Rogers and her husband Rob Houghton, a telecoms expert, decided to set up a supplier comparison site for the removals industry, *reallymoving.com*, the first of its kind in Britain. "Rob was working for one of the major banks at the time and could see how the Internet was developing," said Rosie. "He'd become a bit disillusioned with what he was doing and decided to leave and set up his own Internet company. We realised that most of the successful sites at that time dealt with life changing subjects, marriage, babies, etc. but there was very little about moving house, so we decided that was what we'd do."

The idea was to set up a site that people moving house could use to find everything they needed from survey reports and conveyancing to mortgages and of course; removals

companies.

After carrying out a scoping exercise, to decide what needed to be done, Rob commissioned a software company to develop a bespoke programme that would allow the project to get underway.

"We e-mail the moving companies straight away to tell them we've quoted on their behalf ..."

Rosie Rogers

Then the really hard work of finding suppliers began. "There was no easy way of approaching people, we just had to sit on the phone and speak to as many as we could," said Rosie. At that time the Internet was still something of a mystery and people were understandably reluctant to divulge details about their businesses, especially their charges. We also had to make sure the companies we took on were of good standing and wouldn't let our customers down."

Eventually more and more companies were persuaded to join and soon began to reap the rewards of online lead generation. Today over 250 removals companies have registered as partner suppliers and receive their share of around 120,000 leads a year from visitors to the *reallymoving* site. To register, removals companies are asked to provide information about their

service including their location, operating area, rates and any other relevant details. When a potential customer makes an enquiry through the site they are asked to complete a simple form giving the location of the property, the number of

bedrooms, where they are moving to and any other relevant information. *Reallymoving* then sends an indicative quote from five of the registered companies in the customer's area and passes the lead on to the removals companies involved. "We e-mail the moving companies straight away to tell them we've quoted on their behalf," said Rosie. "The quote is not binding and we encourage companies to contact the customer quickly and arrange a proper survey. As we all know, people often forget to mention the grand piano or what's up in the loft!"

Gordon Rafferty, Director of midlands-based removals company All Moves UK Ltd has been using *reallymoving.com* since 2009. "We use several Internet lead generating services but *reallymoving* is by far the best value for money," said Gordon. We convert about 33% of

the leads we receive which is I believe, above average. It's important to follow up quickly and arrange to see the customer at the earliest opportunity, it's no good just sending a quote and hoping for the best. *Reallymoving* send us a text as soon as a lead is sent to our e-mail so we can get onto it straight away, even if we're not in the office."

Reallymoving charge a flat fee for each lead passed with charges varying depending on the region and the service required. For removals; companies operating within the M25 pay £1.65, those just outside £1.35 and in the rest of the UK £1.25.

There is no doubt that when *reallymoving* opened its doors for business in 1999 it was ahead of its time and since then several other Internet companies have come into the market. Some have prospered and others have fallen by the wayside. For *reallymoving* the hard work during those early years has paid off and the company continues to thrive as it develops its services to suit an ever changing market. As customers increasingly turn from traditional ways of finding suppliers to online services the company looks set for a successful future.

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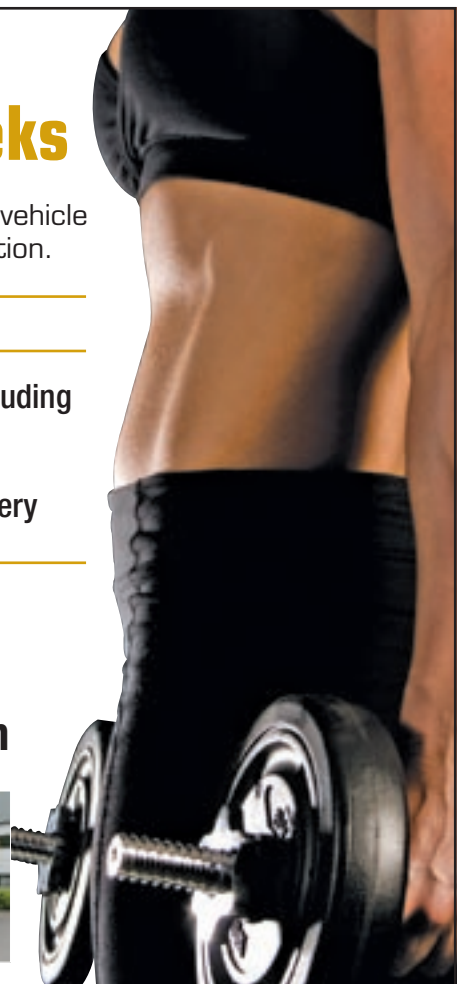
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NEWS: PEOPLE/COMMENTS

