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TheMover

A man with short brown hair, smiling, is standing next to a green truck. He is wearing a red polo shirt with a logo on the chest and a black watch on his left wrist. He is holding a black handle or lever. The truck is green with a white star on the side. The background shows some trees and a building.

STARTING OUT

Building a new company in a recession.
Page 30



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Deadline:

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Deadline:

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

Disclaimer:

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

Published by:

The Words Workshop Ltd
26 Swanwick Lane
Broughton
Milton Keynes
MK10 9LD

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The Mover is designed on behalf of The Words Workshop Ltd by I Like Creative
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LEADER

Inspiring tales of survival

Steve Jordan, Editor



Unwittingly, I seem to have included a lot of 'fighting against recession' stories this month. It was not my intention, just the way the cookies crumbled I suppose. The story about Arnold & Self, for example, is a tale of battling back from the brink; Whittles too, whatever the cause of the demise, is again a 'phoenix' story. I am very grateful to both companies for opening up about their stories for us all to share. Army Ants, our cover story this month is, by contrast, a story about starting out in the business. I urge everyone to read Anthony's story and reflect upon how their own companies started out. Look back far enough and almost every company began modestly, usually with mum doing the books and dad driving the lorry. From these humble seeds even the mightiest companies were born.

My thanks to Graham Puddephatt of Reason Global who, as I was unable to attend myself, sent back a report on the PMA conference. Graham has also provided me with some info about the IAM conference in Denver that will appear in the November issue.

October in the moving business is always a time for reflection. The summer is over and the diary is less full. Was it a good year or a disaster? I have done my own straw poll of some of the companies in the UK and abroad to find out whether 2011 has been a year to remember with a smile or a grimace. I can tell you that most (not all) companies have said that this has been a good summer. There is an air of optimism that, just perhaps, the corner has been turned. But I'd like a wider sample before I can really judge. So, if you have a moment, please send me an e-mail with just a few words about your summer of 2011: editor@themover.co.uk. Was business up or down? Are profits improving or going down the tubes? I'll do a report in the next issue so you can see how you are faring against your competition.

Finally, we are getting dangerously close to The Movers and Storers Show (21/22 November) in Telford. If you want to exhibit, it's time you gave the organisers a call before all the space is taken. If you'd like to attend as a visitor, book online then you won't have to pay an entrance fee.

Steve Jordan



● Is the logistics industry heading for a skills shortage?

Outgoing UKWA chairman warns of skills shortage

In his last official duty as chairman of the United Kingdom Warehousing Association (UKWA) Derrick Potter has called on companies operating in the logistics industry to increase their investment in training if the sector is to avoid a skills shortage in the future.

Speaking at the UKWA's AGM, held recently at London's Dorchester Hotel, Derrick Potter commented: "I believe most employers understand the importance of developing the skills of their workforce but, generally, supply chain companies have been slow to invest and, as a result, the Sector Skills Council for our industry – Skills for Logistics – faces a funding challenge. With an ageing workforce and a perception among those currently in education that logistics does not offer an attractive career path, the sector may well find itself facing a skills shortage in the near future. It is therefore vitally important that we begin to attract young people and bring a greater diversity of skills into the sector."

He continued: "One of UKWA's key objectives over the coming years will be to encourage members to engage with Skills for Logistics to develop logistics related apprenticeship schemes that will attract government funding."



"... the sector may well find itself facing a skills shortage in the near future. It is vitally important that we begin to attract young people ..."

Derrick Potter

After four years, Derrick Potter's reign as chairman of UKWA ended at the Association's AGM. Derrick is succeeded by John Maguire, Sales and Marketing Director of Flexi Narrow Aisle Ltd.

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NEWS: UK

Harrow Green moves Scottish university

Harrow Green has been working in partnership with the University of the West of Scotland (UWS) and the Scottish Agricultural College (SAC) to carry out the relocation of staff and facilities to the university's new £70 million Ayr campus.

The new campus will provide one of Scotland's most modern, environmentally friendly and sustainable Higher Education learning environments. The major development is a collaboration between the University of the West of Scotland and SAC and was scheduled to open in September 2011.

Harrow Green worked closely with the transformation team to meet the target date. The project involved the relocation of approximately 240 UWS and 50 SAC staff, including associated office belongings, and involved the packing and unpacking of IT equipment, filing, resource materials and general office equipment from the current Ayr campus to the new site on the banks of the River Ayr. The Harrow Green team managed the sequential packing, transfer and sequential unpacking of some 1,000 linear metres, including materials from the classrooms and central store areas.

Harrow Green also handled the disconnection, packing, relocation, unpacking and re-connection of desktop IT on the new Ayr campus. There were around 500 units to be safely relocated.

"This is an important development for the region," aid Aidan Robertson, who handled the project out of Harrow Green's Glasgow offices. "It's a magnificent facility in a terrific setting. We're very pleased to have had a role in getting the new campus up and running for the start of the academic year."

The new Ayr campus.
Photo: Renzo Mazzolini.



Hotting up for the Show

It's not long now before the 2011 Movers and Storers Show in Telford and the activity is hotting up for what is going to be the premier event of the moving industry calendar.

The organisers of the event have confirmed that already all the sponsorship opportunities have been allocated and all the premier exhibition stands have been sold. Exhibitors this year include: Toyota Forklifts, Kidds Training Services and the Driving Standards Agency. There are still stands available for late bookings but anyone interested should not delay as positions are limited and there will be competition for the best positions.

Talking about competition, this year will see two competitions to add a little drama and spice to proceedings. The Basil Fry Truck Show, sponsored by Basil Fry & Co, will take place on day one (Monday). There will be three categories: 1) for large companies with over six vehicles of 3.5 tonne and over; 2) for smaller companies with fewer than six vehicles; and 3) for small vehicles such as small vans, company cars, etc. This year the winners will be supplied with vehicle decals so they can promote their success to their customers.

Day two will see the first Packer of the Year competition. This will challenge teams of two packers to load a storage pallet with packed items in the fastest time possible. It's not just a test of muscle power:

the packages will fit into the pallet only one way so, get it wrong and you have to start again. Entry is free so why not see just how good your crews are and have a go. The event was devised by Matt Faizey from M&G in Solihull and has been sponsored by Simpson Packaging.

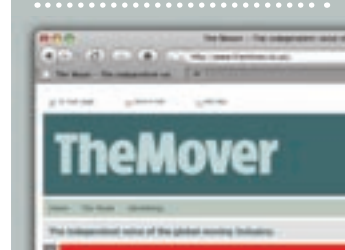
To take part in either competition go to The Movers and Storers Show website and download an application form: www.themoversandstorersshow.co.uk.

Entry is free for visitors if you book in advance online. Turn up on the day without pre-booking and you will be asked to pay an entrance fee. Anyone who works in the moving or related industries is welcome to attend. Visitors will have the opportunity of meeting all their suppliers under one roof, networking with industry colleagues, seeing new products and joining in debate on important industry issues.

The show is on Monday 21 and Tuesday 22 of November at the Telford Exhibition Centre. If you'd like to exhibit there contact the organisers now as stands are going quickly. To attend as a visitor just book your ticket online and scratch the dates out in your diary. It's a show not to be missed and 2011 is set to be the best yet.



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FSB calls for more financial help for small companies

The Federation of Small Businesses (FSB) has urged a radical reform of the banking system to give small businesses a fair crack of the whip at securing finance.

The call has come in response to an interim report from the Independent Commission on Banking (ICB) which suggested that there is subdued demand from small enterprises for loans from high street banks.

While acknowledging that the ICB report and recent figures from the Bank of England, showing that lending to small businesses fell by £1.8 billion recently, seem to indicate a drop in loan requests from smaller firms, the FSB countered with findings from its own latest *Voice of Small Business* survey. This, the FSB claimed, indicated that large numbers of firms are being refused loans and credit by the major banks, debunking the idea that demand for credit is actually low.

In the last 12 months, 20% of respondents to the survey have approached the banks for credit. Of those, a third were turned down: the equivalent of 320,000 businesses in the last year that have been denied credit. One third of those that applied for credit wanted to use the finance to cover cash-flow; 21% needed the money to purchase machinery and equipment; and 17% to expand their business. Of those who were refused credit around a quarter were told it was because of insufficient security whereas another 16% were given no explanation at all.

As a result of failing to secure sufficient funding, 40% of respondents have reported ongoing financial concerns, the FSB said, while almost a third have missed a growth opportunity, one in five have delayed their investment plans and 18% believe they are at a competitive disadvantage.

The FSB pointed to the figures as proof that small business demand for finance has not altered for some time. The ICB is due to submit its recommendations on changes to the banking sector to the government this autumn. The FSB wants a radical overhaul of the entire system to make it fairer for small enterprises.

One way of increasing the amount of credit available to small firms



"... businesses are starting to think about expanding or buying new machinery and it is really disappointing firms are having to abandon these plans because of the banks refusing to lend."

John Walker

would be to create greater competition among finance providers. John Walker, the FSB's National Chairman, commented: "Experience shows that demand for credit is at its highest when the economy starts to enter a recovery period. Our survey work is indicating that businesses are starting to think about expanding or buying new machinery and it is really disappointing that firms are having to abandon these plans because of the banks refusing to lend. The Office for Budget Responsibility is forecasting that business investment will help to strengthen the recovery. This will not happen unless the banks work with businesses to ensure that they can get the finance they so greatly need. If this does not happen we risk the recovery remaining in a stagnant position and never fully recovering."



● Revellers on the New Met boat trip on the Thames.

BAR members enjoy a barbeque afloat

Members of BAR's New Met Area gathered at London's Westminster Pier on 14 July for a summer's evening river cruise and barbeque. Thankfully the weather stayed fine and the party enjoyed spectacular views of London's famous waterfront on the journey up river towards Chiswick.

Soon it was time to take a seat in the salon to enjoying the freshly prepared food cooked on the ship's barbeque. Later the fun continued with everyone getting the chance to have their picture drawn by a very talented caricaturist and several brave souls took up the offer. All seemed delighted with the result. As well as being a first class social event the cruise gave everyone the opportunity to discuss business and hot topics with people from all sections of the industry.

The cruise ended with an after dark trip through the Pool of London passing under the historic Tower Bridge and

As well as being a first class social event the cruise gave everyone the opportunity to discuss business and hot topics ...

back to the mooring alongside a flood lit Houses of Parliament.

Judging from the expressions on people's faces as they left the ship, the event was a great success and a credit to all those involved in making it happen.

NEWS: UK



Thieves pose as engineers to steal fork lift truck batteries

According to the Fork Lift Truck Association (FLTA), thousands of pounds worth of fork lift truck batteries are being stolen by criminals posing as engineers. The scrap value of the heavy traction batteries approaches £500 per tonne.

The Association said it has suddenly started receiving confirmed reports about companies being tricked into parting with the highly valuable lead-acid batteries. In one case, in the North of England, thieves convinced a company to use its own fork lift truck to help load the batteries into their van.

In the Midlands, criminals in a white Mercedes Sprinter van were given free access to load and take away two batteries, while in Bedfordshire batteries valued at £15,000 were stolen in a single raid on what had been believed to be a secure compound.

FLTA Chief David Ellison said: "Many of the victims so far have been easy prey for criminals because they simply didn't realise they were targets. Quite simply, if you use an electric truck, you are. Thieves don't care about the retail or rental cost of the battery, the scrap value alone is what they're after, so any fork lift truck battery is potentially at risk. Our strong advice is to carefully check the identification and authority of any 'engineer' visiting your site, and to ensure batteries are kept very secure when not attended."

There are currently an estimated 200,000 electric-powered fork lift trucks working in the UK with some companies also using additional batteries for multi-shift operations. Police are understood to be monitoring the situation as reports of such thefts continue to increase.

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A little care and understanding

The Mover received the following story from Chris Smallwood of Britannia Anchor Removals in Manchester during the week when it seemed that half the youth of the UK had gone into stupid mode.

It's a nice story that makes you realise, if you needed any encouragement, that treating people decently is the only way to be.

Chris explained that he had received comments from his client Mrs. Heather Blaseby. Sadly, her father has a terminal illness and he is nearing the end. Mrs. Blaseby arranged for Anchor to view and quote for a removal in mid July, knowing her father wanted to die at home in Surrey. "At the time we were unaware of the circumstances," he said. "We were asked by Heather on 26 July, 2011 to arrange her father's move on the 11 August, 2011 but in the intervening period his condition deteriorated. On numerous occasions the removal was booked, cancelled, re-arranged, all due to the uncertainty of Heather's father's health before finally being cancelled. Although we were in a position to charge cancellation fees, we refused to invoke our right. Then at 4.00pm on the Wednesday, Heather rang up, clearly upset asking if there was any chance we could move her father on the Thursday. Not only did we achieve this, but we managed to arrange delivery and

"I just wanted to say an enormous thank you for the outstanding support from you, Anthony and the team during my parents' move..."
Heather Blaseby

settle the parents into their new home on a Saturday instead of the pre-planned Friday."

Chris went on to say that he had been in a very similar situation himself many years ago and the way he had been treated by a holiday firm, and more importantly the insurers, at the time left a very bitter taste in his mouth and the anger still ran deep under the surface. "So it was with a sense of great pride and dignity that I was able to put right that long outstanding wrong, showing that in a week where greed and selfishness has dominated the headlines, we could show just a little care and not put money



● Mark Pennington from Britannia Anchor who handled the move for Mrs. Blaseby.

before compassion and selflessness."

In an e-mail to Chris, Mrs. Blaseby expressed her gratitude. "I just wanted to say an enormous thank you for the outstanding support from you, Anthony and the team during my parents' move. Under very difficult and stressful times your business ethos shone through for us with your 'can do' attitude. We will never forget your kindness and support at this time."

Wouldn't it be interesting to see if Chris could possibly track all the business his company gets in the next few years from people who are known to Mrs. Blaseby. She is most unlikely to recommend another moving company to anyone and will, probably, go out of her way to seek out people who are moving to point them in the right direction. Surely this is the right way to do business, both morally and commercially.

@ Comment

What's your experience. Have you come across acts of kindness that have subsequently paid off commercially? Or do you think human nature is to take and not give?

