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Issue 019 October 2012 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



## MOVING THE ARMY

Asian Tigers mobilises the  
Terracotta warriors. Page 22





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# TheMover

## Contact Details: Editorial

Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor  
Tel: 01908 695500  
E-mail: editor@themover.co.uk

## Deadline:

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## Contact Details: Advertising

For all enquiries and bookings, please contact Nikki Gee  
Tel: 01908 695500  
E-mail: adverts@themover.co.uk

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E-mail: talk2ilike@btopenworld.com  
Tel: 01908 675854

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How Asian Tigers safely transported 2,000 year old terracotta warriors to Hong Kong



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## LEADER

# How was it for you?

.....  
**Steve Jordan, Editor**



**F**irstly may I say thank you to all our new advertisers this month. Either the moving industry has come flying out of the recession suddenly or the word is getting round that advertising pays, especially when times are tough. Whatever the reason, thanks for the support.

Over the last few months I have spoken to many movers. Although there are always a few who still seem lost in despondency, the vast majority are fairly upbeat about the summer season and the prospects for the next few months. One business owner said that he felt that so many companies had waved the white flag over the past few years that there was a developing lack of capacity in the industry now which, one would assume, is good news for those who remain. I am interested to get a picture of the general trend nationwide and would appreciate your help. Please send me a quick e-mail to say whether your business this summer was up or down on last year and by how much. I won't publish your name or company but I will publish the trend if I get enough response to form an opinion. Much obliged.

Two things to draw your attention to this month: Basil Fry and Lambs. Lambs is an established moving company in Worcester that's up for sale owing to retirement. It's a great opportunity for someone – see the story on page 7 and the advert on page 31. If you are looking for an acquisition, this could be the one for you. This month also marks the end of the Basil Fry picture competition. If you don't know what to do, see page 5 of *The Mover* from July, August, September and pages 5 and 16 of this issue and get your answers in fast: only the first correct answer wins and there's an iPad up for grabs. If you don't have the mags to hand, look on the website [www.themover.co.uk](http://www.themover.co.uk), they are all in the archive.

The hawk-eyed ones amongst you will have noticed that our trailed feature in Northern Ireland is conspicuous by its absence in this issue. The Gods conspired against us this time but it will have pride of place next month.

**Steve Jordan**



● Before (inset) and after - the Storage Planet development in Kent.

## More farmers choose self storage

Farmers are increasingly looking to build storage units on their land as an alternative source of income, according to lift manufacturers DeSeM Lifts.

**T**he Staffordshire-based company specialises in supplying new storage facilities with goods-only and goods-and-passenger lifts and is increasingly fielding enquiries from companies which have purchased agricultural land for new storage sites.

In the past 12 months, the company has installed lifts at three agricultural sites and in the past three months alone has received four of these types of enquiries – up 75% on the same period last year.

One of those projects was the Storage Planet development at a former chicken farm in Headcorn, Kent. One of the partners at Storage Planet, Elizabeth Edwards, said: "My father used to run a chicken farm here, but was looking to retire and thought self storage would be a good business to go into. He sold the farming business and converted one of the old chicken sheds into Storage Planet. We opened in March and now have 14,000ft<sup>2</sup> of lettable space. In all there are nine units on the site of the old farm, which has been converted into a new business park."

DeSeM Lifts Director Mike Carp said: "We designed, manufactured and installed a 1.5 tonne goods-only lift at Storage Planet, which was the fourth project we have delivered on formerly agricultural land. We have another two or three of these jobs

**"My father used to run a chicken farm here, but was looking to retire and thought self-storage would be a good business to go into."**

Elizabeth Edwards

lined up for the next 12 months, and more enquiries coming in all the time, so clearly storage facilities are now becoming a viable option for farmers."

Rodney Walker CBE is CEO of the Self Storage Association. The trend for converting farmland for self storage has been growing pace throughout the eight years he has been running the organisation. He said: "Following on from the barn-conversation-to-residential phase, I have noted that there has been a trend over the past decade, throughout the UK, of more farmers successfully converting their surplus farm sheds into self storage. In a number of cases their facility is well away from major conurbations but they still manage to fill them."

● Visit [www.desem.co.uk](http://www.desem.co.uk) for more information.





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## NEWS: UK

## Harrow Green moves Yorkshire Housing

Business relocation specialist Harrow Green has completed a major moving project for Yorkshire Housing.

**T**he project involved moving furniture, IT and the main computer server to the organisation's new headquarters in Leeds city centre consolidating nine offices into one.

The relocation follows a review of all Yorkshire Housing's office accommodation, which highlighted the need to provide the best possible facilities for service delivery and have its corporate services teams and managers, who need to work together, based in one central location.

The move, which was managed by Karl Crompton and Karen Adams of Harrow Green and Duncan Cruickshank and Phil Aston from Yorkshire Housing, involved relocating 231 people – from offices at York, Bradford, two sites in Leeds, Sheffield, Osbaldwick, Malton, Skipton and Huddersfield; many taking place over weekends.

Ben Johnson, the office fit out and furniture company from York that recently formed a strategic partnership with Harrow Green, supplied new furniture for the building.

Not-for-profit Yorkshire Housing provides over 16,000 affordable homes throughout Yorkshire. It also provides management services to over 900 leaseholders and develops around 300 new properties each year. The company said Harrow Green won the tender for the contract for its flexible approach and its ability to manage the capacity of the project.



● Long-term employee sickness presents a number of problems for businesses.

## Half of firms concerned about long-term sickness

According to HR website People Management, almost half of UK businesses say that long-term sickness absence is a big issue for their organization and have concerns over their ability to manage it, a report has found.

**T**he Aviva absence management report found that 45% of UK businesses are worried by their ability to handle long-term absence. Top concerns included placing a burden on other workers (40%), lost productivity (27%), lost revenue (22%) and diminished service standards (21%). Meanwhile, 17% said that when staff are away on long-term sickness absence then other staff are also more likely to fall sick.

In contrast, 53% of organisations described themselves as well equipped to deal with such absence. Top methods used included

encouraging staff to have a better work-life balance (37%), offering private medical insurance (22%) or group income protection (13%), and offering training to spot the signs of stress (20%).

Steve Bridger, Head of Group Risk at Aviva UK Health, said: "Sickness absence not only has a knock-on effect to other employees, but adds to the business concerns of employers as a whole. While it is encouraging that employers are implementing preventative measures to help them control the effects of sickness absence, take-up of one of the most effective solutions - group income protection - is still relatively low."

## Shore Porters ensure bikers get on the right track

**A**berdeen-based removals and storage company, The Shore Porters' Society, embarked upon a trip to Portugal recently, keeping a group of bikers extremely happy.

The company was hired to transport 17 motorbikes to Portimao, Algarve where they were met by their riders, taking part in an

annual track event.

Sean Simpson, a partner at Shore Porters commented, "Over the years we have transported many items to various places across the globe. I am delighted that Shore Porters was able to help the group get its bikes over to Spain, and I'm sure they all had a great time taking part in the event."



● Portugal bound - 17 bikes and riders, one Shore Porters' Society truck.

## New self store for Schofield

**R**. D. Schofield Ltd of Colchester became amongst the latest in the removals industry to see the benefit of combining self storage with its removals business and has moved to expand its current offering accordingly. A move to new premises provided the space to allow an initial phase of 54 self storage units to be installed of which many have already been let, despite there being no marketing of the facility undertaken as yet. This has provided the company with a new stream of income from a ready-made market even though there is significant competition locally.

The brand new self storage units were supplied and installed by long established Cheshire-based company Active Supply & Design who offered the best in help and assistance throughout the process including advice on day-to-day aspects of running the self store once open.

The initial offering consists of units varying in size from 15ft<sup>2</sup> to 100ft<sup>2</sup> and consists of a total of 2,935ft<sup>2</sup> of net lettable space. The corridors are in a crisp white whilst doors to units are finished in cornflower blue, the corridors also benefiting from durable aluminium corner guards and kick plates to further enhance looks whilst also helping to prevent damage to walls. Active liaised with building control to ensure compliance with regulations so that the relevant certificates could be issued.

● To find out how you could incorporate self storage in to your current business interests visit [www.askactive.com](http://www.askactive.com) or call 01270 215200.

Try out the search facility on [www.themover.co.uk](http://www.themover.co.uk). It's lightning fast!







● Relocating employees pack at their leisure with materials supplied by Excess Baggage.

## Excess Baggage launches corporate baggage service

Baggage shipping services provider Excess Baggage Company has announced the launch of its corporate baggage services.

A baggage shipment is an international transportation of personal belongings that is easier to arrange and more flexible than a traditional full household removal so is ideal for corporate clients who have employees relocating for short-term assignments abroad. Using its worldwide network of agents, the company can offer comprehensive and cost effective options for the transportation of belongings.

**“We believe that there is a specific demand for the type of services that we provide”**

David Elliot

Excess Baggage Company CEO David Elliot said, “Excess Baggage Company has always provided ad hoc services for our many blue chip clients and we have now decided to formally provide corporate baggage services, via a dedicated Corporate Department, staffed by people experienced in the demands of the corporate marketplace. We believe that there is a specific demand for the type of services that we provide, and our ability to provide cost effective solutions, whilst maintaining quality, should enable us to build a solid client base in the market.”

Excess Baggage Company supplies

and delivers packing materials to employees, allowing them to pack at their leisure. All necessary customs documentation is similarly provided to ensure that there will be no paperwork issues at destination. Once the packing has been completed, the consignment is collected from the employee's address on a day of their choice. For any last minute requirements, packages can be dropped off at any Excess Baggage outlets across the UK.

Once despatched, the employee will receive automatic tracking information from Excess Baggage Company's state of the art software and will be contacted directly to arrange delivery at destination. Customs clearance and delivery to most major destinations are included.