Craig Brown joins RB Steel to expand international business

Craig Brown joined R B Steel in Helensburgh, Dumbartonshire in June as the company's Overseas Sales Director.

His job is to build the company's developing overseas business both in the domestic, corporate and trade sectors.

Craig, who is 28, has recently returned from Jakarta where he was working for Crown Relocations. Previous to his overseas excursion he worked for Anglo Pacific in Glasgow for ten years.

According to James Steel, the company's MD, Craig will be spending his time on a mixture of corporate sales calls, surveys and getting to know trade customers. In addition to its own international and domestic moving service RB Steel also provides port collection, delivery and unpacking services for Scotland-bound HHG containers and has regular runs into England for deliveries and to collect inbound consignments for its trade customers.



● Craig Brown

"We are also building our trade groupage service, primarily to Australia and New Zealand," said James. The company has also been providing a regular service to Iceland in recent months.

As part of his efforts to get his face around the industry Craig will be attending The Movers and Storers Show and the company is planning on taking a stand there.

Further information on: www.rbsteel.co.uk.

YourComments

Re: *The Removal Men:* the making of a TV show

The Mover, September 2011, page 32.

Matt Purdie Matt Purdie & Sons

It was interesting reading the comments regarding the TV programme on Pickfords.

I am afraid that I am a dissenter of the view that it helped our industry.

What is not mentioned is that Pickfords heavily discounted the removals of the customers who were willing to take part in the programme. As you know, the price they paid for the removal was always given by Jane Horrocks at the end of the move. As a general benchmark, the

price a customer would expect to pay for a 2 day move with 3 men is now £700. I have had this thrown in my face already by customers who quote the programme and accuse us of being extortionate in our pricing and they will be contacting Pickfords instead.

The whole object and direction of this industry should be to increase the standard of quality and professionalism which customers expect, at a price which the remover would need to deliver and retain a decent return for their labour.

I fear that this programme has set the industry back a few years in that respect.



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DIARY DATES/CLOCKWORD

Did you know?

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

The foxtrot was invented by Harry Fox in 1914.

Emus cannot walk backwards.



Cats have over one hundred vocal sounds, while dogs only have about ten.



The correct response to the Irish greeting, "Top of the morning to you," is "and the rest of the day to yourself."

The word 'byte' is a contraction of 'by eight.'



Leonardo Da Vinci invented scissors.

Football referees used to wave a handkerchief instead of blowing a whistle.

Manufacturing a new car requires approximately 148,000 litres of water.

DiaryDates

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

FEDEMAC General Assembly
Windsor, UK. 18–20 November

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

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

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

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

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

BAR Annual Conference
Beaumont Estate Hotel, Old Windsor, UK. 17-19 May, 2012

ClockWord Puzzle



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Solution: September 2011

a = anti-clockwise; c = clockwise

1 Pleasure c 2 Baseball c 3 Building c 4 Daffodil a 5 Cardigan c 6 Sensible a 7 Pinafore c 8 Agitated c 9 Obstruct a 10 Narrator a 11 Stubborn c 12 Militant c 13 Attorney c 14 Portrait c 15 Division a 16 Daybreak c 17 Stealing a 18 Lingered c 19 Disciple a 20 Deserted c 21 Discover a 22 Approach a 23 February a 24 Scolding c 25 Aversion a 26 Frighten c 27 Macaroni a 28 District a

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  R O R U N L E T
  R A T P O B B   A T I D N R O
      I R           V O
    K D A R T S G   D L I S I D E
    A Y E N E N S L
  D D E R B   A L I D R E G   C I P A H
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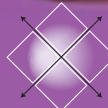
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Enquiries

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