Have your say at comment@themover.co.uk

Movcorp on the run

Movcorp had a strong presence in the 2011 Shenstone Fun Run, with a total of 27 staff running alongside over 500 other runners. Between them the Movcorp runners raised £1,428 for their nominated charity the Joseph Foote Trust, a charity dedicated to raising funds for brain tumour research.





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NEWS: UK

Two new vehicles for Burke Bros

Wolverhampton-based Burke Bros has acquired a new vehicle from Scania, with Unique Van Bodies of Warrington doing the build, and it will be pulling a trailer through Europe most weeks. The new vehicle has hit the ground running as it is constantly out with moves to the Isle of Man and France, it's also booked for a corporate move in Madrid to move a previous client back to London.

Burke Bros also has a new breakdown recovery truck that is constantly working on either breakdowns or collecting cars for Burke Bros that are being shipped. Sam Burke is now running three recovery trucks alongside the moving business.



● Top: Burke Bros' new breakdown recovery truck; above: the new Scania.

Small firms need help to go green

Small businesses think that environment-friendly policies can help improve profitability but also believe that tax and regulations are hindering them in their efforts to go green.



● Businesses feel government help for introducing environmental practices is inadequate.

In the poll, commissioned by the Forum for Private Business, (FPB) just 10% of respondents admitted to having done nothing to cut utility bills, while 41% have streamlined business processes, 28% have reduced energy usage and the same proportion have embraced more energy efficient equipment.

Although 77% of business owners disagreed that being green is impossible in the present economic climate, over a half (52%) argued that green taxes inhibit their ability to invest in reducing energy use and three-quarters said that environmental legislation focuses on the needs of larger businesses rather than small firms.

In all, 52% of the small businesses questioned believe they cannot

...more emphasis needs to be placed on local schemes, forging closer links between small firms and the communities in which they operate.

become more environmentally friendly until they are able to be more profitable.

Phil Orford, the FPB's Chief Executive, commented: "Small businesses see the benefits of green practices and technologies to the environment and, given rising energy costs, to their bottom lines.

They are clearly taking steps towards introducing them but the lack of adequate support from the government and utilities providers is frustrating."

"We need better information about the choice of support and equipment that is available, and incentives to help business owners embrace environmental processes and trade more sustainably locally, regionally and internationally, rather than ever more taxation. Small businesses should be at the forefront of thinking about the green agenda."

The FPB wants the government to take a series of measures to help encourage smaller enterprises to embrace green policies.

It should ensure that regulations are simple, proportional and clear to give business owners the greatest opportunity to understand and, where appropriate, implement government policy.

The green agenda should carry obvious business benefits so that environmental taxes can be seen as more than a revenue raising exercise.

The business case for energy efficient technology should be made clearer and better information on the choices available should be provided.

More support should be offered to those firms that adopt green measures early, such as rewards for large-scale property improvements in the form of tax relief and soft loans.

And more emphasis needs to be placed on local schemes, forging closer links between small firms and the communities in which they operate. This might involve allowing retailers to use Energy Performance Certification to show off their green credentials.

PHS Teacrate invests in new fleet

PHS Teacrate has recently added seven new vehicles to its national fleet.

The new vehicles include four 7.5-tonne vans, two 12-tonne HGV vehicles and a 12-tonne HGV curtain-sided vehicle. All the new vehicles are fully liveried and feature improved fuel efficiency making them compliant with the forthcoming low emissions scheme in London.

Six of the new vehicles have been deployed to PHS Teacrate's two London depots (Scrubs Lane and

Beckton), with the curtain sided vehicle going to PHS Teacrate's Scotland depot in Livingston. PHS Teacrate plans to add five further new 7.5 tonne vehicles to its fleet in October 2011.

The fleet operates nationally out of eight depots to deliver crates and removals packaging to trade customers, as well as to deliver and collect crates ordered through PHS Teacrate's buy-on-line website Rentacrate.co.uk.

● A magnificent seven - PHS Teacrate's new fleet



Crime doesn't pay

According to an article drafted by Manches LLP Solicitors, and appearing on the Reason Global website, an employee who is remanded in custody pending criminal proceedings may not be entitled to claim his contractual wages for that period.



● Employees on remand are not necessarily entitled to their wages.

In *Burns v Santander UK plc* the Employment Appeals Tribunal (EAT) dismissed a claim by Mr Burns for unlawful deduction from wages. Mr Burns, a branch manager at Santander, was arrested and charged with 13 criminal offences, including physical assault on a prostitute. He was subsequently remanded in custody for six months pending trial, during which time he was not paid his wages. He was convicted of common assault and assault with intent to commit a sexual assault, but acquitted of all other charges. His sentence was non-custodial but incorporated the period of custody he had served on remand.

Mr Burns argued that he was entitled to be paid during the period he spent in custody. He relied on the established principle that an employee who is ready and willing to perform his contract but is unable to do so as a result of an unavoidable impediment, such as sickness, may still be able to claim his wages.

On appeal, the EAT held that Mr Burns' remand in custody was not an unavoidable impediment.

In addition to dismissal or frustration for breach, it is now possible to maintain employment without paying for time spent in remand.

Although Mr Burns could not avoid custody, it was his own voluntary actions that led to the situation. His conduct was such that he should be deprived of his freedom and therefore his right to attend work. As such, he was not entitled to his contractual pay.

This decision has provided an alternative, economically efficient solution for employers dealing with the difficult question of how to deal with an employee on remand. In addition to dismissal or frustration for breach, it is now possible to maintain employment without paying for time spent in remand.



● The Royal New Zealand Ballet in rehearsals.

Anglo Pacific gets the show on the road

When the Royal New Zealand Ballet needed to shift its set from Wellington to Wales and then transport it safely between a series of venues in England and France, a reliable pair of hands was called upon.

With over 30 years in the business, Anglo Pacific was called in to get July's show on the road.

Rob Punnett, Anglo Pacific's Fine Art Consultant said, "When a performing arts company has a tour to stage, the safe transfer of equipment on time and on budget is crucial. Any breakdown in the transport chain can quite literally put a stop to the show and potentially people's livelihoods. Having worked with the Royal Shakespeare Company, English National Ballet and Royal National Theatre, Anglo Pacific can predict the priorities and the problems and we're pleased to say that the Royal New Zealand Ballet summer season in Europe went without a hitch."

The dancers of the company, established in 1953, performed the triple bill 'From Here to There' in Cardiff on 11 July before moving to London, Nottingham, Bradford and finishing off in Sisteron, the gateway to Provence, on 22 July. The programme featured Jorma Elo's 'Plan to A', Andrew Simmons' 'A Song in the Dark' and Javier De Frutos' 'Banderillero'.

Andrew Lees, Production Manager for the Royal New Zealand Ballet said, "Anglo Pacific provided the Royal New Zealand Ballet with exceptional service at a great price. They organised inbound air freight in

collaboration with our sponsor New Zealand Van Lines, arranged customs clearance in the UK and safe shipping of our equipment back to Wellington at tour end in the South of France. Anglo Pacific was on time every time and we would definitely use them again."

"Any breakdown in the transport chain can quite literally put a stop to the show and potentially people's livelihoods."

Rob Punnett

Taking advantage of Anglo Pacific's cost-effective groupage options, Royal New Zealand Ballet shared the load on the way back by filling up the container with set and costumes for its upcoming Australia and New Zealand tour of 'Angelina Ballerina's Big Audition', an English National Ballet production. The child-friendly production set to take place between December 2011 and May 2012. Contact Anglo Pacific on 020 8838 8084 or e-mail performingarts@anglopacific.co.uk.

@ Comment

Although this is a difficult position for any person or company to be in, is it reasonable for someone not to be paid when, until convicted, they remain innocent?

Have your say at comment@themover.co.uk

INTERVIEW: JIM MORRIS



● Doing all right - Jim Morris began rebuilding his company as soon as he could after its collapse.

Back on the way up

An interview with Jim Morris of Whittle Group, by **Steve Jordan**.

When Whittle Movers Ltd. went bust earlier this year 110 people lost their jobs, Jim Morris lost his business, Whittle's suppliers lost money and the industry lost a well known name. But Whittles is now trading again and Steve Jordan interviewed Jim to find out about the company he has resurrected.

It was on the 8 March, 2011 that Whittle Movers Ltd. of Preston called in the administrators. The company was successful, had been in business since 1988 and in 2010, the last year for which it filed figures, had a turnover of £8.2 million, a pre-tax profit of nearly £220,000 and a net worth of approaching £1.3 million. Yet the remainder of 2010 went badly for Whittles especially with the MoD contract, on which the company relied heavily, not working out as expected. It was a downturn that

"We made sure we paid all the local guys, but we know some of the suppliers lost out. We had funds at the bank but the bank wouldn't let us pay people."
Jim Morris

the company could not survive.

The job losses were both in Whittles itself and with sub-contractors. "We made sure we paid all the local guys," said Jim, "but we know some of the suppliers lost out. We had funds at the bank but the bank wouldn't let us pay people. It's a terrible experience. They only let you pay the people on their 'critical payment' list. They question every payment you want to make."

Jim doesn't think many trade suppliers lost out although he had taken in a large delivery of materials just before the collapse. "I feel very sorry for them," said Jim. "But people who know me know I wouldn't have done it if I'd had a choice."

But although Whittle Movers Ltd. had gone, the Whittle Group was still in operation and Jim had personal ownership of most of the property. He was able to resurrect

the moving side very soon after the collapse of the old company. In fact Jim was one of the main bidders at the vehicle auction the company had in April and bought back many of the vehicles for the new company.

Today the company has had to go back to grass roots. No more MoD work just private domestic, European and commercial work. Of course the company still has a good name in the Preston area so the phone keeps ringing. It now employs around 20 people and has an impressive fleet of vehicles in the yard, an indication that Jim is planning on bringing the company back to its former success just as soon as he can. It's going to be a long road and not one that Jim had planned for, but he's made a start. And how's the company doing in its efforts to drag itself back into the black in the middle of a recession? "We are doing all right," said Jim. "We are doing all right."

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NEWS: UK

New recycling partnership for Harrow Green

Harrow Green has formed an alliance with Planet Office Global to ensure unwanted client assets go to good causes.

The alliance is ensuring many unwanted client assets, such as furniture and IT equipment, are re-used by deserving causes rather than going to landfill.

Harrow Green has long held strong green credentials and was already the only organisation in its sector that directly employs staff fully qualified in the field of waste and resource management. Of the 16,000 tonnes of furniture processed by Harrow Green in the last year, only 3% went to landfill.

Planet Office Global's 'Don't Destroy – Redeploy®' programme matches charities' requirements to clients' corporate social responsibility goals and available assets, while Harrow Green takes care of the collection, re-distribution and installation.

Planet Office Global says its NLN (no longer needed) scheme replaces the cost and environmental impact of landfill disposal, such as tax liability, with social, sustainability and economic benefits, delivering a triple win - for businesses, charities and the environment.

Among the programme's unusual aspects are its virtual storage system and online employee auctions, which enable staff of contributing companies to name the beneficiaries of their choice.

John Lord, Regional Manager,

"It's a pleasure to be working in partnership with Harrow Green."

Mary-Jane Brunt

Harrow Green, said: "Our partnership with Planet Office Global will enable us to take our practices as an environmentally-conscious and socially responsible organisation to a new level. We're delighted to have entered into this new arrangement."

Mary-Jane Brunt, Director UK and Europe, Planet Office Global, said: "It's a pleasure to be working in partnership with Harrow Green. We feel the two companies have a good strategic fit with similar aims and values. Organisations in the banking, finance, automotive and public sectors are among those already contributing to the scheme. Some of the volumes we've received so far have been significant, with assets totalling up to 434,000 tonnes being donated in individual cases."

John Lord added: "The relationship with Planet Office Global further develops our strategic partnerships with leading companies to bring our customers a range of recycling options that also deliver wider community benefits."



● Bournes' new DAF 85 drawbar.

New additions to Bournes vehicle fleet

Bournes have been adding to their fleet again with the purchase of three more brand new trucks, one in each size – large, medium and small.

All three are DAF trucks fitted with Abel demountable systems to match the existing fleet. This type of system enables Bournes standard removal bodies to be interchangeable with each other allowing its vehicles to take its own or any other parties ISO containers. Bournes regularly swaps bodies with other agents within the UniGroup UTS network rather than transshipping, reducing the potential of damage and allowing better vehicle utilisation throughout the continent.

The DAF 85 is a three-sleeper drawbar intended to service Bournes' European customers (its first trip was to Warsaw and it's been out in Europe pretty much the whole of July).

The DAF 55 is a crew cab accommodating up to six crew to service an increasing amount of import and export business. It's also fitted with a demountable

system allowing increased loading/unloading at residence, again reducing handling.

The DAF 45 is updated to 12 tonne and can also carry six crew members. This vehicle is specially designed for export moves with tight access as it's fitted with a demountable system for ISO containers and also a new three-pallet body which can be interchanged with any of Bournes' other vehicles.

All three vehicles are supplied by Channel Commercials with new container bodies built by Abel and have tuck-away tail lifts and extra clean EEV engines with emission values even lower than the stringent Euro 5 standards.

Bournes aims to continue expanding and renewing its fleet over the coming years with the aim of running a fleet identical to the above for the European service and international packing in city locations.

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Anglo Pacific backs quartet of sporting champions

At the culmination of the Rugby League Football and Australian Rules Football seasons, Anglo Pacific was in the enviable position of being able to count four of its sponsored sides as League Champions.



● The West London Wildcats Premiership 2011 Australian Rules Football Team

In Motspur Park on Saturday 6 August the West London Wildcats Premiership Australian Rules Football Team took apart the Wandsworth Demons 13.11 (89) to 8.9 (57) and their Conference Team Shepherds Bush Raiders beat the Clapham Demons 17.4 (106) to 9.13 (67). London Social side Ealing Emus fell just short of making it a hat trick for the Club suffering a narrow 7 point defeat to the South London Demons 3.11 (29) to 3.4 (22).

Luke Fenney, Club President said, "This gives the Wildcats their eighth London Premiership win since AFL London started in 1990 and the Raiders their tenth in the 11-year history of the Conference Division. It makes all the hard hours put into training worth it. Anglo Pacific have offered their support to us for more than a decade now and we thank them for this alongside the discounts they offer to our returning players when shipping possessions back to Australasia."