The following items can be sent as excess baggage:

- Boxes/suitcases;
- TVs/computers;
- Bicycles/skis/snowboards/surfboards;
- Paintings/mirrors/works of art;
- Golf clubs/sports equipment;
- Musical instruments;
- Prams/car seats/toys.

Excess Baggage Company has been operating for nearly 30 years and is a European provider of baggage shipping services. The company also operates over the counter left luggage facilities at London Heathrow, Gatwick and Manchester airport terminals as well as major Network Rail stations across the UK.

## Worcester's G. W. Lamb for sale after 105 years

After 105 years of family ownership Worcester's best known removals company G.W. Lamb is up for sale.



Above: George on the left, his dad sitting in the middle on a box, and his sister Margaret on the right. Photo: Newsquest (Worcester) Ltd. Left: a more recent picture of a Lamb's vehicle.

Owners George Lamb and his sister Margaret Sayers are retiring at the end of the year and are looking for a buyer to take over the business. “Neither of us has any children and there is no one to pass the business on to so we've decided it's time to sell,” said George.

The company was started by George's great grandfather George W. Lamb, affectionately known in the family as George I - the present George W. Lamb is the fourth to bear the family name. He was a blacksmith who had a sideline delivering furniture using a horse and dray. George also provided a rather macabre service transporting bodies to the cemetery, sometimes storing them overnight in his blacksmith's shop; how times have changed! Later his son George II started a second-hand furniture shop in Worcester and apparently became something of a Del Boy in the town. Unfortunately things didn't work out and the business fell on hard times eventually sending George II into bankruptcy. Undaunted he worked hard to pay off his debts and started the removals company proper.

Everything went well until the outbreak of war when the

government seized the company's vehicles. The present George's father, George III who had been working in the business, was called into military service rising through the ranks to Sergeant Major. After the war he set about re-starting the removals business. In those days that was no mean feat because unlike today you needed a licence to operate. Despite the difficulties George fought tooth-and-nail to get back into the business and eventually succeeded. The company's red and yellow vans soon became a familiar sight on the streets of Worcester.

Today Lambs operates a small fleet of four vans and employs four staff, two drivers and two porters. The company's 20,000ft<sup>2</sup> warehouse in the centre of Worcester has excellent loading and unloading facilities and would make an ideal Midlands location for a larger organisation. “We really need to find a buyer by December when our lease is up for renewal,” said George. “Our landlords are aware of our intention to sell the business and there will be no difficulty in obtaining a new lease.”

● Please contact George or Margaret on 01905 25204, or e-mail [George-lamb@tiscali.co.uk](mailto:George-lamb@tiscali.co.uk) for more details.

## PROFILE: BIG YELLOW VAN COMPANY



# An alternative view of moving

In the moving industry we spend a lot of time talking about comprehensive service, ISO standards, warehouses, trucks, staff, materials and so on. But it is possible to make a perfectly good, legitimate living, and provide the service that customers want, with none of these things. Steve Jordan visited the Big Yellow Van Company in Wimbledon to find out how.

**T**he Big Yellow Van company was started by Luke Terry, previously a plumber, and his business partner Eddie Raynor three years ago. It's nothing to do with the self storage company of a similar name despite having one of its depots just around the corner. Luke chose the name because, at that time, they had a big yellow van. Simple enough!

The company employs no staff, has no vans, does not have a warehouse, does not buy materials and yet runs a thriving taxi truck service with many satisfied customers. The principle is simple. Drivers with their own 3.5 tonne vans pay Big Yellow £220 a week; less if they have days off. For that, Big Yellow spends money on promotion, answers the phone and takes the bookings, and farms out the work to its drivers. The drivers take payment direct from the customers and keep it all.

Most of the jobs they get are small, say a couple of hours work maximum, so they can do six or seven in a day. Charges start at £12/hour, depending on the service wanted, and there are some additional

charges for mileage, stairs, and the congestion charge. If materials are required the driver buys them from his own sources and charges the customer accordingly.

**"Most jobs are local but we have done a four-bedroom move to Portugal and once moved a stuffed stag from London to Edinburgh. If it will go in the van, we'll take it."**

Luke Terry

"We'll do whatever the customer wants," said Luke. "We even have people who will dismantle or assemble furniture and do handyman jobs. Most jobs are local but we have done a four-bedroom move to Portugal and once moved a stuffed stag from London to Edinburgh. If it will go in the van, we'll take it."

This kind of service is, generally, not competing with the established moving

industry; it's providing a reliable budget service to people who wouldn't or couldn't afford to pay more. But that does not mean it isn't lucrative. Luke explained that he currently has 38 drivers on his books. You don't need a very fancy calculator to work out that there is a living to be made even after you deduct the cost of advertising, administration and a small rented office.

For the drivers too it's possible to do well. "We charge £650 for a run to Paris," explained Luke. "It costs about £200 in fuel so the driver will clear £400 for a day's work." Not every day's the same of course and there are no guarantees of work but it's not in Luke's interest to take on more drivers than the work load needs. "Our drivers often clear £1,000 a week." The drivers are, of course, responsible for their own tax and insurance as would any self-employed person.

Many traditional movers will scoff, but with many working now for little more than the commission they get on insurance, maybe Luke's got it right ... at least for that end of the market.





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Mac's Truck Sales Ltd has been owned and run by three generations of the same family, and has been supplying furniture vans to the industry, for the last 38 years. From 7.5 tonne up to 18 tonne, we always try to hold stock vehicles to suit the needs of the removals industry.

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## NEWS: UK

## PPS crate rental expands into moving industry

PPS, the company that has provided returnable packaging to clients in commercial and industrial sectors throughout the UK and Europe for ten years, has expanded its activities into the removals and storage industry.

**P**PS will offer long or short-term rental of a comprehensive range of reusable, stackable plastic crates and removal equipment to professional commercial removal companies or facilities managers looking to relocate commercial and public sector offices, colleges or businesses and provide safe handling and secure storage.

The lidded office crates can be provided with accessories to protect the contents, including seals for added security and labels to ensure transport operations run smoothly. Certain items need extra protection so PPS can provide specially designed computer crates and bubble wrap to protect the contents. To make it easier and support safe handling, PPS can also provide sack trucks and dollies to transport the crates.

From receiving an order, PPS will take the responsibility for delivering the agreed number of clean crates on a scheduled date, enabling them to be packed and moved to a new location or safely stored.

PPS provides a flexible service for customers and appreciates there maybe a need to extend the rental periods or increase the number of crates on hire.

● Further details from Joanne Moss on Tel: 01530 515333 or visit [www.ppsequipment.co.uk](http://www.ppsequipment.co.uk).



● The Tekbo-built DAF CF65 with 'New Super Strength' panels.

## Removals truck with new 'super strength panel'

Richard Healey Removals Ltd of Beith, a family run business since 1965, has been relishing growth and new challenges due to its unrivalled customer care and quality of service.

**W**ith the company booming, a demand for a new, fuel efficient vehicle became necessary.

In 2011, Richard Healey, Director, approached Tekbo with a proposal to build a five pallet furniture body on a new DAF CF65 with the aim to maximize payload and fuel efficiency by minimising aerodynamic resistance through shaping bodywork and lightweight construction. Tekbo was first choice for this new build as Richard Healey Removals has been using them for manufacturing and refurbishing of their van bodies since 2001.

Tekbo was established by Gavin Brownlie and Colin Dyer in 2000. Combining their knowledge and experience of commercial vehicle body building has contributed to the continued growth of the company. The core strength is the ability to design and manufacture in-house products tailored to meet the demands of the customers whilst providing quality products with minimum maintenance.

This project included the use of pioneering technology and design to create a body that met the needs of Richard Healey Removals. The typical manufacturing process of a furniture box body involves attaching internal upright spines to a GRP flat sheet or GRP plywood panel. This process has a payload weight disadvantage and inherent problems with cracking and spines loosening over the vehicle's life being all too common, so a new approach to developing a combi-panel design was required.

The design resulted in the development of a completely new process including a 'New Super Strength' lightweight panel with shaped stiffeners coated on both sides with glass fibre reinforced polyester resin. The finished vehicle was built and has achieved a payload of 10,800kg which is a 15-20% improvement on previous designs.

The vehicle has some unique features and benefits:

- Curved roof line at rear of bodywork designed to angle air flow;
- Rear of bodywork tapered to reduce drag;
- Radius cant rails;
- Side container doors with internal seals to improve visual appearance;
- Rear lockers with tunnel for access to both sides of the vehicle;
- LED slope mounted internal lights;
- Multi-attachment ramp for positioning at any point on side entry;
- Integrated rear tow bar;
- Reverse docking LED lights;
- ABS buffer protection.

The vehicle has already started winning awards: 3rd Place Best Kept Rigid and 3rd Place Best Working Rigid Truck at Truckfest Scotland and 2nd Place Best Kept New Truck at Truckfest Ireland in August. Barry Howitt is the proud driver of the new vehicle. "I am very pleased with the new truck and the new superspace cab provides excellent driver comfort. The new type of body gives excellent fuel efficiency and it makes for very easy loading," he said.

Richard Healey Removals is very pleased with the new truck and design and has placed an order for yet another new truck.

## MOVERS NOMINATED IN THE 2012 EUROPEAN EMMA AWARDS

**M**oving companies have been well represented in the nominations for this years European EMMA (Expatriate Management Mobility Award) awards. The EMMA's are billed as the most prestigious awards in the international relocation industry and widely considered to be the Oscars of the global mobility industry. This year's nominations from moving companies are:

### Most effective use of technology

360 Relocations

### Thought Leadership –

### Best Survey or Research Study of the Year

Interdean

### International Moving Company of the Year

Atlas International

Bournes

Elite Moving Systems

Oceanair

Pickfords

Robinsons Relocation

Sterling

Unigroup

### Relocation Management

### Company of the Year

Sterling

Interdean

### Global Mobility Professional of the Year

### (Service Provider)

Barrie Gilmour (Interdean)

### Global Mobility Rising Star of the Year

Andrew Elliman (360 Relocation)

Andy Elson (Interdean)

Rebecca Gonzaga (Sterling)

Tony Stone (Interdean)

Interdean won the Relocation Management Company of the Year award in 2011. Robinsons International won the award for the International Moving Company of the year in both 2010 and 2011. Anthony Robinson said that he was hopeful of making it three in a row.