Meanwhile in Hemel Hempstead on Saturday 13 August the Hammersmith Hills Hoist Rugby League Football Club took victory in the Southern Premier 12 – 10 against the St Albans Centurions and their second side tore apart the West Norfolk Wildcats 30 – 16 in the London Merit League.

Hills Hoist Captain and Coach, Wayne Kelly said, "Established by Australian expats living in west London, we've only been going since the end of 2008 yet have

already notched a significant number of championship wins including the London Rugby League Grand Final now three years on the trot. We really appreciate Anglo Pacific's support, financially and at the pitch side, and hope we can continue our winning streak and enjoying and developing the sport that we love in this part of London."

"We might be a global business but we like to form part of the local community..."

Jason Diggs

Jason Diggs, Sales Director for Anglo Pacific, had a final word, "We might be a global business but we like to form part of the local community and sponsoring expat sports teams is a large contribution to that social outreach - not to mention the fact that a handful of players also work for us here on site at our West London headquarters. Of course we're thrilled with the four victories this August and will undoubtedly be coming across some of the talented team members as they take advantage of Club discounts with us to ship their personal belongings back to Australasia at the end of their stay."

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LEGAL: UNFAIR DISMISSAL

CAN I SEE YOUR LICENCE PLEASE SIR?

Unfair dismissal: what to do when employees are caught driving without a valid HGV licence.
By **Backhouse Jones Solicitors**.



HGV operators should regularly check their employees' driving licences to ensure that any work undertaken on behalf of the business is safe and legal. Employers can face dilemmas about whether or not to dismiss an employee when there is an issue with a driving licence. For example, having a driving licence can be a fundamental part of an employee's employment if they are employed as a driver. The provisions of a driver's contract of employment should specify that failure to hold a valid driving licence could give rise to that employee's dismissal. However, the circumstances surrounding the loss of licence may not always be black and white.

For example, the employee may have been forced to surrender their licence due to ill health in which case the employer will be obliged to consider whether or not there is alternative work available which is suitable for that employee to undertake. If, however, an employee has been found guilty of drink-driving, an employer should be able to dismiss the employee with immediate effect due to gross misconduct (subject of course to the terms and conditions of employment).

The issue of driving an HGV without a licence was recently considered by the Employment Appeals Tribunal in the case of *Wincanton PLC v Atkinson & Another*.

The two respondent employees were employed by the haulage company, Wincanton PLC, as drivers. A condition of their employment was that they had, in addition to

their normal HGV licences, an ADR licence to enable them to carry dangerous loads.

As the employees were aged over 45 years, they were legally required to renew their HGV licences every five years, which involved passing a medical test.

THE PROVISIONS OF A DRIVER'S CONTRACT OF EMPLOYMENT SHOULD SPECIFY THAT FAILURE TO HOLD A VALID DRIVING LICENCE COULD GIVE RISE TO THAT EMPLOYEE'S DISMISSAL.

The employees had mistakenly allowed their HGV licences to expire. When the company became aware of this oversight, the employees had been driving without a licence for one and five months respectively. At the subsequent disciplinary hearings, both employees accepted that they had been guilty of misconduct. They were then both dismissed on the basis of the potentially serious adverse effects to the company from the employees' driving without a licence.

The potentially adverse consequences cited included: the employer's insurance cover could be jeopardised; the regulator (VOSA) could have taken action over the breach and jeopardised their Operator's Licence; and the standing of the company in the increasingly competitive national market could have been damaged.

The employees appealed against the decision to dismiss them and argued that they should not be

dismissed because a colleague whose licence had lapsed six years earlier was not even disciplined let alone dismissed.

The employer rejected the appeals and relied upon three previous cases in which the employees (who had failed to renew their licences) were

dismissed. The employees then brought claims for unfair and wrongful dismissal. The Employment Tribunal (ET) found in favour of the employees, explaining that none of the potential problems had actually arisen for the employer – the regulator had taken no action against them; none of the clients were inconvenienced; and the company's reputation was not put in jeopardy. The tribunal also placed some weight to the case of the other employee who was not dismissed six years earlier when making its decision. However, the tribunal also held that the employees' conduct had contributed to their dismissal and thereby reduced the unfair dismissal awards by 60%.

The company then appealed to the Employment Appeals Tribunal (EAT) and argued, amongst other things, that their decision to dismiss the employees was one which fell within the range of reasonable responses. This was

taking into account the potentially "horrific" consequences of the employees' mistake of driving a lorry loaded with dangerous goods without a licence or insurance.

The EAT allowed the Appeal and held that the ET had failed to properly consider the fundamental question which was whether or not the decision of the employer to dismiss the employees fell within the range of reasonable responses.

The EAT also found that the ET had erred (1) in placing too much emphasis on the fact that there had been no adverse consequences from the employees' mistake; and (2) in attaching too much weight to the case of the other employee and incorrectly regarded the appellant's treatment of him as imposing the accepted tariff.

Furthermore, the EAT found that the ET should have considered whether or not, in the light of the company's disciplinary procedure and the potential consequences to the appellant, the employees dismissal was wrongful.

The EAT's decision reinforces the need for ETs to objectively assess each case on its own merits, particularly whether a decision to dismiss an employee is reasonable. When judging a decision to dismiss, the ET must not substitute its own decision on what was the right course of action to take. Instead, the ET must ask itself whether the decision to dismiss fell within the range of reasonable responses open to a reasonable employer.

For further information contact Backhouse Jones Solicitors on 01254 828300, by e-mail at info@backhouses.co.uk or visit www.backhousejones.co.uk.

New standard for overseas removals services

A new BSI standard is set to help Overseas Removals firms take a step forward, explains Sarah Horsfield.

Many people and businesses relocate overseas each year with security, safety and timeliness being among the key factors for both private and commercial clients. In the last decade European and international standards have been developed but until now nothing has been made specifically for the overseas market. The introduction of a new British Standard, BS 8564:2011 is set to change this by pulling together good practice and minimum requirements for overseas moving services.

This Standard, the result of shared knowledge as developed by industry, consumer bodies, and government departments, is intended to set a benchmark for good practice for overseas removals and to help raise both businesses' and consumers' confidence and choice where movers are following the Standard.

The Standard encourages the use of fair, ethical and inclusive practices for consumers whilst helping commercial organisations alike to understand what level of service should be provided by firms working to BS 8564.

Companies wishing to use this voluntary Standard would include a declaration in their marketing literature.

BSI already has a number of published standards on furniture removals, from storage of furniture and personal effects for private individuals to commercial moving services, most of which apply across Europe and relate solely to domestic removals.

With the publication of the new Standard, Dan Palmer, BSI's Head of Market Development for Services and Manufacturing hopes that it will provide a solution for the industry. "Overseas removals are a headache for both businesses and



This Standard is intended to set a benchmark for good practice for overseas removals and to help raise both businesses' and consumers' confidence and choice where movers are following the Standard.

consumers. Standards are already a well-established source of good practice for domestic and commercial removals in the UK, and this new work has the potential to boost customer confidence in overseas removals."

BSI is the UK's National Standards Body, incorporated by Royal Charter and responsible independently for preparing British Standards and related publications. BSI has 110 years of experience in serving the interest of a wide range of stakeholders including government, business and society.

A copy of 'BS 8564:2011 may be purchased from the BSI shop - <http://shop.bsigroup.com>

Sarah Horsfield is the Secretary of BSI's Removals Services Committee at BSI. Should you wish to request further information, please contact Sarah Horsfield at sarah.horsfield@bsigroup.com, or visit www.bsigroup.com.

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NEWS: INTERNATIONAL

Move One nominated for two IFW Awards

International Freight Weekly has announced the nominees for the 15th annual IFW Awards and Move One has been shortlisted in two separate 'Forwarder of the Year' categories.

The company has been nominated in two categories: 'Small/Medium Freight Forwarder of the Year'; and the 'Project/Heavyload Forwarder of the Year'. The award ceremony will take place at the Planit Embankment Gardens in London on November 23.

The IFW Awards recognise excellence in the freight industry, attracting hundreds of freight forwarders, service providers and clients from around the world each year. The 2011 awards promise to be what the organisers refer to as "perhaps the biggest IFW Awards ceremony to date". Since their founding in 1996, the awards have grown to become a prime indicator of success and achievement within the industry.

The nominations come at a time when Move One is expanding its presence and capabilities in the Middle East with unprecedented success and vigor. To be recognised by industry peers as upholding the IFW standards of excellence in the middle of strategic expansion is a source of great pride for Move One.

Eco-adventurers recycle their way around the world

After two years driving around the world fuelled only by waste cooking oil in their truck built out of rubbish, Andy Pag and Christina Ammon have finally circled the planet and made it back to the UK.



● The Biotruck, Christina Ammon and Andy Pag in Death Valley, California.

The recycled truck, made from trash and powered by restaurant scraps, arrived back in the UK on 9 September, 2011 after a two year around-the-world trip. Andy Pag (36, London UK) and Christina Ammon (36, Oregon USA) have driven their 'Biotruck' fuelled by used cooking oil which they scavenged from fryers along their 30,000km planet-circling tour across Europe, the Middle East, Asia and the Americas.

Pag built the truck in 2009 using an old school bus salvaged from a scrap yard and used reclaimed materials to turn it into a cosy eco-home. He converted the engine to run on waste cooking oil, installing a filtering system and large tank under the bed, and said, "It was an

"The random acts of kindness have given us an overwhelming faith in how great humankind is."

Andy Pag

experiment to see if we could recycle our way around the world. I'm as surprised as anyone that we got around the world without putting any fossil fuel in the tank." Four years ago Pag drove a chocolate powered lorry to Timbuktu, using biodiesel made from factory waste cocoa butter.

Finding waste vegetable oil along

the journey was only one of the challenges. Constant breakdowns dogged the 22-year-old Mercedes bus and the route ventured through southern Pakistan where Taliban fighters often attack road convoys. In India Pag was arrested on suspicion of terrorism and imprisoned in the infamous Ajmer Prison, holding up the trip for months.

But the couple, who met and fell in love during the journey, maintain that the highs far outweigh the lows. "The breakdowns were the best bit," said Ammon. "That's when we met the most interesting, friendly people and had the unique sort of adventures and insights which you can't have travelling any other way."

"We couldn't have done it without the enthusiasm and help from the strangers we met along the road, and from our sponsors," added Pag, "The random acts of kindness have given us an overwhelming faith in how great humankind is."

The recycling road trip was inspired by a desire to travel on a sustainable carbon budget, and the couple say that travelling around the world using things others have thrown away has convinced them that tackling consumption-culture is the key to reducing carbon emissions.

After a brief stop in the UK the couple and the truck head south through Europe to Africa. They update their blog www.biotruckexpedition.org regularly and are writing a book about their adventure. They plan to tour schools and businesses in the UK early next year, giving talks and sharing the lessons they've learned along their journey about the effects of climate change and carbon reduction efforts in the countries they visited.

Latest proposals to limit vehicle heights

According to a Freight Transport Association (FTA) report, the European Commission is currently drafting a regulation which will replace the two current Type Approval Directives for masses and dimensions of vehicles. As originally drafted, the regulation would have limited the height of vehicles and trailers to four metres for type approval purposes. From the start, the FTA lobbied against the proposals and continues to apply pressure on the European Commission to abandon this aspect of its plans.

A working group of officials from member states (which includes officials from the Department for Transport (DfT)) is currently discussing the draft regulation in its early stage.

FTA has been extremely active in lobbying DfT on this issue to influence the working group to urge the Commission to reconsider the proposals. The Association has submitted to DfT and the Commission a survey of 15 members, operating over 4,500 trailers greater than four metres in height. This clearly sets out the congestion and CO₂ implications. The DfT has continued to press for the inclusion of current provisions which would allow the approval of 'oversize' vehicles.

FTA has attended stakeholder meetings in Brussels of the Commission's Working Group for Motor Vehicles and also made interventions reiterating its position to the Commission. As a

result of FTA lobbying, a number of member states also made interventions stating that they found the draft proposals unacceptable, with others stating that they would need 'maximum flexibility' inserted into any new legislation.

At the time of writing, version 6 of the draft regulation has been compiled; this amends the proposed maximum height of large goods vehicles and double-deck semi-trailers to 4.88m. The FTA believes this is a 'token gesture' from the Commission and that it is inadequate. The Association's view remains that the existing derogation to permit oversize vehicles and trailers to be approved for national transport should be retained; this view is echoed by DfT.





Is panda poo the fuel for the future?

Giant Pandas are well-loved for their distinctive appearance and sedentary nature but according to a recent article their bowel-movements are under scrutiny as a possible contribution to the development of a clean energy future.

In a national meeting at the American Chemical Society, researchers presented a study identifying panda poo as a source of enzyme-producing bacteria that breaks down plant materials in a way that is useful for biofuel production.

Corn-based biofuel production has reached 13 million barrels per year, but processing land and energy-intensive food crops such as corn, soybeans, and sugar is costly and often uses environmentally-damaging chemicals or harsh acids. Enzymes are known to perform the same function, but often take more time and have trouble breaking down a majority of the agricultural waste (stalks and husks of plants, wood chips, switchgrass, and corn stover) that also acts as raw material for the biofuels industry.

Inspired by the giant panda's voracious appetite for bamboo, scientists began to study the fecal matter of giant pandas at the Memphis Zoo. A year of samples indicated that the pandas have a unique ability to convert lignocellulose from plant matter into energy. In fact, gut bacteria of a giant panda can convert 95% of the plant's biomass into simple sugars. This is a marked improvement upon bark beetles, termites and the ruminant stomachs of cattle, which also contain biomass conversion-capable enzymes.

Instead of harvesting the enzyme-rich poo from bamboo forest floors in the mountains of China, the next step will be to sequence the specific gene(s) responsible for the

...samples indicated that pandas have a unique ability to convert lignocellulose from plant matter into energy.

highly-active enzyme. Once isolated, the gene(s) will be put into a yeast and the yeast culture will produce the enzymes capable of digesting and converting biomass on a commercial scale.