The results of the 2012 EMMA's will be announced at a gala dinner to be held at the Plaza Riverbank, in London on 19 October.



● Anthony Robinson at last year's EMMA awards.



## Bournes supports STUBS London to Paris bike Ride

Once again Bournes Removals supported STUBS in its annual London to Paris bike ride to raise funds to provide support for UK armed services personnel and their families.

Over three days, starting 23 August, a team cycled from St Paul's Cathedral in London to the Eiffel Tower in Paris. The route took them from London down to Newhaven, stopping on the way at DMRC Headley Court, the main tri-service rehabilitation centre, giving riders the opportunity to meet some of the severely injured servicemen and women who they were raising funds for. After a quick ferry ride from Newhaven it was on from Dieppe via the Avenue Verte, a converted former railway line, through delightful Norman scenery towards the second night stop at Gournay en Bray. From there the team completed the final 100k riding on to the Arc De Triomphe before finishing at the Eiffel Tower.

The ten riders have raised just under £10,000 for STUBS to date and are expecting the final figure to top £12,000 - a fantastic achievement.

Bournes provides support and assistance to the team in transporting the riders' bikes on completion of the challenge, which leaves them free to enjoy a much deserved rest and easy trip home!

STUBS is a registered charity that provides practical support for UK armed services personnel injured on duty, war widows and their dependants, service veterans and other armed services personnel. A key aspect of their work is providing soldiers from DMRC Headley Court, the military rehabilitation centre made famous by the Help the Heroes campaign, with the opportunity to attend sporting events. With future funding, they aim to extend this opportunity to all veterans to show them how much their efforts are respected.

● **For more information on the annual event and STUBS visit:** [www.londonparisbikeride.org.uk/about\\_STUBS.shtml](http://www.londonparisbikeride.org.uk/about_STUBS.shtml).



● Peter, Mark, Alan, Gervinho, Clive, Terry and Keith – Arsenal fans one and all.

## Moving Gervinho – almost

It was with some excitement that the crew from Rogers Removals arrived outside the home of Arsenal and Ivory Coast footballing star, Gervinho to move him from his home in Cockfosters to another local address.

All had been hand picked as they were Arsenal fans and all, no doubt, were hoping to pick up a few 'keepie uppy' tips at the very least.

All went well at first. The team packed and loaded around 1,100ft<sup>3</sup> into one 7.5 tonne truck leaving Gervinho and his family all the essential overnight things to be loaded into a second similar vehicle the following day. "We thought the move was going to plan and we waited (as usual) for the keys to come through for the new property," explained Dennis Rogers. "However, at 3pm we learned that the deal had fallen through and we were asked to return everything to where we had found it in the original property. By

7pm we had unloaded and unpacked all of the essentials and left Gervinho and his family comfortable if a little fed up."

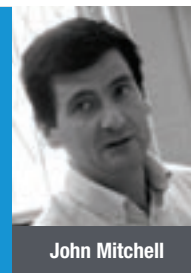
With a remarkably philosophical attitude Gervinho told the crew that he didn't intend to attempt to move again as he was happy where he was. "However, we have since learned that we may soon be instructed again to have another go at successfully moving him," said Dennis.

Gervinho was kind enough to take a picture with the team although, at the time he hadn't yet learned that the deal had fallen through so he was still smiling. "Despite his unpleasant day he did rate our overall level of service as 'Excellent' on our feedback form," said Dennis. What a nice guy!

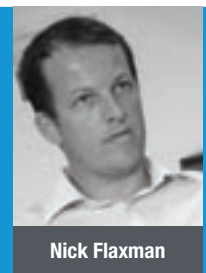


● Bournes Team at the Eiffel Tower.

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## INTERVIEW: DARREN HOUSE



# Darren House: A very handy handyman

**"I spent my time building bridges, building runways, driving and blowing things up, it was just like the moving business really."**

Darren House

in October last year, he left the industry. That meant, of course, he also had to leave behind his BAR work that he enjoyed so much. "I loved being involved with the people and the management," he said. "When I had to leave it was a bit like being expelled from school."

But Darren didn't wait too long before renewing his contacts. He had a few months off as breathing space, before starting his new company In House Services – a rather neat play on words. When working in operations Darren had always found it hard to find reliable, practical people who could turn their hands to almost any household job as an added value service to his customers. Using his TA experience, his moving experience, his driving qualifications, and his experience in DIY, he decided to fill the gap.

"I can do most things around the house," he said. "Assembling wardrobes, hanging pictures, putting up shelves, removing windows and making good and repairing damage should an accident occur. If I can't do something I have a network of people who can – electricians, plumbers, gas engineers, even builders." Darren is also happy to take on removal work, either portering, driving a company's vehicle or performing discreet moves in his own unmarked van.

Although Darren spent much of his working life working in offices performing a management role, he admits that his heart has always been closer to the road. "I used to get frustrated with the on-road staff sometimes, probably because I was a bit jealous of them," he said. Now he is firmly in his comfort zone. "I'm just a problem solver. I'm comfortable within myself and know that I'm doing the right thing."

● **If you would like to include handyman services for your customers, but don't have the skills to do it, contact [Darren@inhouse-services.org](mailto:Darren@inhouse-services.org).**

**H**ow many times, as a mover, have you needed someone to help out with a non-moving service? Maybe a gas cooker needs plumbing in, a picture hung, or a shelf put up and you just don't have the time to help them. That's what Darren House does. Call him a handyman if you like – but it's a bit more than that.

Darren joined the moving industry in 1994 with Cadogan Tate and during his career he worked with Bishops Move, Farrer and Fenwick, Stephen Morris Shipping and, most recently, with Wentworth. Darren is

a practical chap. Throughout his time working with movers he doubled up with a military career as an engineer in the TA Regiment. Darren would take every opportunity to go on secondment with the TA when time allowed, particularly during the quieter winter months.

"I spent my time building bridges, building runways, driving and blowing things up," said Darren. "It was just like the moving business really." And in many ways it was. Although a surveyor will have been to see a move, when the crew arrives they are faced with a task that needs

doing. It's their job to get it done on time and solve any problems they may face along the way.

Many who know Darren will do so from his involvement with BAR. He was encouraged to take an active part in the trade association right from the start. He started to attend Area meetings and became the secretary of the New Met Area. He was also very heavily involved in the Young Movers and BARTS (BAR Training Services). But although his time in the moving industry had been generally happy, his last appointment had been less so and,





What flowers are to hummingbirds, self-storage is to a remover

### Hang on, how does that work?

In nature, hummingbirds are constantly on the move collecting nectar from a variety of flowers. In the process, they move pollen from one flower to the next. Pollination is required for the flower to make seeds, allowing the flower to grow and prosper.

In business, removers are constantly on the move collecting household and business items from a variety of customers. They move these items from one household or business to the next. When storage is required self-storage makes perfect sense, as it will allow the remover to grow their business and prosper.

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## Interdean Rugby 7s Tournament 2012

Interdean held its fifth annual Rugby 7s Tournament on Saturday 18 August, 2012. The event, which was held at the London Wasps Training Ground in Twyford Avenue, raised money for a cause which is dear to the hearts of many, Marie Curie Cancer Care.

**T**here was some great sportsmanship shown by the teams on the day; with a fiercely competitive show on the field. UK rugby clubs clashed with teams from the relocation and moving industry in a bid to win the top prize from Interdean's notorious tournament.

In the end though, the clear and deserved winners of the Cup were Fox International 7s, who travelled all the way from Wales to take part. London Wasps came in second to take the Plate, followed by the Old Actonians who were awarded the Bowl. SODAM (a team from the London postal service) beat Interdean for 4th place (The Corporate Cup) in a closely contested battle.

### A fantastic cause

Marie Curie Cancer Care has been providing support to terminally ill cancer patients and their families for 64 years. The charity dedicates itself to:

- Providing specialist homes for the care of cancer patients;
- Providing nursing for patients at home;
- Educating the public on the symptoms and treatment of cancer;
- Providing urgent welfare needs.

Interdean has been a proud sponsor of Marie Curie Cancer Care for many years and is delighted that the Rugby 7s events have raised in excess of \$120,000 (almost £75,000) for this great cause.



● Centre: tournament winners Fox International 7s from Wales; above: Interdean players show the strain.



## Small business fined £10k by HMRC following name change

The Forum of Private Business (FPB) is warning entrepreneurs to fully update HM Revenue & Customs about any changes to their businesses, no matter how small, following a report that one firm is facing a £10k fine for not informing inspectors it had changed its name.

**T**he firm, which did not want to be identified but which has an exemplary record of VAT payments and submitting tax returns on time, was originally hit with a fine of over £30k under VAT notification liabilities contained in the Finance Act 1985 and later the VAT Act 1994.

The fine was imposed after the business changed from a partnership to a limited company without informing HMRC, despite it retaining the same VAT number and regardless of the fact the revenue did not lose out on tax payments. The fine has been reduced to just over £10k after intervention from accountants and the Forum's Tax Adviser Andrew Needham, of VAT Specialists Ltd, but work is ongoing to further reduce the penalty.

"I am concerned that this is a change in HMRC's long-standing policy of waiving its technical ability to impose this penalty fine in such circumstances," said Mr Needham. "If this is carried through and sets a precedent it could result in huge fines being imposed on small businesses which, in reality, have done very little wrong."