This is good news for the commercial biofuel industry which is expected to advance rapidly as a result of President Obama's recent announcement that the US Department of Agriculture, Energy, and Navy will invest \$510 million in biofuel production by 2014. This discovery gives biofuels another big boost, but it should also serve as a reminder of the importance of biodiversity and the role it plays in innovating technologies, medicines, and materials.

Editor's Note:

Let's hope that the programme isn't relying on large quantity of panda poo for success as the giant panda is an endangered species that doesn't seem too fond of sex. I would guess that the total volume of panda poo produced in an average day might be just about enough to light the dashboard in the presidential helicopter. It's nice to know where your money's being wasted though.

EU mobile phone roaming charges to be capped

Consumers International (CI) has reported that new rules are to come into force that will affect consumers who use mobile phones while travelling abroad.

The new European Commission rules propose to change the face of Europe's telecomms market and further reduce the roaming cost of calls, texts and, for the first time, data usage.

These rules would be applicable as of 1 July, 2012. The two major features are:

- Further caps on the retail price when roaming of voice call making and receiving; SMS; and a new cap for data roaming.
- An ambitious attempt to prompt market competition by 'structural remedies'. A new system is envisaged where roaming services could be offered by companies other than the consumer's mobile phone provider. In practice, this is good news for consumers who could choose between separate roaming packages. More generally, this could lead to a decrease in prices for all consumers, as stronger pressure from competitors could encourage incumbents to lower their prices.

Monique Goyens, Director General of the European Consumers' Organisation BEUC, a CI member organisation, said: "Roaming should not be a trap of travel in Europe. But too often it is, due to the potentially sky high costs and the dire lack of market choice. 72% of travellers still limit their roaming calls because of high charges which are still three times higher than domestically. It's unjustifiable that data roaming can be 50 times more expensive than when at home. All evidence shows the European telecomms

market urgently needs more competition, to revise the way it operates and to be more open for new entrants. Currently, it's a closed shop."

She concluded: "It's blindingly obvious that fair pricing is only possible when the lack of competition is solved. It's reassuring that the Commission is tackling the market's structural problems by introducing decoupling of roaming from domestic telecom subscriptions, and at last acting on the increasingly important issue of data roaming. The current cap of 90 cents per MB is a slow start. Consumers should not be ripped off for surfing the net abroad."

Consumers International is the world federation of consumer groups that, working together with its members, serves as the only independent and authoritative global voice for consumers. It has over 220 member organisations in 115 countries with the aim of building a powerful international movement to help protect and empower consumers everywhere.

● How much? Roaming call charges are three times higher than those for domestic calls.



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



INSIGHT: EXTERNAL LIFTS



● External lifts are most useful where using a building's lift or staircase just isn't practical.

HOGGING THE LIFT

An interview with Paul Pritchard on the delights of using external furniture lifts. By **Steve Jordan**.

It's every moving man's nightmare: a 7ft sofa on the 5th floor that won't fit in the lift. There is an answer of course, use a furniture lift, but many movers have little experience of using them and wouldn't have a clue how to start.

Paul Pritchard is the Managing Director of Pritchards of London. For eleven years his company has hired furniture lifts to the trade, not just in London but all over the country. Having caught him during a short lull in his busy day, he explained when a lift should be used and how movers should go about it.

Paul explained that an external lift is usually used for moves from apartment buildings, up to the 9th floor, where the use of the lift in the building is impractical or impossible. They can also be used when there is a significant danger of causing unacceptable damage to a stair well by repeatedly carrying furniture up or down.

"Even if you could use a lift or the stairs you have to balance the cost of manpower against the cost of hiring a lift," he said. Paul also explained that you have to consider more than just the cost of the labour. "If a key member of staff has to take time off work because he's damaged his back trying to lug a heavy piece of furniture up

"Even if you could use a lift or the stairs you have to balance the cost of manpower against the cost of hiring a lift..."

Paul Pritchard

stairs, it can cost a lot more than a few hour's wages." It doesn't do much for employee relations either. There might be other considerations as well, especially if the lift or stairs are busy. "Hogging the lift all day can make the movers pretty unpopular with other residents or delivery people," said Paul.

So an external lift should be considered if some of the furniture is too big to go down the stairs or in the lift; or if using the lift or stairs is impractical because of time restrictions, cost, or just because it will annoy the neighbours too much.

If you want to use an external lift, you need to plan ahead. You will need to get permission from the building management company or landlord and you'll probably need to do a risk assessment and method statement. You should always check to find out exactly what's required.

Similarly you will need to take a good look outside to make sure the road is suitable and that there are no trees, lamp posts or telephone cables in the way. You'll need parking permission anyway but you'll also need to check you have enough space for the footprint of the lift. The good news is that Pritchards will do all this tricky stuff for you, for an additional fee. "It's probably best if we handle all that for the hirer; that way we know it's all been done and we are not going to have any embarrassing difficulties on the day," said Paul.

Most apartment buildings, especially in London, have sash windows and it will usually be necessary to remove the window before you start. Again this is something that the lift supplier can do as part of the service but you need to let the customer know that there could be some damage. "Sometimes it's impossible to avoid damage to the beading on sash windows because age can make them very brittle," said Paul. "Before the move starts the mover should get the home owner to sign a disclaimer absolving them from any responsibility should a small amount of damage occur."

When the lift arrives on moving day it will be accompanied by an operator who will be responsible for positioning and operating the

lift safely. He probably won't be helping you do the removal: he's just there to operate the lift; he's not an extra pair of hands for the day. It will be your job to load the platform (whether flat or boxed in) and to secure the load each time the lift is used. If something drops off the lift and is broken, or damages something (or somebody) else, that's your fault not the fault of the lift supplier. "It's a balance between safety and speed," said Paul. "Most people don't strap down every item on every lift, it would take too long. If you are moving a lot of small cartons you are probably best with a boxed-in platform so you can make the best use of the space available."

How much weight the platform can take will depend upon the height and the angle at which it's working. "Most platforms have a maximum weight of around 400kg assuming they are working up to the 5th floor and at an angle of around 60°. But some lifts will reach as high as 30 metres (around the 9th floor) so the weight carried will vary. When platforms are working at their height limit it's often necessary to have a second operator to handle a brace line attached to the platform to prevent excessive movement. "Some of the new lifts are designed so they don't need to be braced in this way," explained Paul.

The lifts are delivered on a specially converted flat-bed lorry that is fitted with hydraulic stabilisers to level the platform, taking into account road camber, kerbs, etc.

How much does it cost? Well, Paul was understandably reluctant to be specific as the total cost is dependent upon a number of factors such as the location, height required, and the additional services his company is expected to do. It's best to get a proper quote each time. It's usual, however, to hire the lift by the day or on an hourly rate depending on whether you are using it for a complete move or just handling one awkward item. Either way, spending a few hundred pounds could be the only way the move can be done or could mean the difference between a happy customer, landlord and crew or a whole load of trouble you really don't want to consider.

If you'd like to find out more, have a look at www.pritchardsoflondon.com where you'll find an animation showing exactly how the system works.

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FTA Ireland is official Driver CPC provider

FTA Ireland (FTAI) has been officially approved by the Road Safety Authority to deliver Driver Certificate of Professional Competence (CPC) training in Ireland.

Aidan Flynn, FTA Ireland's General Manager Business Services, said: "We are delighted to announce that FTA Ireland is now an approved Driver CPC training provider, with a team of experts available to deliver the highest quality training for all Driver CPC modules in Ireland."

The Driver CPC was introduced across the EU to set and maintain high standards of road safety, health and safety and driving among professional drivers.

Drivers must undergo 35 hours of Driver CPC training over a five-year period, on a one-day-per-year basis. FTA Ireland currently has two training centres registered in Dublin, with plans to go nationwide by January 2012 to meet the needs of the Association's growing membership base in Ireland.

For further information contact Aidan Flynn at FTA Ireland on 087 3546954 (mobile), 01 8220040 (office), or e-mail aflynn@ftai.ie.

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



Education for healthier and safer drivers

Unhealthy food, long periods of sitting and stressful work environments are making Europeans increasingly overweight, with obesity having doubled over the past twenty years. Truck drivers are particularly at risk.



● Volvo's driver development programme promotes healthy eating, including breakfast.

Volvo Trucks therefore now includes diet and health as part of its driver development programme, emphasising that they affect both personal quality of life and the driver's professional level of competence. "We give them tips and suggestions on how to live a healthier lifestyle," said Lucien van Zuilen, Driver Trainer at Volvo Trucks in Holland.

"It isn't exactly rocket science; rather, it's all about making drivers aware of how they can eat and live more healthily. Eat breakfast, cycle to work instead of driving, and try to eat more vegetables. We also offer suggestions on what type of training can be done inside the truck cab. The solution lies in the small details." During the course, the participants also learn how different types of food affect not only their physique but also their mood and ability to concentrate.

The average European long-haul driver has a Body Mass Index of 28, which is just two small points away from the official classification for obesity. This was revealed in a survey conducted by Volvo Trucks of 2,300 drivers throughout Europe.

So why is health amongst truck drivers so poor? In 2009, Inge Van Bogenrijen from the Institute of Sports and Health at Utrecht University investigated the subject and reported her findings in a special study*. She came to the conclusion that truck drivers find themselves

in a very specific and unique environment, both physically and socially. "The working environment out on the roads is an obstacle to a healthier lifestyle among drivers. In my study I saw that many are



"...it's all about making drivers aware of how they can eat and live more healthily. Eat breakfast, cycle to work instead of driving, and try to eat more vegetables."

Lucien van Zuilen

willing to live a better lifestyle but that they feel they have limited practical opportunities to do so," says Inge Van Bogenrijen.

The foremost reason for poor health seems to be the high-fat food served at truck stops, combined with the sedentary nature of the work itself and the chronic lack of time due to long working days. "There is healthier food available at roadside eateries, but the problem is that this is often much more expensive. Drivers are either not willing or in many cases simply not able to pay so much," she said. "What's more, truck-stops don't exactly invite training and exercise. There is often no gym on site and inside the cab there is obviously very little scope for physical exercise owing to the limited space."

However, improving driver health is not only the responsibility of the driver, there is a lot employers can do to help too. Dutch haulage firm Nijhof-Wassink is among the growing number of companies to realise the importance of working preventively on health. The company allows its employees to take part in a programme that focuses on a healthier lifestyle and in return they get healthier drivers. "This is a win-win situation where the driver is healthier and more active. At the same time, we reduce costs," explains Jogé Nijhof, part owner of Nijhof-Wassink. "We gain since our employees take less time off sick. One day off for ill-health costs a lot of money, and you can get a whole lot of coaching for that money. If you have satisfied employees, everything works so much more smoothly. It's as simple as that."

The bottom line is that companies have a vested interest in their drivers' well-being. "Healthy employees are less tired, more keen to work and more concentrated," said Lucien. "Investing in one's employees is thus a long-term and profitable move, because just as one might invest in a safe truck, it's important to also invest in a safe driver."

* Inge Van Bogenrijen's study is entitled 'What moves truck drivers? - A qualitative study on the meanings that truck drivers give to health promotion in the work place and to the environmental factors that influence their health'.

@ Comment

What do you eat when you're on the road? Are you strictly a bacon sandwich man or are fresh salads the order of the day? Have your say at comment@themover.co.uk

E-learning course for VAT refunds

An e-learning course has been launched to help UK companies get to grips with the baffling procedures for obtaining VAT refunds from other EU States.

The course can be downloaded by going to the Europa website (see address below). Here you will find both the course and a quick-start guide. The course has been developed under the Fiscalis 2013 programme by a group of experts on VAT refunds.

Since 1 January, 2010 the procedure for recovering VAT paid while you are working in other EU member states has been made fully electronic. The new system is supposed to make life easier for you to work elsewhere in Europe and provides a better link to the tax authorities.

The course has been carefully designed so you can learn about obtaining VTA refunds from your own perspective. Having studied the course you will:

- Be familiar with the new provisions for VAT refunds;
- Learn how to apply for a VAT refund;
- Understand why the new procedures have been implemented;
- Know what is expected of you;
- Know how to access other sources of information.

The writers of the course say that it doesn't require a high level of IT skill.

- Go to the website address below;
- Extract the zip-file on your computer;
- Read the 'quick-start' guide;
- Install the course on your system;
- Follow the instructions.

The course can be downloaded free from http://ec.europa.eu/taxation_customs/common/elearning/download_en.htm.



● Just complete a few details and then download the software.

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INNOVATION: BOAT-TAIL BODIES

DRIVING A BOAT

Is it a boat or a truck? We'll it's a truck with a boat have shown to reduce fuel consumption by 7.5% of its first boat-tail vehicles. Here's why...

One of the Two DAF 55s completed with shaped roof boat-tail rear and achieving a payload of 7020kg.



In the last 12 months, Hereford-based GB Liners has invested in a new fleet of boat-tail vehicles that will, if the research is proved right, reduce fuel consumption by around 7.5%.

It was back in 2009 that Robert Bartup from GB Liners started looking at practical ways of reducing fuel consumption. After much consideration he placed an order with DAF dealer Watts Trucks for two 10 ton DAF 45s, two 14 ton, DAF 55s and three DAF 65s. All seven vehicles were delivered to Unique Van Bodies of Warrington to be fitted with the potentially revolutionary 'Airmover' design of body. One key requirement was that the vehicles must maintain GB Liners' container and cube specification across the different vehicle weights.

Tests carried out by PART

Tests carried out by PART have shown that boat-tail vehicles have the ability to save between 7.5% and 15% of fuel.

(Platform for Aerodynamic Road Transport) in The Netherlands, have shown that boat-tail vehicles have the ability to save between 7.5% and 15% of fuel. The tests were carried out with an existing vehicle with a bolt on rear tapering protrusion, wind tunnels and computer aids. The vehicle was driven for a full year with a boat-tail attached and a further year

Tradeteam chooses teardrop trailers

Leading drinks logistics firm Tradeteam has also chosen to go green by using teardrop trailers. Last year it added 113 teardrop trailers to its fleet claiming that they will save 2% of fuel on vehicles covering an average of 50,000 miles a year on inner city deliveries – around £150/trailer/year. In addition to the trailer's swooping, streamlined roof which improves fuel efficiency, the new design eradicates an industry-

wide design flaw by reducing the gap between the tractor and trailer which allows air to eddy in front of the trailer, increasing drag.

Matt Crampton, Finance Director at Tradeteam, said the firm was delighted with the investment. "The new trailers were part of our staged upgrade process. Our trailers have a longer lifespan than the tractors we operate so it's important to make the right choice."



tail, the new technology that tests GB Liners has recently taken delivery



● Streamlining the cab to the vehicle body by using a collar and roof fairing can save even more fuel.

without the boat-tail. It was discovered that the optimum length of the boat-tail is two metres.

PART is an organisation that brings scientists, vehicle operators and vehicle manufacturers together with the long-term aim of reducing fuel consumption and CO₂ emissions in the road transport sector by 20% by 2020.

Terry Sinnott from Unique Van Bodies said that his company has now achieved this design for the removal industry within the length, height and width of the vehicle. He said that all his staff have grown up with aerodynamics and are trained to make sure that any body they designed is as fuel efficient as possible and fit for purpose. If the claims of PART prove to be correct the total savings for any operator could be considerable. "If you look at last year's total fuel bill you can

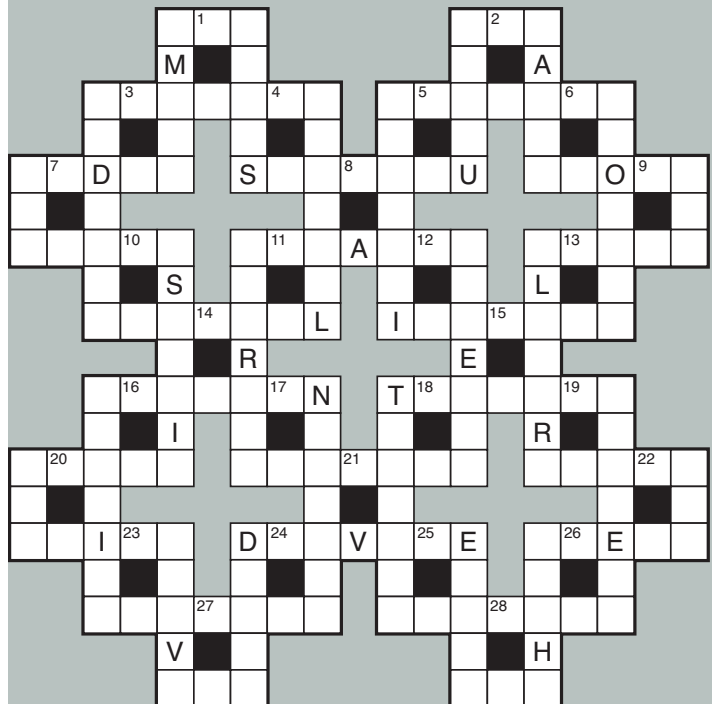
do the sums yourself," said Terry.

The GB Liners vehicles also bridge the gap between the cab and body by streamlining the cab and the sleeper pod to the vehicle body. PART claims that this feature can save even more fuel. "It is important to minimise the gap and ideally to bridge it, but this is not possible in the case of some rigid vehicles because of the cab suspension," the organisation states on its website. Streamlining in this way reduces the drag coefficient at all incident flow angles. According to PART this can achieve an 8% fuel saving for a rigid vehicle and a 3.7% saving for a drawbar vehicle. It also improves the vehicle's stability and appearance.

Although the theory has been well proven by PART the vehicles are only now being tested in real-life operation.

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 Leaflet or brochure | 15 Debris of a sunken ship |
| 2 Free of mistakes | 16 Stirrs up |
| 3 Excellent, superb | 17 Newsflash |
| 4 To catalogue or grade | 18 Mishap |
| 5 Not safe | 19 Story-teller |
| 6 Gulps | 20 Neighbourhood |
| 7 An extension of increase | 21 Pertinent to the point |
| 8 Measured length | 22 Ran naked in public |
| 9 Amends | 23 Neatness |
| 10 Most ferocious | 24 Excused and forgiven |
| 11 Runners, for example | 25 Dither or waver |
| 12 Effort put in | 26 Of late |
| 13 Almanac | 27 Loyalty |
| 14 A fight to make ends meet | 28 Twelve o'clock |

Storm damage

When one of Matt Purdie's trucks got blown over by a 120mph gust of wind earlier this year, the damage to the 7.5 tonne Mitsubishi Fuso looked terminal.

But given a little TLC at the Unique Van Bodies workshop in Warrington, it was back as good as new.

The vehicle had originally been built at UVB and Terry Sinnott from the company said that the van would not have survived were it not for the strong but lightweight bodywork. "Any other body would have disintegrated on impact," he said, "so the insurers would have had to pay out for a new body."

The driver was unhurt and was able to drive the vehicle to UVB for repair. Although the vehicle was fully loaded at the time the only damage to the contents was a small scratch on a coffee table.



BEFORE



AFTER



● Congestion buster? www.viewtraffic.info

New website to drive down congestion

A new website, www.viewtraffic.info, is working hard to drive down congestion across the UK by offering access to live traffic information.

This enables drivers to plan their journey beforehand, make informed decisions on how to avoid congestion and therefore reduce costs and carbon emissions. The system is free to use, and site visits are growing steadily as more cameras are added.

The project has been trialled extensively in London, helped enormously by the BBC who gave unrestricted access to traffic cameras so that the operational aspects of the system could be assessed and any enhancements made.

Local authorities, highways authorities and owners of 'destination' venues such as shopping centres, hotels and sports stadia are now invited to submit their cameras to www.viewtraffic.info so that they can be added to the nationwide camera network. There is no charge associated with adding the cameras.

Tremendous costs are associated with traffic congestion therefore any attempt to reduce the figure, even by small amounts, can help boost the economy both regionally and nationally. The aim is to have cameras covering the entire UK within the next six months.

Advantages to adding cameras to the network are:

- The city, town or venue can be seen live at all times by potential

visitors;

- Visitors can plan the best route to avoid congestion;
- Congestion/carbon emissions can be reduced;
- Journey times for visitors are drastically reduced;
- Petrol/fuel will be saved;
- Road/traffic safety will be improved;
- The council or venue owner will be actively working towards a reduction of carbon emissions.

Tremendous costs are associated with traffic congestion therefore any attempt to reduce the figure can help boost the economy...

A camera can be submitted at www.viewtraffic.info. Once verified as suitable for use and valuable to the driving community, it will be made live on the site and will greatly help towards driving down congestion in the UK.

For more information visit www.viewtraffic.info or contact info@viewtraffic.info.

Changes to O-licence regulation

The Freight Transport Association (FTA) has welcomed the Department for Transport's (DfT) consultation response on changes to the operator licensing regulations, which aim to avoid imposing unnecessary burdens on industry.

Following consultation with FTA, most operators in the UK will not notice a difference to their O-licence obligations.

However, 'hire and reward' operators of certain small vehicle and trailer combinations will notice the changes, along with operators using non-employed consultant transport managers and individuals in the process of obtaining transport manager CPCs or alternative qualifications or those with grandfather rights.

James Firth, FTA's Head of Road Freight and Enforcement Policy said, "Broadly speaking these changes export UK best practice to the rest of Europe, which is good news for most of our operators who won't see any real changes and which will hopefully up the standards in the rest of Europe. The DfT deserves credit for listening to industry and being pragmatic enough to minimise the potential burden of wholesale changes to our industry." He concluded, "FTA will work closely with the Office of the Traffic Commissioners to ensure the practicalities of the changes are as straightforward as possible."

Harmonised licensing rules for international operators and transport managers will be introduced on 4 December, 2011. Key changes are the introduction of a pan-European database, merging of National and International Transport Manager CPCs, and restrictions on part-time transport managers.

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

Controversial lorry park to close in four years

According to a recent article in the *Thurrock Gazette*, a government body has ruled that Titan Lorry Park should close in four years.

The lorry park in Oliver Road, West Thurrock, which had been operating for more than three years without planning permission, was issued with a 28-day closure notice by Thurrock Council. However, following an appeal, Planning Inspector Pete Drew ordered the enforcement notice to be withdrawn.

After four years, the lorry park - including all equipment and vehicles on the site - will be removed and it has been ordered the land should be restored to the condition it was previously in. The three day inquiry heard the lorry park, owned by Industrial Chemicals Group, served the needs of local businesses and stopped lorries thundering through

residential areas. However, Paul Shadarevian, acting on behalf of Thurrock Council said the land was part of a key development site and was needed to help create more than 26,000 jobs.



Digicard process change

Since 2005, if a driver applied to exchange his driver card after a change of address or applied to replace a lost or stolen card, DVLA has sent the new card to a Local Office or Goods Vehicle Testing Station for collection.

This has now changed. From 1 September, 2011 these cards will no longer be sent to a nominated collection point, instead they will be sent directly to the driver's home address that the DVLA has registered for the driver at that time. This means that the driver no longer

has to travel to collect the card, it also means that the driver must notify the DVLA as soon as possible if he moves - this is a legal requirement.

When the card is received the driver must complete a declaration to confirm they have received the new card and return this to the DVLA in the pre-paid envelope provided. If the driver applied to exchange a card the old card must be returned with the declaration letter, failure to do so could incur a penalty.

This change applies to Great Britain but not Northern Ireland, and it's consistent with the government's drive to cut red tape and unnecessary regulation.

Motorway tailgate safety trial

Volunteers are sought to participate in the trial of a device that could cut accident rates on motorways that are caused by tailgating vehicles running into the back of trucks. The trial is supported by the Highways Agency and conducted by the Transport Research Laboratory (TRL).

In small-scale trials where the TailGuardian decals device was fitted, the number of vehicles crashing into the rear of trucks carrying TailGuardian decals dropped by 60%.

TRL wants operators to take part who keep their own incident data for a proper 'before and after' comparison. This is based on a rear end decal which is viewable when following a truck at 56mph and the distance is too close. If the following driver backs away the speed sign is no longer visible. The design is subtle rather than 'in your face' and TRL has 7,000 of these to give away for trial.

RHA members interested in participating in the trial should contact RHA logistics manager Nick Deal at n.deal@rha.uk.net.



Dark ages - sections of the M1 in Bedfordshire are to have lighting removed permanently.

Turn off that light

The Highways Agency has extended its carbon saving scheme to the M1 in Bedfordshire.

Motorway lighting will be permanently switched off and removed on sections of the M1 motorway in Bedfordshire, reducing carbon emissions and light pollution, the Highways Agency has announced.

Following a careful assessment, analysis shows that the lights can be switched off on stretches of the motorway between junctions 10 (Luton) and 13 (Milton Keynes) without affecting road user safety. The motorway junctions and their approaches, and a section of the M1 on either side of junction 11 (north Luton), will have lighting columns replaced and remain lit.

Currently work is underway to upgrade 15 miles of the M1 between junctions 10 and 13 to a managed motorway - reducing congestion and improving safety for road users by using variable speed limits and the opening of the hard shoulder as additional lanes during peak periods.

Lighting along this stretch of the M1 is in a poor state of repair. Under revised standards for lighting on England's major roads introduced in 2007, lights would not be installed here if the existing lighting was due to be replaced or if it was opening as a new motorway.

After careful analysis, the Highways Agency is confident that managed motorways can also be operated unlit, without affecting their proven congestion reducing and safety benefits. Derek Turner, Director for the

Highways Agency said, "Since 2009 we've switched lighting off between the hours of midnight and 5am on 14 carefully selected stretches of motorways and evidence so far indicates that switching off the lights hasn't had an impact on safety. In March this year we also began permanently switching off motorway lights at three sites."

He continued: "This is not about wishing to remove all lights from the motorway network. It's about carefully identifying the locations where, under the revised guidelines, we would no longer install lighting. The money saved could then be used for other measures on the strategic road network where it would have a more significant safety benefit and potentially save more lives. We anticipate achieving an annual reduction in carbon emissions on this M1 stretch of about 810 tonnes. Local communities will also benefit from reduced light pollution of the night sky."

The switch-off and removal of lighting columns began on 17 August and will be carried out in phases until autumn 2012, alongside work to complete the managed motorways scheme. A low-light CCTV camera system, which is able to operate without motorway lighting, will be installed so Highways Agency staff can monitor the motorway 24-7. The Highways Agency has spoken to emergency services and other stakeholders to make them aware.

INTERVIEW: ANTHONY WALMSLEY



● Ex-professional goalkeeper and army surplus supplier - 'Army Ant' Walmsley.

ARMY ANTS: STARTING OUT

**AN INTERVIEW WITH ANTHONY WALMSLEY OF
ARMY ANTS IN PRESTON. BY STEVE JORDAN.**

Look back in the history of many moving companies in the UK, or elsewhere in the world, and you'll find they started out doing something else. Only a few months ago I interviewed Mike Deveraux - he told me tales of a 'mum and dad' company working off the kitchen table; Maidmans started when Brian Maidman, then a milkman, moved a sofa on his milk float; Matt Purdie started out as a coal merchant; Whites provided a laundry service to the Navy in Portsmouth; and countless others started when grandad returned from the War with no skills other than an ability to drive a truck. Everyone started out somewhere. Everyone was, at some time, just like Army Ants.

The strange thing is that some of the bigger moving companies look down on these newcomers completely forgetting that they started there too; and forgetting that these emerging organisations are the multi-nationals of the future - the BAR and FIDI presidents of the next generation.

Army Ants in Preston, run by Anthony Walmsley, is just such a company. Anthony was a professional goalkeeper until

recurring injuries forced him to hang up his boots and gloves. To make a living he bought a van and found a source for army surplus equipment. Anthony became known by his customers, not surprisingly, as Army Ant. When he set up his moving company in 2008 it was Army Ant's company - of course it was.

**"THERE ARE ONLY THREE OF US
HERE SO AS LONG AS WE HAVE ONE
DECENT JOB A DAY WE ARE OK."
ANTHONY WALMSLEY**

With hindsight it probably wasn't a great time to set up a company of any kind, especially not in the moving business. But, of course, in 2008 we were all invincible: Colonel Gaddafi was a reformed character, politicians could still claim expenses and we trusted banks. Oh how the world changes!