The Forum has criticised HMRC's disproportionate treatment of small businesses while large companies routinely get away with widespread tax avoidance, and also its all-round poor levels of service.



## Government sets employment tribunal fees for employees

Employees will soon have to pay £1,200 to bring an unfair dismissal claim to an employment tribunal. The new fee arrangement will be introduced next summer and follows widespread consultation with business leaders and trade unions.

Currently, employees don't need to pay to make a claim. This has led to complaints from some businesses that it is too easy for disgruntled staff to waste time with frivolous claims. Starting next summer, employees will need to pay a fee upfront to raise a claim and then another when the case is referred to a tribunal.

The measure is designed to reduce the cost that the tribunal system places on the taxpayer. During the financial year 2010-11, there were 218,000 claims and 2,048 appeals at employment tribunals. This cost the taxpayer £84.2m. It's hoped the new fee system will encourage employers and claimants to mediate or settle a claim through negotiation without having to proceed to a full hearing.

Justice Minister Jonathan Djanogly said: "It's not fair on the taxpayer to foot the entire £84 million bill for people to escalate workplace disputes to a tribunal. We want people, where they can, to pay a fair contribution for the system they are using, which will encourage them to look for alternatives. It is in everyone's interest to avoid drawn-out disputes which emotionally damage workers

and financially damage businesses."

The government has made the fees slightly lower than they had originally planned to "strike a fair balance" between people with genuine claims and employers defending themselves against frivolous claims.

Claims will be divided into two categories and will be charged accordingly. A 'level 1' claim includes matters such as holiday pay and redundancy. A 'level 2' claim covers issues such as discrimination and unfair dismissal. A level 1 claim will cost an issue fee of £160. If the case is taken to a full hearing a further £230 will be payable making a total cost of £390. Level 2 claims will cost an initial £250 plus a hearing fee of £950 making a total of £1,200. The fee for mediation by a judge will be £600. People on low incomes can apply for exemption from the fees.

If the claimant wins his case it is expected that he would receive the fee back as part of the settlement.

● Please contact Robert Bedford at Machins Solicitors for more information about the issues raised in this article or any aspect of employment law. Call 01582 514000 or e-mail: [enquiries@machins.co.uk](mailto:enquiries@machins.co.uk).

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## Toyota clears confusion over Thorough Examination

Toyota Material Handling UK is launching a new campaign focused on helping customers understand Thorough Examination.

A Thorough Examination is a legal requirement for fork lift trucks and lifting equipment but many customers are unsure what a Thorough Examination entails and who is responsible for making sure equipment meets legislation.

Thorough Examination is a clear, definitive procedure which ensures consistent, high national standards for safe, genuine and regular examinations of fork lift trucks in line with PUWER and LOLER regulations. The national accreditation scheme for Thorough Examination is the CFTS (Consolidated Fork Truck Services) that is responsible for administering national accreditation to companies carrying out Thorough Examinations.

Phill Bird, After Sales Director at Toyota Material Handling UK commented: "Like an MOT for a car



a Thorough Examination is a legal requirement for lifting equipment, unfortunately confusion arises when customers believe a Thorough Examination is part of a standard service and are not clear on the benefits of a Thorough Examination carried out by a CFTS accredited company".

● For more information on Thorough Examination visit [www.toyotathoroughexamination.co.uk](http://www.toyotathoroughexamination.co.uk).

## 'Rogue traders' target fork lift truck buyers online

Industry leaders from the Fork Lift Truck Association (FLTA) have voiced their concerns over online fork lift truck sales following the discovery of a fork lift truck being sold via an auction site, despite the fact that it was in such poor condition that it had been previously condemned by an experienced fork lift truck dealer.

Just three months after advising the truck's owner that the machine was beyond economical repair, the dealer was alarmed to receive a call from the counterbalance truck's new owner.

Having bought the truck online – without warranty or documentation – the customer turned to his local dealer, a member of FLTA, after spotting their

service sticker on the truck.

"The customer was distressed as his 'new' truck had stopped working," said Andy Pilkington, Managing Director of Allways Forktruck Services. "You can imagine his reaction when he discovered that the truck that he purchased in 'as new condition' had been written off just weeks earlier."

Martyn Fletcher, Chairman of FLTA, said: "Stories like these are by no means commonplace, but we are aware of a small number of rogue traders operating online who consistently sell trucks of poor quality. The decision to purchase a fork lift truck should not be taken lightly."

He concluded: "While online purchasing allows you to access trucks nationwide, it makes sense to hire or purchase from a dealer that is local to you so that you can be confident that your truck will be quickly serviced if and when problems occur."

## NEWS: UK



● Above: the cyclists; left: the winning team, left to right: Peter Doman, Ian Nicholson, Jamie Briggs and Louis Spies; below: John Luxford, left, and Paul Jones.

## Basil Fry swing and ride day

Basil Fry & Company and RSA co-hosted a charity golf and mountain biking day on 24 July in aid of Basil Fry & Co's nominated charity, LEAF (Leukaemia Educating and Fundraising).

**T**he prestigious Downs Course at Goodwood Golf Club was played by 24 golfers, with six cyclists being led across the top of the hills by keen mountain biker, Philip Wildman, Managing Director of Basil Fry & Co.

For once the weather was perfect for golf with a gentle breeze and a cloudless sky although it was perhaps even a bit too warm for the cyclists!

The day started and finished with fine fayre at the beautiful Kennels club house before the cyclists took off up the hill towards Goodwood Racecourse and the golfers followed in the same direction along the bottom of the valley and at a more leisurely pace.

Along the way the golfers were treated to a Beat the Pro Competition from Paul Jones, resident pro at Canford Magna Golf Club, Dorset with only three players succeeding in taking his money!

There were Mulligans and free drops on sale as well as a nearest the pin and longest drive competition, a team prize and a raffle to finish the day with various Olympic and golf goodies on offer.

The cyclists, including Ian Palmer of White & Co., enjoyed a day of

strenuous climbs, swooping descents and excellent views across the South Downs.

Paul Jones helped give out the prizes at the end of the day and also took the opportunity to talk about Basil Fry's chosen charity which is very close to his heart as it was founded by his wife, Natasha Jones, when she was diagnosed with leukaemia two weeks after giving birth to their second son, Alfie, seven years ago.

Natasha, who was given the all clear two years ago, founded the charity from her hospital bed and while in isolation and the charity has gone from strength to strength over the last six years raising a total of £150,000.

Peter Doman, Account Executive at Basil Fry & Co thanked everyone for their company and generosity following the day's activities and over a well earned pint and Goodwood lamb burger. Thanks were extended to Goodwood Golf Club, to Royal & Sun Alliance for their continued support of Basil Fry & Company and to Paul Jones for his efforts and the odd stroke saving tip. The total raised on the day was £725.00, a fantastic amount given the numbers attending.

Natasha Jones said, "I would like to thank everyone at Basil Fry for nominating LEAF as their chosen charity this year. They have been a key supporter over the last few years attending various events and Peter (Doman) has also completed the last three Great South Runs for us which has raised in excess of £1,500. We would especially like to thank Basil Fry and RSA on this occasion for organising such a great event



for LEAF and we hope everyone enjoyed the day."

Further details on LEAF can be found at [www.leafcharity.com](http://www.leafcharity.com).

## Basil Fry iPad competition

Those of you who have been following the Basil Fry picture competition on page 5 of *The Mover* in the last four months will know that this issue has the last pictures in the series and so it's your chance to win an iPad if you react quickly enough.

All you have to do is to send Greg Wildman a note of the locations of all the seven pictures and, if you are the first e-mail he gets with the correct answer, the iPad is yours. His email address is: [gregw@basilry.co.uk](mailto:gregw@basilry.co.uk).

Don't delay. Look at page 5 now for the last pictures and send off your entry. Remember, it's the first correct entry received that will win.





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## NEWS: INTERNATIONAL

# SPOTLIGHT ON EUROPE

New regulations come out throughout Europe all the time. Sometimes it's hard keeping up with all the changes. Here is a selection of some of the more important ones to keep you up to date. Information courtesy of FEDEMAC.



## GERMANY

## Truck tolls on some four-lane federal trunk roads from August 2012

On 1 August, 2012, a truck toll was introduced on 1,135 kilometres of four-lane federal trunk roads. Trunk roads are similar to motorways and connected to the German autobahn network. The toll applies to trucks with a gross weight of 12 tonnes or more. A preliminary list, showing federal roads that will be subject to the new toll is available at: [www.bag.bund.de](http://www.bag.bund.de)

● Source: Toll Collect, Germany



## FRANCE

## Alcohol breathalyser tests (new fines)

New legislation introduced in July requiring drivers of all motor vehicles to carry a single use breathalyser will be enforced vigorously by French police from 1 November, 2012. In July *The Mover* reported that fines for non-compliance would be euro 11, however some sources suggest fines of up to euro 375 may be applied.



## BULGARIA

## New regulation on daytime running lights

It is now compulsory for all vehicles to use daytime running lights or dipped headlights during the day throughout the year in Bulgaria. The new regulation came into force on 7 August, 2012.



## SPAIN

## Spanish VAT rate rises from 18% to 21%

On 13 July, 2012, the Spanish Consejo de Ministros (Council of Ministers) approved a Spanish VAT increase from 18% to 21%. The new rate came into effect on 1 September. The reduced VAT rate will rise from 8% to 10%, but the super reduced rate will remain unchanged at 4%. Many goods on the reduced VAT rates, including first-time home purchases, are to be re-categorised at the new 21% standard rate. Spain's worsening economic position and the recent euro 100 billion bank bailout have forced the increase. Other economic moves include cuts to unemployment benefits and changes to company tax laws.