But despite the obvious challenges of the recession, Army Ants is doing fine. "Right from the start we've had enough work to keep us going," said Anthony speaking from his very smart garden shed that he uses as an office. "There are only three of us here so as long

as we have one decent job a day we are OK." When I met Anthony he was nursing aching muscles after completing a large job in London that had kept him and the lads on the road for two days.

The company runs three vehicles: an 18-tonner, a ten tonner and a Luton van. The ten-tonner's off the road at the moment as Anthony

doesn't yet have an operator's licence for it. He takes on additional labour to help when the work load demands.

The company might be small but it has a bigger company image. The staff are very neatly turned out in corporate red polo shirts, the vans are kept clean and the website is well designed and kept up to date with testimonials from very happy customers. In fact the website's Google page rating is 2/10 which is pretty good for a moving company (Whittles, Anthony's much more established neighbour, only manages 1/10; and even the mighty

Pickfords merits no more than 5/10). In this respect Army Ants is obviously doing a lot of things right.

And it's doing things right that Anthony said has made the company successful. He recognises that his customers are his best advertisement and he makes every effort to look after them. "I do all the surveys myself; I think people like to see the owner when they are making a decision. I make sure I explain everything carefully and give them a proper quotation."

Anthony is also careful about costings. As a small company he needs to make sure that every job pays. He can't afford to be working for nothing. "I know exactly what we need to earn on each job and we always make a profit," he said.

He's thought about joining BAR or the Guild but hasn't been convinced of the benefits. But he does agree that running a small business can be lonely sometimes. "It would be useful to bounce ideas off other people and build up a network of industry contacts, but I really don't have time right now. I'm too busy doing the job."

Despite not being part of a trade association Anthony has struck up some close working arrangements with other companies to provide assistance and back-load services, mainly through the website MovingEtc. "Recently we've teamed up with Stephens Removals, Colin Mackenzie Removals, DMS Removals, Clear Removals, TMTY Movers, Moving Everywhere and BHR Removals," he said. Anthony has also recently bought a Blackburn-based moving company called Kwikflit Removals.

The one area that causes Anthony the biggest headaches is the paperwork. His computer shines brightly on his desk but he prefers to do his costings long hand and runs his jobs from a good, old fashioned desk diary. He runs the day-to-day business efficiently but he admits that sometimes he loses the bigger picture. It's a problem shared by every small business owner: too busy working in the business to work on the business.

For now Army Ants is a small business employing just three people and using two vans. But keep an eye on that modest office in Preston. Before long Anthony will be turning up at BAR Area meetings, voicing his opinion at conferences, and moving on to bigger and better things. Like many before it, and despite the recession, the future looks rosy for Army Ants.

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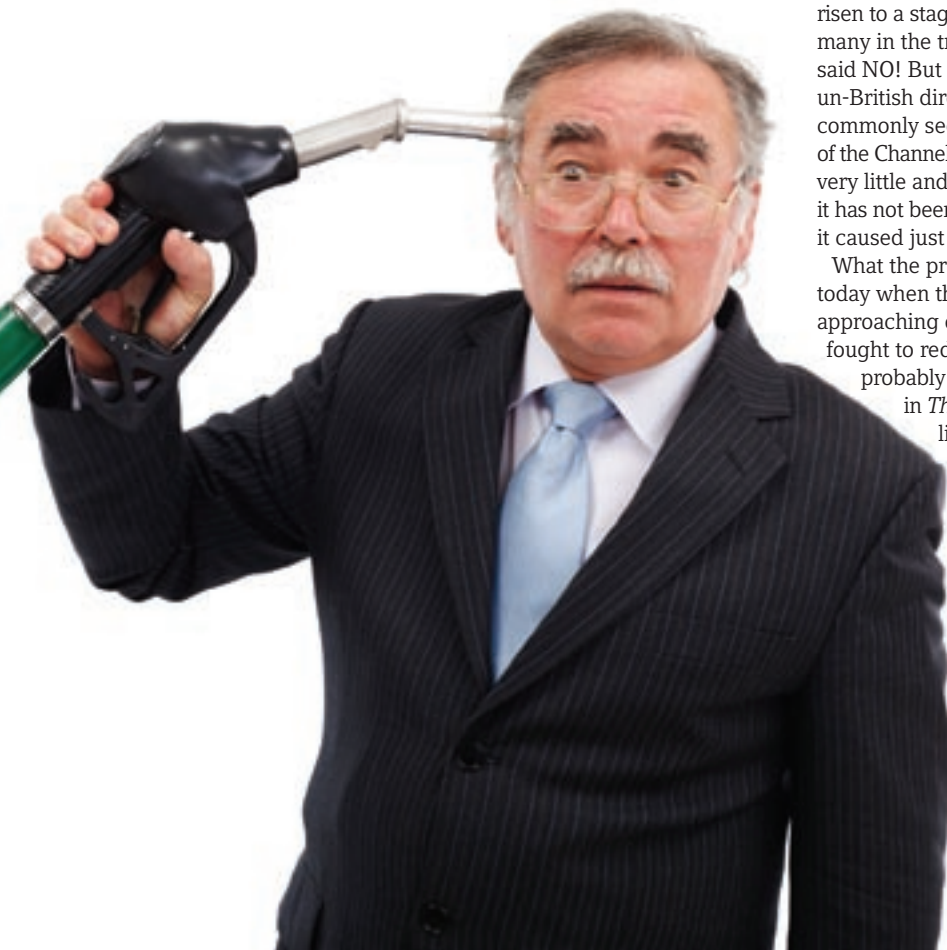
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BUSINESS: FUEL PRICES

Fuel prices – it's time to make a stand

We are all painfully aware of the soaring price of fuel and the effect it has on both our private and business lives. Although prices have fallen a little during the past few weeks, the high cost of filling our tanks is still a distress purchase and it seems there is nothing we can do but grin and bear it.



Motorists and hauliers have not always been so willing to accept high fuel prices; the fuel protests of September 2000 almost brought the country to a standstill and the Blair government to its knees. The price of diesel had risen to a staggering 80p a litre and many in the transport industry just said NO! But despite this rather un-British direct action - more commonly seen on the other side of the Channel - the protest achieved very little and that's probably why it has not been repeated - the chaos it caused just wasn't worth it.

What the protesters will think today when they see pump prices approaching double those they fought to reduce eleven years ago probably couldn't be printed

in *The Mover* but they, like everyone else, have no option but to cough up.

So, who's making all the money? No surprise here, it's the government of course. Out of every litre of diesel costing £1.38 a whopping 81p is taken by the government in fuel duty and VAT. The remaining 57p is split between the manufacturer who takes around 52p

and the retailer who gets the remaining 5p - no wonder petrol stations are closing at the rate of around 500 a year.

Perhaps surprisingly the cost of crude oil only affects about 30% of the total cost of a litre of petrol or diesel, so even substantial increases in oil prices have a relatively small influence on the overall cost. However, despite a fall in oil prices of 18% between April and August the price of unleaded petrol actually increased by 1.8%. The group representing independent forecourts blamed other factors including exchange rates for the mysterious increase.

Perhaps surprisingly the cost of crude oil only affects about 30% of the total cost of a litre of petrol or diesel...

Another puzzling question is why diesel now costs more than petrol when for years it was always substantially cheaper? The answer apparently is that modern ultra-low sulphur diesel costs more to refine than the black smoke belching stuff we used in the past and that puts about 5p on every litre.

Although fuel prices in the UK are

High fuel prices continue to increase operating costs

The high cost of fuel remains the biggest cause for concern amongst vehicle operators, according to the July 2011 update of the Freight Transport Association's *Manager's Guide to Distribution Costs*.

The FTA's latest update calculates that, on average, vehicle operating costs for rigid, articulated and drawbar vehicles have risen by 5.6% in the year to 1 July, 2011 and remain close to the all-time highs recorded as at 1 April, 2011. The largest contribution to the rise came from an increase in the price of diesel, which has risen by 12% in the year to 1 July, 2011. In addition, tyre costs have risen by 7.3% and overheads by 5% in the same period.

The FTA's *Manager's Guide to Distribution Costs* is produced annually based on data gathered from a survey of FTA members in April each year, as well as data from other independent sources. The data on wages, vehicle operating costs and haulage trends is then updated quarterly as at 1 July, 1 October and 1 January.

Average cost movements for the 12 months to 1 July, 2011 for rigid, articulated and drawbar vehicles:

Cost element	Annual % change
VED	0.0
Insurance	+2.1
Depreciation	0.0
Diesel	+12.0
Tyres	+7.3
Maintenance	+3.9
Employment cost of driver	+2.1
Overheads	+5.0
Vehicle costs	+7.7
Vehicle and driver costs	+5.7
Total vehicle operating costs	+5.6
Total vehicle operating costs excluding fuel	+2.8



● Increases in the price of diesel continue to contribute significantly to overall vehicle operating costs.

high they are not the most expensive in Europe. Spare a thought for the Norwegians; they have to fork out 1.82 euros a litre for unleaded and 1.72 euros for diesel. Generally, petrol prices in Europe – other than those in the former eastern block – are similar to the UK's, but diesel prices, with the exception of Norway, are much lower. A litre of diesel in France costs 1.30 euros compared with a UK price of 1.52 euros and in Spain and Austria it's a lowly 1.26 euros. If you want a real bargain fill up in Luxembourg where a litre of diesel costs just 1.15 euros. No wonder so many continental trucks are fitted with oversize fuel tanks.

Interestingly the UK, Sweden, Estonia and Switzerland are the only countries in Europe where diesel is more expensive than petrol, despite it costing more to manufacture. It seems other countries realise the crippling costs of running commercial vehicles has a knock-on effect throughout the economy and have taken steps to address the problem. Unfortunately the British government doesn't see things that way and are content for businesses that rely on transport for their livelihoods to struggle on.

While none of us want to see a return of the disruption caused by

the fuel protests of 2000, something needs to be done. In March an organisation led by motoring journalist Quentin Willson – FairFuelUK – presented a petition with over 130,000 signatures to the Prime Minister calling for a reduction in fuel duty. Since then the campaign has been joined by Robert Halfon MP who has launched an e-petition calling for the government to scrap the planned 4p increase in fuel duty scheduled for January and August next year and for the creation of a fuel price stabiliser to smooth out fluctuations in pump prices. Signatures currently stand at over 66,000 – if 100,000 are received the issues raised will be eligible for debate in parliament.

For more information visit www.fairfueluk.com.

While none of us want to see a return of the disruption caused by the fuel protests of 2000, something needs to be done.

Fuel prices in Europe

Country	Unleaded 95 petrol price per litre in euros July 2011	Diesel price per litre in euros July 2011
Austria	1.34	1.26
Belgium	1.42	1.27
Czech Republic	1.32	1.32
Denmark	1.62	1.47
Estonia	1.26	1.32
Finland	1.60	1.35
France	1.48	1.30
Germany	1.54	1.43
Greece	1.62	1.42
Hungary	1.44	1.43
Ireland	1.44	1.34
Italy	1.59	1.47
Latvia	1.28	1.24
Lithuania	1.30	1.20
Luxembourg	1.28	1.15
Netherlands	1.57	1.27
Norway	1.82	1.72
Poland	1.29	1.29
Portugal	1.56	1.38
Slovakia	1.46	1.34
Slovenia	1.25	1.26
Spain	1.33	1.26
Sweden	1.47	1.48
Switzerland	1.35	1.43
United Kingdom	1.47	1.52

Source: www.drive-alive.co.uk

Fuel duty stabiliser

In the Budget of 2011, the Chancellor announced the introduction of a fair fuel stabiliser that would peg future fuel duty increases to retail price inflation (RPI) when oil prices are high. When the oil price falls below a set trigger price on a sustained basis, the government will increase fuel duty by the current escalator commitment of RPI plus 1 penny per litre.

The government believes that a trigger price of \$75 per barrel would be appropriate, and will set a final level and mechanism after

seeking the views of oil companies and motoring groups. During the consultation the government will want to decide the level of the trigger mechanism and at what price level it should cut in.

To pay for this fair fuel stabiliser during periods of high world oil prices, the rate of Supplementary Charge levied on profits from UK oil and gas production has increased to 32%. As part of the fair fuel stabiliser, if in future years the oil price falls below the set trigger price on a sustained basis, the government has committed to reduce the Supplementary Charge back towards 20% on a staged and affordable basis.

FairFuelUK petition leads on new government e-Petition site

The FairFuelUK petition on the new government e-Petition site is currently heading the list with over 96,000 signatures.



This new government initiative means that if the e-Petition receives 100,000 or more supporters it will almost certainly force a full debate in Parliament on the issue. The link to the e-petition is <http://bit.ly/FFUK-Gov>. The petition asks the government to scrap the planned 4p per litre fuel duty increases scheduled for January and August 2012 and to implement actions to bring down and stabilise fuel prices.

James Hookham, FTA's MD of Policy and Communications, said: "The government wants to know what is the UK's top concern, well this is it. It is not just motorists whose lives are being made a misery, commercial vehicle operators whose businesses hang in the balance are being forced to make some very tough decisions – those that can't pass on their costs are in danger of falling into the abyss."

Quentin Willson, leader of the FairFuelUK campaign said, "We know from the massive support that FairFuelUK has already received that petrol and diesel prices are right up at the top of the public's agenda. This is backed up our polling data. The wheels of the economy are literally grinding to a halt. The government has a golden opportunity to boost growth, reduce inflation and give the economy the kickstart that it

deserves by getting fuel prices down. I am urging everyone that cares about petrol/diesel prices and the economy to get behind this – let's get the politicians talking about fuel."

Robert Halfon, MP for Harlow said, "A full debate in Parliament on petrol and diesel prices is a necessity. To those 'do-gooders' who say we shouldn't be using cars, I say get in the real world. The question is not can you afford to have a car – but can you afford not to: Britain is a great car economy."



"...petrol and diesel prices are right up at the top of the public's agenda. This is backed up by our polling data."

Quentin Willson

The FairFuelUK campaign has attracted massive support in its own right with over 180,000 signatures on its own petition at www.fairfueluk.com. It is formally backed and supported by the RAC, the RHA the FTA.

INTERVIEW: IAN SIDDLE



● Left to right: Don Hollick, Sacha Colvin, Martin Ferrier, Dave Atkinson, Ian Siddle, Derek Deamer.

Out of the ashes

An interview with Ian Siddle on starting from scratch in a recession. By **Steve Jordan**.

Fighting through a recession is tough for any company. If you lose your biggest client at the same time, it's probably curtains. That's what happened to Arnold & Self in Mitcham. This is how the new company fought back.

Arnold & Self was started in 1986 by Peter Arnold and Andy Self. When the recession of the 1990s hit, Peter stepped back leaving Andy to run the business. The work was a combination of removals work and multi-drop transport with the company's biggest customer being the Alders furniture store for which Arnold & Self were handling up to 30 drops a day. When Alders went bust it was more than the small removals business could stand.

Ian Siddle had been working as the company manager for some time and had become a shareholder in the company. When the company stopped trading, and Andy left, it fell to Ian to restructure the company and start from scratch, right in the middle of the worst recession in post-war history.

"The first job was to look at the overheads and cut back as much as we could," said Ian. The vehicle fleet included two 18-tonne vans

and three 7.5 tonners. "We had to lose both the 18-tonne vehicles."

Staffing levels too came under the spotlight but as Andy had already left and the company's surveyor had chosen to go too, there was little need for more cut backs. "We had to lose one of our operational staff and, when another member of the office staff left, we didn't replace her."

"We just have to promote harder and fight for every job and make sure we make a profit on everything we do."

Ian Siddle

The staff who remained turned out to be the saviour of the company. Everyone co-operated and worked out ways of keeping the company going with everyone working as a team. "I had a good core of five guys. We had to have a few frank conversations but we agreed a way forward to keep us all in business. Perhaps they all saw it as a new opportunity. Without their support it would have been very difficult for me to continue."

Cutting cost was only half the

problem, Ian and his team also had to increase sales. "We made a decision to keep away from multi-drop deliveries," Ian explained. "We concentrated on removals and on improving the quality of our service so we could do better jobs." Within six months Ian had been able to buy back one of the 18-tonners he'd sold earlier.

Ian said that when he was cutting

upped our image, used better materials including quilted covers, and used our membership of BAR and The Guild as sales aids."

The local removals community was a great help to Ian too. He and some friends had started the SARS meetings a few years earlier where members of the local moving community get together informally every few months for dinner and a chat. "In particular Stuart Almandras from Britannia Sandersteads and Steve Frieze were very supportive," said Ian. "Mixing with them and others at the meetings allowed me to swap ideas with them and gave me the confidence to know I was doing things the right way. It's very important for moving companies to talk to each other."

Arnold & Self was a member of BAR before the restructuring. Ian said that, although he felt that BAR had not always represented the smaller mover as well as it could, the position was improving. "There are a lot of good people doing a lot of good work to help BAR engage with its members now," he said. "But in some ways they are still missing a trick. For example, they had the annual conference then sent a feedback form to all those who attended. It's us people who didn't go they should be talking to." The company has now regained its BAR membership.

Last year Ian went into partnership with Derek Deamer to build the company's commercial moving work. As with any new venture it's slow going at the start. "But we are now beginning to get some good contracts," said Derek.

The last two years have been very tough indeed for Ian and his team, but they are beginning to see some stability now for the first time in a long time. "I think it will be tough for a year or two yet," said Ian. "The summer was slow to start and I don't believe we've seen the full effects of the government's austerity measures. We just have to promote harder and fight for every job and make sure we make a profit on everything we do. We are determined not to get caught in that spiral of reducing prices. We need to convince customers to pay for a better service."

There will be many movers around the country who will agree. How quickly the industry brings itself back to prosperity will be determined largely by how successfully they can achieve their aims.

UK Vignette

The UK plans to charge foreign vehicles to use our roads

UK vehicle operators have complained bitterly for many years that foreign operators can gain an unfair advantage while working in the UK because they can buy diesel cheaper in mainland Europe and, as the UK have very few toll roads, they contribute almost nothing to road maintenance. All this is about to change

In March, the Department for Transport (DfT) put forward a revised set of proposals for the introduction of lorry road user charging. Analysis undertaken by DfT, and verified by FTA, suggests that the new proposals appear to come much closer to achieving full compensation through Vehicle Excise Duty (VED) reductions than the original proposals considered at the 'Listening to Industry' event held on 1 February, 2011.

The coalition's manifesto included a commitment to consider the introduction of a Lorry Road User Charge (LRUC) in the UK. The charge would apply to foreign and UK-registered lorries, with the government committed to introducing an offset mechanism that would create overall cost

neutrality for UK-registered vehicles.

At the DfT's 'Listening to Industry' event, Transport Minister, Mike Penning, confirmed that government was considering a time-based charge set at maximum levels prescribed in the Eurovignette Directive, with the charge being offset, principally through a reduction in VED.

It is illegal to impose a charge on foreign vehicles only under current EU regulations.

Charging structure

The preferred option for UK-registered vehicles is a three-band approach as set out below.

Vehicle GVW band annual vignette cost:	
12 – 21t gvw	£100
21 – 32t gvw	£175
32t+ gvw	£450

Goods vehicles below 12 tonnes would not be subject to the charge. Operators of foreign vehicles could either elect to pay the annual charge, or a weekly or daily charge.

The Department for Transport is expected to publish a consultation paper on the introduction of a UK vignette shortly.

Business parks could cost £250m each in congestion

Figures recently released by Campaign for Better Transport indicate that government reforms to the planning system could almost double peak time tail backs on the UK's roads.

Research commissioned by the group shows that scrapping controls on where office developments can be sited could lead to major congestion due to new large-scale business parks springing up in out-of-town locations. The campaign group reckons that each business park will increase traffic at its nearest motorway junction by 16%, which it equates to filling another motorway lane. It suggests that this could almost double journey delays from 3.6 minutes per ten miles to 6.4 minutes which could cost £250 million.

Stephen Joseph, Campaign for Better Transport's Chief Executive, said: "Far from helping economic growth, our research shows that the draft planning framework could actually end up damaging the economy through increased congestion as new office developments move out of town centres and spring up next to motorways and other big



● The draft planning framework could lead to even greater congestion on the UK's roads.

roads. No one wants to be stuck in bank holiday style traffic jams twice a day just to do a day's work. We need to encourage new development but not at any price, and the expense of delays and congestion on transport networks needs to be fully considered when planning new developments."

The research is in reaction to the publication of the government's draft National Planning Policy Framework, which removes the "town centre first" principle for office developments. It examined the effect of building 34 new 100-acre business parks along a 175 mile stretch of the M1.

Leyland Trucks awarded prestigious Shingo Medallion

Leyland Trucks, a subsidiary of PACCAR Inc, has been awarded the prestigious Shingo Bronze Medallion.



● Outstanding achievement - the Shingo Medallion is widely regarded as the Nobel Prize for manufacturing.

The magazine *Business Week* has described the Shingo Prize for Manufacturing Excellence as "the Nobel prize of manufacturing". Leyland Trucks Managing Director Andrea Thompson said, "The Shingo Prize is recognised as the premier award for manufacturing operational excellence. The award reflects the dedication and commitment of Leyland Trucks' employees who produce high quality DAF Trucks for the global market."

Julie Madigan, Chief Executive of The Manufacturing Institute, said, "This is an outstanding achievement for Leyland Trucks who are only the third UK company to be recognised with the global Shingo award." The Manufacturing Institute is the educational partner for the Shingo Prize in the UK and Ireland.

The Shingo Prize was established in 1988 to educate, assess and recognise world-class organisations for creating a culture of continuous improvement through employee-

empowerment and effective leadership. It is administered by the Jon M. Huntsman School of Business at Utah State University and named for Japanese industrial engineer Dr Shigeo Shingo, who distinguished himself as one of the world's leading experts in improving manufacturing processes.

"The award reflects the dedication and commitment of Leyland Trucks' employees who produce high quality DAF Trucks..."

Andrea Thompson

Leyland Trucks will receive the award at the 24th Annual Shingo Prize Awards Gala, taking place at the Shingo Prize Annual International Conference in Atlanta in May 2012.

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

LEGAL: AGENCY WORKERS REGULATIONS

New regulations for employing agency workers

Using agency workers to fill staffing gaps is often thought of as a quick and easy fix. But the new regulations will alter the way that agencies can supply temporary workers and the obligations for businesses that hire them. By **Hannah Saunders** of Keystone Law.

The Agency Workers Regulations 2010 come into force this month and have serious implications for employers. The headline changes include the following:

Rights from 'day one'

Agency workers will gain some rights on day one of their assignment, for example access to staff facilities such as a canteen or childcare facilities. They must also have access to information on job vacancies within your company from day one.

Equal treatment rights

Agency workers will be entitled to equal treatment rights after a 12 week qualifying period, as if you had employed them directly. The right to equal treatment applies only to certain terms and conditions of employment, like pay (including basic pay, holiday pay and overtime), rest periods and annual leave. It does not apply to other terms, such as occupational pensions, redundancy pay and occupational sick pay.

In most cases, equal treatment can be established by giving the

same relevant entitlements as if the worker had been recruited as an employee to the same job.

12 week qualifying period

The 12 week qualifying period restarts if an agency worker:

- Starts a new assignment for a different client;
- Has at least a six-week break with the same client; or
- Starts a substantially different role for the same client.

However, beware as there are anti-avoidance provisions which prevent businesses adopting a '12 week on, 6 week off' pattern over and over again with the same agency worker, even where they are supplied by different agencies.

Liability for breaches

As the hiring business you are liable for any breach of day-one rights.

The agency is liable for a breach of equal treatment rights to the extent that it was responsible for the breach. You can be liable for a breach of equal treatment rights if you fail to provide the agency with accurate information about your terms and conditions.

Exclusions

Not all agency workers are protected. For example, those who are in business on their own account are excluded even where they find work through a temporary work agency.

Reducing the impact

If you regularly engage agency staff, there are various precautions that you can take to reduce the impact of the regulations:

- The equal treatment provisions on pay do not apply to agency workers who have a permanent contract of employment with the agency and are paid between assignments at a rate specified in the regulations. You could ask your agency whether they are prepared to do this.
- Limit the assignments of agency workers to less than 12 weeks, taking care not to fall foul of the anti-avoidance measures by using the same agency worker on successive occasions.
- Consider alternatives to agency workers, including self-employed contractors, fixed-term employees, or contracting out functions performed by agency staff.

However, you will need to be mindful of the possibility of the TUPE legislation applying to an outsourcing.

Next steps

We recommend that you conduct an urgent assessment of your agency worker arrangements and discuss them with the agencies to establish how the issue will be dealt with.

You may also need to amend company policies.

Hannah Saunders is a solicitor in Keystone's Employment, Pensions and Incentives team specialising in all employment law matters.

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





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REPORT: PMA CONGRESS

Top left: Reason Global Insurance making sure everyone knows they're British; above: Marlane Bystydzienski (right) and Adele Lawrence both of Master Movers International in South Africa with Graham Puddephatt of Reason Global Insurance at the PMA conference; far left: Ian Palmer from White and Company in the UK and Errol Gardiner of New Zealand Van Lines catch a moment's relaxation. Left: Intrepid rower and OutThere Adventurer 2011 Peter Van Kets.

Soaking up the sun

The PMA (Professional Movers Association) conference 2011 took place this year at Sun City in South Africa from 4-7 August. Reports from some of those who attended suggest it was one of the best industry conferences of the year.

This year's PMA congress had the theme 'Your passport to moving excellence'. Along with the PMA and SAIMA delegates there were many guests from around the globe including representatives from: Al Futtaim Logistics; AMJ Campbell Intl; Chess Moving; Doree Bonner; Grace International; New Zealand Van Lines; Overseas Shipping Association (OSA); Reason Global Insurance; The Moving Company; and White and Company.

The congress kicked off with a speed networking event, the delegates were split into teams. In keeping with the theme of the congress they were each issued with a passport, this required stamping by the sponsors. The teams made their way round the sponsors' themed tables to be asked three questions of which one was false. If they guessed the false answer their passport was stamped accordingly. Some of the sponsors provided drinks representative of their respective countries. The whole evening was a lot of fun, especially with Gerry Skeritt the Programme Director driving things with his inimitable humour.

Business proper started the next day, the business sessions opened

...the business sessions opened with a Roll Call of the delegates followed by the prize giving of the "Moving Team of the Year" won by the team from Pickfords Cape Town.

with a Roll Call of the delegates followed by the prize giving of the "Moving Team of the Year" won by the team from Pickfords Cape Town. The PMA, AGM included PMA President, Heather Badenhorst of Stuttaford Van Lines handing over the Presidency to Mike Kitshoff of Pickfords Capetown. There were also several amendments to the constitution for approval.

The highlight of this session was a presentation by Peter Van Kets entitled 'Surviving the Storm - Lessons from an Ocean Crossing'. Peter is the winner of OutThere Adventurer of the year 2011. He described his two rowing adventures across the Atlantic.

Peter posed analogies between running a business and planning an adventure, the similarities were obvious. Peter included pictures and video which were frightening to look at, let alone experience in a rowing boat in the middle of the

Atlantic. Details of Peter's adventures can be found on his web site, well worth a look <http://petervankets.com>.

The sponsors had the dubious job of following Peter's presentation, when they were invited to introduce their services.

The opening day business sessions closed with an excellent presentation by Elna Smit, Senior Online Research Specialist at Columinate. Elna informed the delegates about Navigating Web2.0: how to Internet market your business and generate sales.

Lunch was of the truckers' version, where the delegates ate wholesome food while being entertained by an excellent singer guitarist.

The evening was sponsored by Shaft Packaging and held at the Sun City Shebeen. The boys from Shaft have a reputation and didn't disappoint: the delegates were fed some traditional food supported by the usual Shebeen drinks - a whole

lot of fun.

Business started the next day with an early breakfast followed by the SAIMA AGM. This was followed by further presentations by various sponsors. The business sessions ended with an uplifting and fun participation presentation by Justin Cohen, entitled 'The Psychology of Success - Practical tools to take your business to the next level'.

Forty-four of the delegates then made their way to the Lost City Golf Course for an exciting afternoon including taking on the notorious 13th hole across the Crocodile Pit. The golf was won by the team of Ignatius Muthien of the sponsor Hino trucks, John Luker of sponsor Reason Global and Stewart Romanis of Biddulphs International. Nearest the pin over the Crocodile Pit was won by Graham Puddephatt of Reason Global.