## UNITED KINGDOM

## CLAMPDOWN ON DRUG DRIVING

A new drug-driving offence is to become law in 2014, making detection easier for police and penalties tougher for offenders. Drivers can be prosecuted for driving while impaired by drugs at present, but there are few convictions when compared with drink-driving. With no authorised equipment for roadside drug testing in the UK, police conduct what is called a field impairment test, examining such things as pupil dilation, balance and co-ordination. Under the new system, police will be able to screen suspects at the roadside using a so-called drugalyser and then test their blood or urine for drugs. If samples exceed the specified limit for each drug, the penalty will be up to six months in prison and/or a fine of up to £5,000 plus an automatic driving ban of at least a year.



## Parking at night without lights

Some police forces in northern England are issuing Graduated Fixed Penalties Notices (GFPN) to vehicles parked unlit overnight in certain lay-bys. The police are sticking the GFPN to the vehicle for the driver to find when he awakes. British law on parking in the hours of darkness states that: "Parking in lay-bys, separated from the main carriageway only by a broken white line, without sidelights and other obligatory lights, is an offence and the driver can be prosecuted if caught." This does not apply where the lay-by is segregated from the highway by means of grass verge, etc.

● Source: FTA UK



## ITALY

## Rome low emission update

Rome tightened its restrictions on lorries entering the city from 1 July. Euro 2 and 3 lorries cannot have access from 7:00 to 10:00 and 16:00 to 20:00.







● Easycrate has developed bespoke solutions for both Hong Kong businesses and residents.

## Easycrate expands to Hong Kong with new MD

UK crate hire company Easycrate Limited has announced the appointment of Mark Hendley as Managing Director for its company in Hong Kong.

**R**obert Bradley, CEO of Easycrate said: "Mark is instrumental to the launch of Easycrate in Hong Kong. Being a long time resident, Mark has been extremely helpful in allowing us to assess the compatibility of the solutions that Easycrate offer in the UK with the unique requirements of businesses here. This insight has enabled us to develop bespoke solutions for Hong Kong businesses and residents alike. We are more than confident that Hong Kong will embrace them and consider them invaluable."

Easycrate offers moving companies an alternative to cardboard boxes for transporting goods. By not having to throw away the boxes once their purpose is complete, it provides a cost effective and environmentally



● Mark Hendley.

friendly way of relocating any kind of items and can be hired over and over again.

"I strongly believe that plastic box hire enables businesses in Hong Kong a greatly needed alternative to cardboard boxes," said Mark. "I am happy to be part of Easycrate and look forward to the future."

## Cardboard box vs plastic crate: thoughts from Easycrate

**M**aking paper and cardboard is the third largest user of industrial energy on the planet. What's more, a great percentage of cardboard does not reach the recycling depot and ends up in landfill. Paper and cardboard make up around 32% of the household rubbish we throw away each year in the UK. Reusable plastic crates offer a green alternative as they can be recycled and have a longer lifecycle, reducing deforestation and landfill.

In terms of practicality in the storage and removals industry, the benefits of using a plastic crate greatly outweighs the benefits of using a cardboard box. You needn't worry about the contents

being too heavy for a cardboard box and risk it ripping, no need to be concerned if the box gets wet and the items inside along the way and you don't need to worry about where to put the box once you are finished with it because a plastic crate is returnable.



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## INSIGHT: CSCS CARDS

# Why your removals staff should have a CSCS card

Would you ever have thought it would be necessary for removal people to hold a CSCS (Construction Skills Certification Scheme) card to carry out a removal? Probably not, but without one your staff can be turned away from a building. Paul Dyde from Removal Recruitment explains why.

If your staff are delivering to any building that is still the responsibility of a construction company, they will need a CSCS card. Even if the building is complete and there are no construction workers on site, if the buildings have not been signed over to the occupiers the regulations still apply.

Health and Safety on a building site is something never to be underestimated, there are many possible dangers lurking to catch out the unsuspecting visitor. Even if you are only doing a 'quick' small delivery or collection your staff will still need a CSCS card.

Statistics for 2010/11 in the UK construction industry show that it is

still the highest contributor to fatal injuries in the workplace. For the vast majority of reportable accidents the Health and Safety at Work Act, 1974 is the main legislation applicable. The number of deaths have reduced over the last few years largely owing to the clamp down and tighter regulation resulting in the CSCS testing.

All removal professionals working in new, renovated or buildings where there are construction workers around should be aware of the H&S requirements. The CSCS test makes

site without CSCS cards? Maybe you will need to check with the construction company direct.

You don't want to miss out on a job because you can't get access to the building. Adding the phrase "Assuming access to the building or site is possible" to a quotation, may lose you the work. Having CSCS cards removes the doubt.

The need to carry a CSCS card is becoming greater because it seems to be becoming more common for renovated or new buildings not to be signed over to the new occupier until their items have been moved in. This is done so any snagging issues with the construction contractor can be resolved quickly. Anything the client isn't happy with – including touching up on decoration – will be invoiced by the construction company to the mover.

In practice, the construction company will often charge the removal company more than they would have charged the client so it would be advisable to take the possibility of being charged for snagging into consideration when quoting a move into a renovated or new building.

**Adding the phrase "Assuming access to the building or site is possible" to a quotation, may lose you the work. Having CSCS cards removes the doubt.**

Removal Recruitment has staff available who have completed SSSTS and hold CSCS cards and can, therefore, ensure that you will gain access to renovated or new buildings even if they have not been signed over by the builder.

● To get a CSCS card go to [www.cscs.uk.com](http://www.cscs.uk.com).



● If your name's not down, you're not coming in - if you don't have a CSCS card and the site hasn't been signed over to the owner, you won't be allowed access.

**Statistics for 2010/11 in the UK construction industry show that it is still the highest contributor to fatal injuries in the workplace.**

workers become more aware of the potential dangers and have a greater understanding of what is expected of the employer and the company responsible for the site. If just one life is saved, it is well worth the hassle of studying and taking the test.

If you have a number of staff working in a building or on a building site controlled by a construction company, you will also need to have a trained supervisor, who must have completed the Site Supervisor Safety Training Scheme (SSSTS) prior to carrying out any kind of work.

Consider double-checking with your client when planning a move into a new or refurbished building. If they are moving to an office park or housing estate that is still under construction, check who is responsible for the building. Will you be allowed on



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## COVER STORY: MOVING THE TERRACOTTA ARMY



# Rogue terracotta warriors invade Hong Kong

By Rob Chipman, Chief Executive Officer, Asian Tigers Mobility, Hong Kong.

If you have ever visited China, the chances are you made a pilgrimage to see the Great Wall. It is a true wonder of the ancient world.

However, if you are a real adventurer with the zest to get off the beaten track, then you may have visited Xian for a firsthand view of the Terracotta Army - a vast collection of sculptures depicting the armies of Qin Shi Huang, the first Emperor of China (259-210 BC).

First uncovered by chance in 1974 by a group of local farmers, these magnificent pieces date back some 2,000 years, around the time of the construction of the Great Wall. Since their discovery, non-stop archeological digs have unearthed more than 8,000 figures in total, plus 130 chariots, 520 horses and 150 cavalry horses. The digging goes on, and more warriors are being found every year.

You can imagine how highly valued these national treasures are, so when the Chinese government decided to send a set of the precious warriors to Hong Kong in commemoration of the 15th Anniversary of the establishment of the Special Administrative Region (a.k.a. Hong Kong) they had to identify a true logistics expert.

It was not a small responsibility to handle such extraordinarily fragile and irreplaceable pieces of Chinese history - so when we were given the nod to handle the Hong Kong side of things, we were deeply honoured. And a bit nervous!

For months the delicate and complicated mission was planned out in Beijing. The warriors were exquisitely wrapped, packed and crated for their special air cargo flight from China. Arriving in the middle of the night so as to avoid traffic and afford the highest possible degree of security, all had proceeded as planned to that point.

Meanwhile, in Hong Kong, our anxious Asian Tigers Mobility crew was on hand to receive the precious cargo. Once loaded in our newest air-conditioned, air-ride van, they were then transported, under police escort, to the Museum of History where they arrived in flawless condition.

The warriors are part of a more extensive exhibit open to the general public until November 26, 2012. We will then be once again called to give these 2,000 year old artifacts the kind of first-class treatment that our customers have come to expect!



● Top and main picture: on display at the Museum of History in Hong Kong; above and inset in main picture: transported in air conditioned, air ride vans with a police escort ensured that the 2,000 year old warriors arrived in flawless condition.



## EC consultation on road charging - have your say

The European Commission is undertaking a public consultation in connection with the Charging of the use of road infrastructure.

**T**he consultation period is from 8 August, 2012 to 4 November, 2012. Anyone interested can have their say by completing either a long or short survey at <http://ec.europa.eu> (visit [www.themover.co.uk](http://www.themover.co.uk) for the full URL).

This public consultation is to explore the scope for possible new European Commission initiatives on road charging. Back in 2008 the Commission adopted the Communication on a strategy for what it called the 'internalisation of external costs' which is designed to ensure that both the user and the polluter pays the marginal cost for the use of infrastructure and for noise, pollution and congestion.

Contributions can also be made by e-mail to: [move-road-charging@ec.europa.eu](mailto:move-road-charging@ec.europa.eu) or by post to: European Commission DG MOVE, Unit D.3 – Land Transport, DM28 – 4/71 B-1049 Brussels.

● Information courtesy of FEDEMAC.

## Star wins EU contract

**T**he Delegation of European Union (EU) contract for all EU local staffing was awarded to Washington, DC-based moving company Star International Movers after a competitive bid selection process on 14 August. The award includes two contracts: one for storage, and one for local moving. Star will store approximately 70,000 to 90,000 pounds of EU furniture inventory in its secure warehouses in Sterling, VA.

"We were pleased to be selected by the European Union to handle their storage and moving needs. Our commitment to using the industry's latest technological tools for efficient and accurate inventory control and warehousing enables us to offer the EU the service they needed to efficiently assist their staff," said Jimmy Re, President of Star.



● Lucy Fisher, right, and friend with Eddie Kaluwa of Combine Cargo in Malawi.

## EUROMOVERS helps the sick of Malawi

Following a recent presentation at the BAR Yorkshire Area meeting, Specialised Movers offered to provide and finance the sea freight of hospital supplies, equipment and personal effects for Lucy Fisher.

**G**raham Puddephatt of Reason Global insurance is the Yorkshire Area Chairman and with obvious early discussions to assist Lucy, had contacted Rolf Ossmann of Worldwide Movers in Malawi, who had offered to deal with the customs clearance and onward delivery to the Hospital in Malawi.

Lucy has just finished her nursing degree, and is required to have a placement in a hospital, as she had already trained extensively within a UK hospital; she felt going to an overseas hospital would be both rewarding and great experience.

She has chosen Zomba in Malawi as a destination for her elective placement, to consolidate skills, gain experience and volunteer in a hospital within a developing country, gaining an understanding of the challenges faced by staff working with minimal resources (i.e. staff, equipment) in order to cater to the demands of the local district.

From understanding how the facility runs and the training provided to nurses there, she would like to build on the experience of previous students who have volunteered there, to focus on developing a relationship between the department of health

sciences in Zomba and the department of health sciences in York to augment a sustainable learning environment for nurses out there.

Nigel and Carole Shaw were touched by this story, and knowing of the pitfalls of exports to Africa, offered to finance and forward the Shipment to Blantyre (the inland port in Malawi). "Lucy delivered the goods to our depot in Sheffield where we packed the goods in to two telescopic lift vans, then with the consignment ready to go we called on a good friend and EUROMOVERS partner Roger Aitkin of Stephen Morris Shipping, for advice on preferred freight forwarders, he advised us to contact a company in Manchester called Cardinal Maritime, who gave us a dedicated point of contact named Gerard Lyons, who understood the total system of shipments to Africa and assisted all the way. The consignment was delivered to Manchester on 10 August and will be on its way to Malawi on 16 August with a 45 day transit time."

All in all, "a credit to the EUROMOVERS network and Cardinal Maritime for assisting the sick and needy of Malawi".

## Santa Fe Fun Run

If you are attending the IAM conference in Washington DC this October, you really should be doing the Santa Fe Group Charity Run in aid of the Johns Hopkins Fund for Breast Cancer Research.

**T**his will be the ninth fun run organised by Santa Fe in aid of the charity.

Every year, the company organises the event during the IAM convention and has raised huge sums both from the entry fee itself and from the prize draw held at the Red Horse cocktail party that same evening.

Entry to the race (which can be a jog, walk or amble as you see fit) will cost you \$50 unless, of course, you would like to pay more in support of the charity, which many people do. This year the company hopes to raise a record \$50,000 with the event. To register just e-mail Bryce Burns on [JHSCarityRun@santafe.com](mailto:JHSCarityRun@santafe.com).



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## INSIGHT: THE CHANNEL ISLANDS

# Moving on a small island

The Channel Islands have become a second home to F1 racing drivers, pop stars, reclusive business men and of course the finance industry, where accountants perform financial alchemy for the rich and famous including comedians and members of successful boy bands.



● Left and above: Channel Island roads tend to be on the narrow side, and access to properties can be difficult.

**T**he Islands are a British Crown Dependency and are not part of the UK or the EU, although Britain is responsible for their defence and foreign policy. During the Second World War the Channel Islands were the only part of the British Commonwealth to be occupied by the German army. Under their rule the Islands became a fortress and many relics from those dark days can still be seen in the form of huge concrete structures still looking out to sea towards the English coast.

Today, around 160,000 people live on the Islands and there is a healthy market for removals, both internally and overseas. However, only a few companies have developed the knowledge and expertise to deal with the many challenges that operating on the Islands present.

White & Co has been moving people and goods to and from the Channel Islands since the 1960s and has branches on the main islands of Jersey and Guernsey. An average of 170 containers are shipped to each island every year from the company's base in Portsmouth containing everything from household effects, for private and corporate clients, to new furniture from major retailers on the mainland. A daily groupage service is also available which can be accessed through any of Whites 14 branches in the UK.

"Sometimes we're asked to ship some very unusual items," said Operations Manager Daniel Burton. "Over the last five decades we've been asked to ship all kinds of weird and wonderful items to the Islands including a life-size fibreglass rhino for a well known actor, mannequins kitted out in full ladies lingerie, a life-size copper horse, swimming pools, boats, priceless pieces of artwork, antiques - you

**"Over the last five decades we've been asked to ship all kinds of weird and wonderful items to the Islands ..."**

Daniel Burton

name it we've more than likely shipped it." The company also ships vehicles to both islands using the roll-on roll-off ferry service from Portsmouth.

The housing and roads on the Islands have evolved over many years rather than been carefully planned. This has inevitably led to narrow streets and difficult access to many properties. Most roads outside the Islands' capitals are little more than country lanes with severe access problems. Permission has to be granted by the authorities for moves within St. Peter Port and St. Helier, which usually takes between two and four weeks to obtain. Vehicles over seven-foot-six are not allowed to operate on Jersey without a special permit and there are similar restrictions on neighbouring Guernsey. White & Co operates a fleet of small vans to transport items decanted at the docks from 20ft containers; although on rare occasions it is possible to deliver the whole consignment directly to the address.

A recent change in legislation requires removals companies to complete an online manifest for all shipments (household and new furniture) destined for Jersey; this is not yet required for Guernsey but will probably be introduced soon. Another fairly recent change is the

introduction of a goods and services tax (GST) on new furniture entering Jersey charged at 5%. At present Guernsey does not levy the charge but is expected to follow Jersey's lead before long. Mercifully the islands are not subject to the 20% VAT charged on the mainland. Customs are always looking to charge duty on alcohol being shipped to the Islands. In some cases shipments can be detained awaiting collection of as little as £10 duty, so it's important to advise clients not to include alcohol amongst their household effects.

White & Co also ship to the nearby islands of Sark and Alderney, which has its own challenges as Guernsey Branch Manager Steve Hammer explained. "Alderney is not too much of a problem, we can ship 20ft containers there for delivery via small vans and fly our staff across to meet the containers and unload. But for Sark we have to cross load into 8ft, 350ft<sup>3</sup> containers which are then shipped across to the Island and carted about behind tractors. A tractor being the only powered vehicle allowed on the Island."

Undertaking a move to the Channel Islands is clearly far from straightforward given the vehicle restrictions, difficulties with access and customs regulations. Using White & Co's trade service may provide the answer for removals companies quoting for a Channel Island move. "They can either deliver the consignment to one of our branches, or we'll collect it from the removals company's depot and have it shipped in one of our 20ft containers," said Daniel Burton. "We'll handle all the customs clearance and complete the move on the Islands. We have good trade rates so there is plenty of room to make a decent margin - we'll take care of everything."

## Daily service to the Isle of Wight

White & Co operates a daily service to the Isle of Wight from its Portsmouth Branch, with competitive rates for both full and part loads.

E-mail Daniel Burton: [portsmouth@whiteandcompany.co.uk](mailto:portsmouth@whiteandcompany.co.uk). Tel: 02392 663 221.

## Moves to the Balearics

White & Co also operates a weekly road train service from the UK to Majorca, Menorca and Ibiza and is able to offer destination delivery and shuttle services to trade customers throughout the Balearics.

Enquiries and bookings should be made through White & Co's Bournemouth office. E-mail: [bournemouth@whiteandcompany.co.uk](mailto:bournemouth@whiteandcompany.co.uk). Tel: 01202 577 062.





● American slackliner Faith Dickey walks a slackline between two trucks driving at full speed.

## Volvo truck stunt a big hit on YouTube

In a stunt set up by Volvo to demonstrate the precision control of its new trucks, a young woman has walked a slackline between two trucks driving at full speed.

It's a stunt never before attempted and one that even stunned the Hollywood director of the film now available on YouTube.

The woman on the line is American slackliner Faith Dickey. She is the world record-holder in highlining, a young sport which is all about walking on a line as high and far as possible. "I'm used to heights, long lines and lines that sway in the wind. But those lines are firmly anchored to

cliff-faces. Walking a line attached to two moving points is something quite different," she said.

Peter Pedrero, who normally works with stunts in films such as *James Bond*, *Harry Potter* and *Pirates of the Caribbean*, said he was dumbstruck when he heard about the idea. "And here was I thinking that every imaginable stunt had already been done. The fact is that nobody has ever before walked a line between two moving trucks. It felt like an

enormous challenge, and it's challenges that get me going."

The film's director, Oscar-nominated Henry Alex Rubin, was also encouraged by the difficulty of the filming. "My favourite kind of shoot is when someone tells me something is impossible to film. When I hear no, it makes me want to move mountains," he said.

The force behind the film is Volvo Trucks and the aim is to highlight the driveability and superior handling of the company's latest truck model, the new Volvo FH. The stunt was possible to carry out due to the excellent stability and handling of the new Volvo FH, and thanks to this stability both trucks could maintain a steady gap throughout the stunt.

"It's not enough simply to say that we are good. We wanted to demonstrate just how much progress we've made in the area of driveability and handling," said Ulf Nordqvist, Project Manager for the new Volvo FH series. The world premiere and official launch of the Volvo FH Series was held on September 5, 2012.



● Faith Dickey.

## LESS THAN TWO YEARS TO GO FOR DRIVER CPC

For the majority of UK HGV licence holders there are now less than two years before the deadline to complete 35 hours (5 days) of Periodic Training for their Driver CPC qualification. This is a fact that no driver or their employer can ignore. If you drive professionally and haven't yet completed (or even started) your training – it's time you did.