The Congress closed with the Gala dinner, held in the 'Hall of Treasures'. The evening included a number of presentations, a great dinner, drinks and lots of dancing.

Next year's congress is at 'The Legend Golf and Safari Resort' 9-12 August, 2012. Interested delegates and sponsors can get further information from the PMA website: <http://pmamovers.co.za/congress/>.

Vertical mounting bracket for rear LED lamps

LED Autolamps has introduced a new vertically mounted rear lamp for vehicles with limited fitting space, such as refuse trucks, car transporters, double-deck trailers and other specialist rear-access vehicles.

Made from tough and durable ABS plastic, this new bracket has been specifically designed to accept LED Autolamps' 80 series rear lamp modules. The square rear single- and multi-function lamps can be simply clicked into place and hardwired. In the event of damage, the lamps are very easily undipped individually and replaced as necessary in a matter of seconds, reducing downtime to an absolute minimum and eliminating the need to replace the whole unit.

This unique mounting bracket has been specially designed to accept LED Autolamps' 80 Series lamp part numbers, 80BSTIME Stop/Tail/Indicator lamp, 80WME Reversing lamp, 80FME Fog lamp and 80AME Indicator lamp. Each lamp is 12/24 dual voltage capable, carries a five-year warranty and comes with sealed electronics and 40cm of hard-wired cable. Current draw at 13.8 volts ranges from 0.04 to 0.42 Amps dependant on function. The overall size of the bracket with three lamps fitted is 278 x 98 x 45mm.

Maurice Bibb, Commercial Director Europe, LED Autolamps said, "This latest durable mounting bracket meets the needs of fleets and workshops that are looking for a practical, simple and effective way of fixing ECE approved vertically mounted rear lamps to specialist rear-access vehicles."



New FTA products for operators

Understanding and effectively checking driving licences is vital in protecting transport operations against potential accidents and the penalties resulting from non-compliance.



● Driver Licensing for Goods Vehicles and The FTA Guide to Managing Drivers.

A new two-disc package, *Driver Licensing for Goods Vehicles*, produced by the Freight Transport Association (FTA) with the support of the Driver and Vehicle Licensing Agency (DVLA), helps those who are responsible for checking driving licences to understand why the checks are important, as well as ensuring they are competent to carry them out.

The first 12-minute DVD explains the problems of failing to check drivers' licences properly, the format of driving licences including security features, categories and restrictions and how to carry out checks.

Drivers are at the forefront of the road freight industry, whose image depends on them.

The second disc provides guidance on Driver CPC records and compliance, information relating to EU and other non-UK licences, and other information, notes and tools, including FTA's Driver CPC record and planner spreadsheet.

The *Driver Licensing for Goods Vehicles* DVD is available from Shopfta at £25 for FTA members, £40 for non-members, with discounts for multiple copies. Order online at

www.shop.fta.co.uk or call 08717 111111, quoting code 5042.

The FTA has also published a completely updated version of its *Guide to Managing Drivers*, which provides advice and guidance to help operators manage drivers in a professional way.

Drivers are at the forefront of the road freight industry, whose image depends on them. Companies also rely on their drivers to ensure a cost effective road freight operation, keeping fuel use down, minimising vehicle wear and tear, and keeping maintenance, insurance and accident costs down. However, driver actions are also the way in which poor management practices come to the surface, so getting the best out of them is crucial in order to operate vehicles in a cost effective and customer-focused way.

The *FTA Guide to Managing Drivers* covers recruitment, checking driving entitlement and carrying out inductions through to managing drivers' hours, ensuring daily walk around checks are carried out properly and managing driver infringements. It also looks at good practice when using agency drivers and provides sample forms and checklists that will help managers in their day-to-day tasks.

The *FTA Guide to Managing Drivers* is available from Shopfta at £15.00 for FTA members, £25.00 for non-members, with discounts for multiple copies. Order online at www.shop.fta.co.uk or call 08717 111111, quoting code 4375.

Shit Boxes

A new concept in in-cab comfort.

Yes it really is true. A packaging company has launched a new range of Shit Boxes do which exactly what you'd expect them to do: contain shit.

The shit box can quickly and easily be erected to create a portable toilet that can be handy almost anywhere: at a music festival, while camping, or even for the long-haul driver who gets caught short while on the road. Perhaps it should be standard emergency equipment in all vehicles.

The retailer is a company called (we kid you not) The Brown Corporation. The company's strap line informs customers that it is 'a solid company' ... but then of course it is. And there's more: the company's mascot is a little pointy-headed character called Little Jack who is, frankly, a turd.

Don't believe us? Have a squint at www.thebrowncorporation.com and watch the video. Brilliant!



● Are you shitting comfortably? The Brown Corporation's hilariously named Shit Box.

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



DID YOU KNOW?/NEWS: PEOPLE

Did you know?

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

The rooster on a packet of Kellogg's cornflakes is called Cornelius.

The onion gets its smell from soaking up the sulphur in soil.

Wine will spoil if exposed to light – that's why some bottles are tinted.

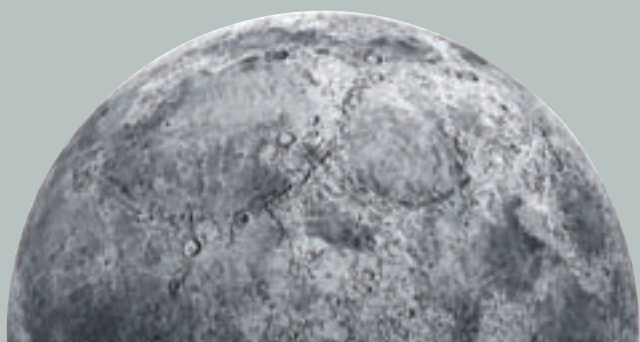
Oliver Cromwell was hanged and decapitated two years after he died.



Walt Disney's signature bears no resemblance to the famous Disney logo.

The Chinese hieroglyphic for 'trouble' symbolises two women living under one roof.

The volume of the Earth's moon is the same as the Pacific Ocean.



Adam Kellaway gets first-class honours

Adam Kellaway of Basil Fry Insurance has recently achieved a first-class honours degree in insurance.

The award, the highest available at degree level, is the culmination of four years of study at London Metropolitan University. Adam joined Basil Fry in July 2006 after having completed some work experience at the company in June 2003.

The degree is recognised by the Chartered Insurance Institute (CII) and will enable Adam to automatically qualify for the award of Associate of the Chartered Insurers Institute, thereby giving Adam an ACII designation.

As part of his degree, Adam concentrated on Commercial Insurance Law with a particular interest in Marine Cargo insurance, an area which will specifically help him when dealing with his clients. "I felt that I had to gear the degree to my work at Basil Fry - so many students come out of university these days with degrees that have little relevance in the business environment," Adam explained.

Greg Wildman, Director at Basil Fry, commented, "We are absolutely delighted with Adam's achievement. We have supported Adam throughout the whole process with flexible working practices and funding to support him at university and this result is proof that investing



● Adam Kellaway.

in your people pays dividends. Adam is the only broker I am aware of who has obtained an insurance degree rather than working through the traditional Chartered Insurance Institute exams."

Greg continued: "Adam is now with us on a full-time basis and has recently also been promoted to a Commercial Account Executive as a result of his achievement and has spent the last couple of months building his new business book with great success. Adam has also played an integral part in training and developing of the new staff that have arrived recently and we are very confident that Adam will continue to thrive as he has done over the past few years."

YourComments

Re: Trade Groupage feature

The Mover, August 2011, pages 30-33.

John Pickford Sales Executive

I have recently read your feature on the removal groupage service and would like to know why the operators don't offer 'quicker services' details.

For example, removal operators offer a Dubai load every 3-4 weeks whereas freight forwarders offer

a weekly service to Dubai.

Do the majority of these removal operators co-load with the freight forwarder to provide a quicker transit?

Is there space in the market for a new removal start up company to offer customers the quickest transit available?

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Knowing when to say

“



”

How do you manage the expectations of people from the United States settling in Europe - and vice versa? By **Dominic Tidey**.

Culture has many interpretations. Culture can be theatre and the arts. Cultures can be laboratory samples, business models or the way teams come together to do something. And of course culture means those innate local traditions that mark us as different from our neighbours. But in relocation, when we talk about culture, we mean the differences marked out by the national characteristics we hold as citizens of our country.

But culture in relocation also refers to the type of company and style of working that successfully delivers mobility assistance and it's here that it is vital to know that relocation is more of a “no” business than a “yes” one.

Of course, relocation specialists have all done the blue sky thinking training, the team building training and the limitless possibility in leadership training, but they still have to learn when it is crucial to gently say no. Successfully assisting someone to settle in a new culture is all about managing their expectations; realistically put? It's about letting them down as gently as possible.

When an assignee is moving to a place where the standard of living they can expect is likely to increase, then the job of the relocation company will be simpler and will start off on a positive and optimistic

It's interesting to see how the culture of “no” in the relocation industry is not necessarily reflected amongst other suppliers to the globally mobile population. Household goods companies are a

... it's interesting to see how the culture of “no” in the relocation industry is not necessarily reflected amongst other suppliers to the globally mobile population.

note. Where the relocation will involve a drop in living standards the ability of the mobility professional to say no, in such a manner that the assignee still believes that their concerns are being addressed and solved, is absolutely critical and it's here that we start to realise how many skills are necessary. The ability to be a psychiatrist, social worker, estate agent, lawyer, marriage counsellor, linguistics expert, child psychologist, interior designer, intercultural coach, tour guide, personal shopper and dog whisperer are all requisite for the relocation professional.

good example. Shipping the family's possessions, whether toys and furniture, a priceless Picasso, a Ferrari 250 GT California, their wine collection or a Henry Moore statue is all possible, given enough space, money and time. But for the relocation professional, getting Mrs and Mrs New England their dream Mews home in Mayfair is not going to happen if the landlord takes another offer. Finding the perfect seven-bedroom home within a 15-minute commute of central Paris is not going to happen if the metro doesn't run in that neighbourhood. Getting Johnny

and Jenny New England into the American School is not going to happen if there are no places. This is where relocation professionals really need to hone those skills in managing the expectations of their clients and be able to turn negatives into positives using intercultural understanding.

For example, Mr. and Mrs. New England are used to their comfortable life in Massachusetts. They've travelled extensively and are excited about moving to Europe. In Boston they own their seven-bedroom home in the affluent commuter suburb of Winchester, a 15-minute Massport journey to downtown, where Mr. New England's office is located. They also own a four-bedroom waterfront cottage on Winnisquam Lake in New Hampshire, an easy two-hour drive away, where they spend their summers and Thanksgiving. To put this in context, this is a steadfastly middle class New England family. Their primary home would be valued around the \$1,000,000 mark and their holiday home around \$500,000. Translating this lifestyle to most European cities is not going to allow for duplication, however generous the comp & bens package.

DIARY DATES/CLOCKWORD

\$1,000,000 in London is simply not enough to be able to replicate the size and location of their present home. Add in the required second home in a vacation area within two hours from the city and we are talking huge sums of money. Within two hours of London, we have the Suffolk or Norfolk coasts and the south coast. A four-bedroom holiday home in Southwold, Suffolk will be well over the \$500,000 value of their current lakeside second home. A transfer to London, Paris,

Assignments from Europe to the USA tend to mean an increase in living standards which is a fundamental bonus ...

Frankfurt or Rome is going to provide the relocation company with many opportunities to manage expectations, or let them down gently. Although with the height involved in this let down, the New England family will be coming to Earth with a bang. But, where the relocation suppliers really succeed, is by working with the family to show the advantages of moving into the new culture and that the differences between the old life and the new one are actually positive life changes to be embraced.

According to research by the Hofstede Institute (www.geert-hofstede.com) the UK and the USA are closely matched when it comes to cultural differences.

But in fact the highest rate for assignment failures is for moves between the USA and the UK, and the reason for 60% of assignment failures is attributable to an inability for the individual or family to assimilate into the host culture. So, the culture shock of coming to Europe and transferring from a US lifestyle to a European one, involves not just a dramatic change in comfort and status, but also in cultural reference.

Going the other way across the pond however, would seem a much better deal. Assignments from Europe to the USA tend to mean an increase in living standards which is a fundamental bonus to the globally mobile family. Providing

that excellent language training is provided where necessary, children tend to settle well. They have already got a good cultural understanding of being a kid in the US from the TV before they have even arrived.

So what conclusions can be drawn from these scenarios? Relocation professionals understand the nature of the mobility game and are experts at positivity and managing expectations. Using professional relocation support increases the likelihood of a successful transfer, and helps a family to settle quickly. Cultural orientation is a subtle, but vital part of relocation service delivery across Europe and this is why relocation services exist as a totally different industry to real estate. Knowing when to gently let a client down by managing expectations correctly and with a smile, is a key component of the relocation process.

Dominic Tidey

Dominic is the Operations Manager for EuRA (European Relocation Association). He holds a degree in law and a masters in social policy. Since joining EuRA eight years ago, Dominic has implemented a number of projects including the EuRA Quality Seal (the world's first ISO equivalent for relocation providers) and the Oxford Brookes Relocation Coaching Programme, a global online training initiative for relocation professionals looking at the application of intercultural leadership skills when working one-to-one with individuals and families in global transition. Dominic also leads training sessions across Europe on intercultural theory and practice as well as having responsibility for delivering EuRA's annual international training programme.



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ClockWord Puzzle



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Solution: September 2011

a = anti-clockwise; c = clockwise

1 Pamphlet a 2 Flawless c 3 Splendid c 4 Classify a 5 Insecure a 6 Swallows a 7 Addition c
8 Distance a 9 Corrects a 10 Fiercest a 11 Athletes c 12 Exertion c 13 Calendar a 14 Struggle c
15 Wreckage a 16 Agitates c 17 Bulletin a 18 Accident c 19 Narrator a 20 District a 21 Relevant c
22 Streaked a 23 Tidiness a 24 Pardoned c 25 Hesitate c 26 Recently c 27 Devotion a 28 Midnight a

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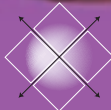
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