## FTA offers Certificate of Excellence in Van Operations

The Freight Transport Association (FTA) is offering a new training course for van operators: the Certificate of Excellence for Van Operators.

The course is based on the guidelines contained in the Association's Van Excellence Code, which was written with advice and support from many of the UK's best van fleets and represents an ideal basis for the safe and legal operation of vans and light commercial vehicles.

The course is for individuals managing or supervising freight van fleets and is aimed at raising standards across van operations. FTA's Van Excellence scheme was launched in 2010 to promote high standards of van operation and driving by accrediting operators against an industry code of good practice.

Mark Cartwright, FTA's Head of Vans and LCVs, said: "Any organisation operating vehicles as

part of its business activity must ensure the safety of drivers and the public, as failure to do so can have serious consequences. This course will provide van operators with a wealth of best practice guidance for operating safely, legally and efficiently and is designed to help raise standards across van operations."

The course covers areas such as vehicle maintenance systems, vehicle administration, driver licensing, securing of loads, speed limits/limiters, towing equipment and driver identification, behaviour and competence. All delegates will undertake an assessment at the end of the course and on successful completion will be issued with an FTA Certificate of Excellence, valid for a period of three years.



## Drink drive casualties up

The number of fatal accidents involving drink drivers last year rose by 18%, from 220 in 2010 to 260 in 2011 according to figures published by the Department for Transport (DfT).

In the same period, the number of people killed in drink drive accidents increased by 12%, from 250 to 280. This means that 15% of all fatalities in road accidents involved drink driving.

Other findings include:

- The total number of drink drive accidents increased by 1.5%, from 6,630 to 6,730;
- The total number of casualties involving drink driving rose by 3%, from 9,700 in 2010 to 9,990 in 2011.

The rise in drink drive casualties follows a drop in 2010, when drink drive fatalities were at their lowest in thirty years.

IAM chief executive Simon Best said: "Any rise in drink drive casualties is worrying, with 15% of all road fatalities involving a drink driver there is clearly more to be done to reduce casualties. The problem is many crashes occur the morning after – there needs to be more education on the effects of driving after drinking. A heavy night drinking could leave you over the limit the morning after. The message to all drivers is don't drink and drive."

## INTERVIEW: LARS LYKKE IVERSEN



# Lars reflects on 40 years in business

Santa Fe Group CEO Lars Lykke Iversen is celebrating 40 years in business this year. As his name suggests, Lars is Danish, however he has lived overseas for more than 36 years including living in Hong Kong for over 20 years.

**A**fter Santa Fe purchased Interdean last year Lars and his wife Wendy, moved to the UK to oversee the new Group from the Interdean office in London. Steve Jordan took a trip to London NW10, the hub of the UK international moving industry, to have a chat with him about his career so far and his plans for the future.

Lars began his career with the Santa Fe Group's parent company EAC (East Asiatic Company), in 1972 in Copenhagen. Since then, he has managed to build one of the world's best global relocation companies.

Lars joined EAC in the hope that it would give him the opportunity to travel. After four years training and a year riding horses in the Danish Army as a member of the Queens Guards, he got his wish. "I wanted to go to Africa or Asia," he said. But it was to the company's Vancouver Shipping Department that Lars was posted. There he stayed for six years, meeting Wendy, and subsequently being posted to Pasadena in California to set up a shipping office for the company's Trans Pacific service.

In 1986, Lars and Wendy relocated to Hong Kong where he successfully managed the flotation of EAC in Hong Kong, the acquisition of Santa Fe Transport in 1988 by EAC and the successful merger of Santa Fe and Global Silver Hawk in 2001. In 2010 and 2011, Lars subsequently closed major deals, engaging with

Wridgways in Australia and Interdean in Europe, providing customers with an end to end solution across the globe.

"We didn't want to start from scratch in Australia," said Lars. "It's a mature market with a lot of good players. When we bought Wridgways it doubled the size of the company." Of course, when you move into a new area you have to accept that you will lose the reciprocal business from your previous partners. But Lars feels that it was the right decision. "We certainly gained more than we lost."



The argument was similar in Europe too. Interdean had already sold its Asian offices, so when Santa Fe acquired Interdean there was no overlap in coverage. "We would not have gone into Europe unless this type of opportunity had arisen," said Lars. "It would have taken too long to set up and we would have lost too much business from our existing European partners."

The story is different in the USA though. "We are very clear on our strategy in the USA. We will not make an acquisition in the US and

we will continue to work through our established partners. We understand the business we would lose from our partners," he said. "Interdean Interconex proved that model didn't work some time ago. We won't make that same mistake as we respect the long term reciprocal relationships we have already established in the US."

Santa Fe has, however, recently opened a service centre in Houston run by Fran Vollaro. The Houston office is simply to provide a customer service contact point through which the company's corporate clients,

Business Association of Hong Kong; Board member of Far East Movers Association; and is a member of the APAC Program Task Force. Lars also spent nine years on the Board of OMNI including two years as its president.

While the company has focused primarily on corporate moving and relocation services, Lars feels that the direct consumer side of the business is likely to see an increase if current trends continue. "I think this segment will increase because companies have more people moving around, often for educational

**"We are very clear on our strategy in the USA. We will not make an acquisition in the US and we will continue to work through our established partners."**

**Lars Lykke Iversen**

largely in the oil and gas industry, can be adequately serviced. All physical operations will continue to be provided by Santa Fe's US partners.

As the CEO of the Santa Fe Group, Lars has developed the company into a leading global organisation with 52 offices around the world. Personally he has amassed a long list of accolades including being a long-standing member of the Board of Directors for ERC and has been awarded the Meritorious Service Award; Past Chairman of The Danish

and cultural reasons and many have taken to providing these transferees with a cash allowance to handle the move themselves. We see this as a great opportunity for our Group."

Asked what his ambitions were Lars said that they were to see the company continue to grow and prosper. In this regard he wants Santa Fe Group to continue to be seen as a great place for people to work in the industry, all built on a customer-centric philosophy that has been the hallmark of his esteemed career to date.



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## NEWS: ON THE ROAD



● DKV eReporting means quicker onward billing of toll fees to clients.

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**D**KV customers will soon be able to check their toll transactions much quicker than before: around two to three days after travel on German motorways and federal highways subject to toll, the toll data is available free of charge via DKV eReporting. This means toll fees can be promptly billed onwards to the respective client. The customer gains a liquidity benefit from earlier onwards billing, which significantly increases their scope for financial manoeuvre.

The toll data illustrated in DKV eReporting takes both automatic and manually performed toll transactions from registered users into account. The information is arranged clearly and is easy to manage thanks to helpful filters and selection functions. This means that DKV customers can use them as an additional monitoring and calculation instrument for their own billing.

● For more information on releasing and handling the toll data in DKV eReporting visit: [www.dkv-euroservice.com](http://www.dkv-euroservice.com).



## VOSA moving to new website

VOSA will be moving all its web-based information to a new website: [www.gov.uk](http://www.gov.uk).

**G**OV.UK is a new single website for government, aiming to deliver simpler, clearer, faster services for users, and savings and innovation for government.

In the first instance it is designed to replace the content currently found at Directgov ([www.direct.gov.uk](http://www.direct.gov.uk)) and Businesslink ([www.businesslink.gov.uk](http://www.businesslink.gov.uk)).

GOV.UK has been accessible as a test site since January 2012 and will be fully launched in October. Shortly after the launch both Businesslink and Directgov will be 'switched off'.

The GOV.UK team wants to hear what you think about the new content and tools: e-mail them at [www.gov.uk/feedback](mailto:www.gov.uk/feedback).



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## VOSA impounds trucks in breach of cabotage rules

In July this year a Transport Tribunal ruled in favour of VOSA's impounding of the trucks of an overseas operator found to be in breach of the rules around cabotage and combined transport.



● Enforcing the rules around cabotage is key to maintaining a fair and level playing field for GB operators.

The vehicles, which were impounded separately late in the spring of 2011, belonged to the same operator, whose record indicated a serial and flagrant disregard of the rules around carrying out domestic haulage in the UK.

One vehicle was stopped and found to be in excess of the three journeys in seven days permitted by cabotage rules. The other vehicle was outside of the restrictions for combined transport. Neither driver was able to produce the required paperwork, so VOSA impounded the vehicles. The operator appealed, arguing that VOSA should not have impounded the vehicles and that they should be permitted to produce the paperwork after the event.

However, the Transport Tribunal that heard the appeal ruled that in both cases VOSA was correct in its actions and agreed that these vehicles had been in breach of the rules for cabotage and combined transport respectively.

The Tribunal also ruled that it is the operator's duty to prove compliance and that it is not the role of an enforcement officer to stay with a vehicle while paperwork is sent over from another country. This means that documents must be carried in the vehicle and available for inspection at a roadside check and without these documents, the vehicle is operating outside of the rules.

Overseas drivers are warned that they must carry and produce the

**VOSA says the message is clear: enforcing the rules around cabotage is key to maintaining a fair and level playing field for GB operators.**

paperwork to support a cabotage or combined transport journey, or their vehicles may be impounded.

VOSA says the message is clear: enforcing the rules around cabotage is key to maintaining a fair and level playing field for GB operators. VOSA will issue deposits and prohibitions against drivers and vehicles in breach of these regulations. Offending vehicles will continue to be sent out of the country by the nearest port of exit, or - in the case of serial offenders - the vehicles will be impounded. VOSA will strictly enforce the law with repeat offenders who try to undermine the competitiveness of GB operators on home ground, and will do so confident of the wholehearted support of the law courts.

Since cabotage rules were introduced in May 2010, VOSA has issued over 1,500 prohibition notices and sent these non-compliant vehicles out of the country by the nearest port of exit.

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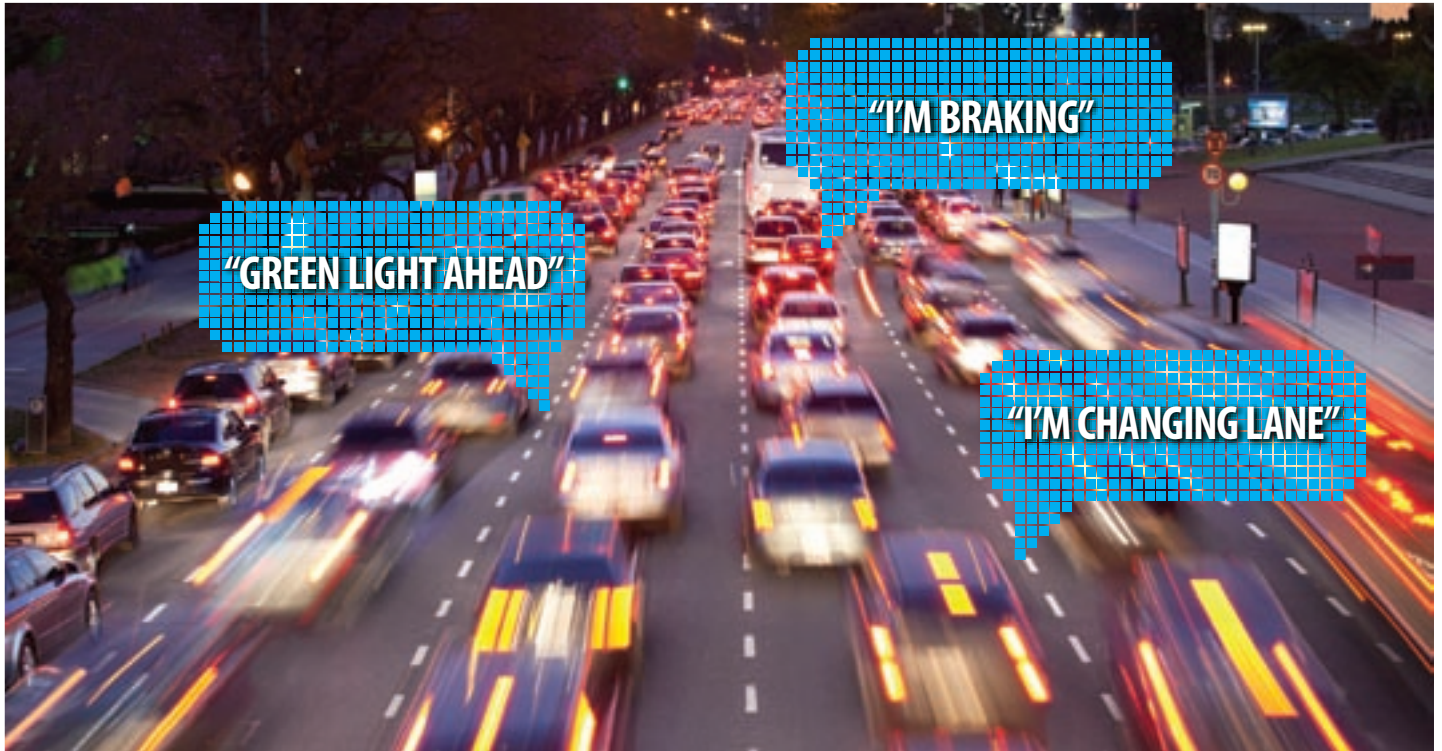
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## TECHNOLOGY: DRIVE C2X



## Creating a common language for vehicles

Co-operative driving is the vision that traffic and transport can become safer, more efficient and more environmentally friendly if cars are allowed to communicate with each other and the roads they move in. Then they can exchange, via mobile telecommunication, warnings and advisories about weather, road and traffic conditions.

**F**or instance, a car approaching a traffic jam can warn all following drivers in real time about the hazard, a construction site can signal its position to all cars in the vicinity, or drivers can see speed limits and other road signs in their dashboard display in addition to the ones by the roadside.

To make this happen, a common language needs to be developed and the European Commission-sponsored research project took a big step towards this goal when it recently presented its results at the Dutch DITCM test site in Helmond. The DRIVE C2X @ DITCM test site event unveiled the DRIVE C2X reference system, the technology that provides this common language. With the DRIVE C2X reference system it is now for the first time possible to create a harmonised testing environment across Europe. Such a harmonised environment is necessary to make test results comparable under the different circumstances that occur throughout Europe – an important step to give decision makers in industry and public authorities much-needed certainty about the benefits of cooperative driving.

DRIVE C2X is a research project that brings together car manufacturers, research institutes, authorities and information technology providers to provide a pan-European reference for the

communication among cars and between cars and the infrastructure ("C2X"). The project, started in 2011 with 31 full partners and 15 support partners co-ordinated by Daimler AG, has an overall budget of 18.8 million euro, with 12.4 million euro requested contributions from the European Commission.

At Helmond, the partners gave visitors from all over Europe and overseas a first demonstration of the technology on public roads. In a 20-minute demonstration tour they experienced how cars send each other information on potential traffic hazards such as an approaching emergency vehicle or obstacles on the road. Also on display was the new interface which shows three levels of alerts, depending on the urgency of the situation. In total, nine functions were shown: the safety functions Weather Warning, In-Vehicle Signage, Road Works Warning, Obstacle Warning (between cars and from the infrastructure), Approaching Emergency Vehicle, Motorcycle Approaching Indication, and the efficiency function Green Light Optimised Speed Advisory which allows drivers to find the right speed to pass the next traffic light during a green phase – resulting in a quicker, smoother, safer, and environmentally friendlier traffic flow. In addition to the demonstration ride visitors were also

**"The DRIVE C2X event at DITCM in Helmond is solid proof of what co-operation between multiple stakeholders can achieve."**

treated to a view of the data collection process at the test management centre of the DITCM test site.

Hermann Meyer, ERTICO CEO, said: "The DRIVE C2X event at DITCM in Helmond is solid proof of what co-operation between multiple stakeholders can achieve. The creation of a C2X reference system validated through interoperability testing creates the means for deployment of co-operative systems in Europe."

The DRIVE C2X reference system, shown at this event, will serve as reference software for the six European test sites to deploy interoperable co-operative mobility infrastructure. In parallel DRIVE C2X is conducting a dissemination and promotion campaign to create public awareness for the benefits of this technology and to contribute to the scientific exchange in this thriving research area.

● For more information visit [www.drive-c2x.eu/project](http://www.drive-c2x.eu/project).



# WORLDWIDE CAREER OPPORTUNITIES

## CANADA

Assistant Operations Manager  
Branch Manager  
Business Developer  
Corporate Developer  
International  
Sales Consultant/Estimator  
Sales Estimator  
International

## UK

Assistant Branch Manager  
Corporate Developer  
International  
Domestic Estimator  
Fine Art  
Shipping Coordinator  
International Corporate Developer  
International Move Coordinator  
International Sales Estimator  
On Site - Systems Software  
Trainer & Support  
Operations Manager  
Removals Warehouse Supervisor  
Telesales Manager

## HOLLAND

International Move Coordinator

## GERMANY

Key Account Manager/Corporate Developer

## ASIA

Assistant Operations Manager  
Country Manager  
Domestic Move Co-ordinator  
International Move Coordinator  
International Sales Estimator  
Operations Manager  
Relocation Manager  
Sales and Marketing Director  
Sales/Business Development Executive  
Sales/Relocation Consultant  
Trainee Branch Manager

## INDIA

Branch Manager  
Corporate Developer

## USA

Domestic Sales Estimator  
Fine Art Driver  
Fine Art Inventory  
Warehouse Manager  
Fine Art Technician/Packer  
International Move Coordinator - Exports  
International Move Coordinator - Imports  
International Removals  
Corporate Developer  
International Sales Estimator (LA)  
Private Migrant Business Developer/Estimator  
Removals Packers/Drivers  
Sales Manager

## AFRICA

International Corporate Developer

## UAE

Business Development Manager  
Corporate Sales Developer  
Export Coordinator  
Fine Art Operation Supervisor  
Fine Art Technician  
International Estimator  
Pricing Analyst  
Removals  
Operations Manager

## AUSTRALIA

Corporate Account Manager  
Customer Service and Quality Advisor  
External Sales Consultant  
General Manager  
International Relocation Coordinator  
International Sales Estimator  
Operations Manager  
Operations Schedule Planner  
Project Account Manager  
Removals Branch Manager  
Sales Manager

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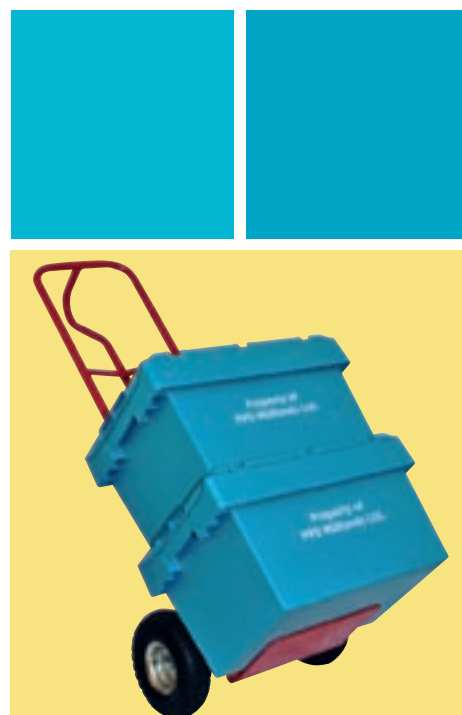
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## SURVEY: THE COST OF MOVING



# THE COST OF MOVING

Brits are forking out almost £30,000 on home moves over a lifetime, with Londoners paying 2.5 times the national average cost as a result of significantly higher fees for conveyancing, surveys, estate agent fees and stamp duty tax, according to research from reallymoving.com, a provider of online quotes from home movers.

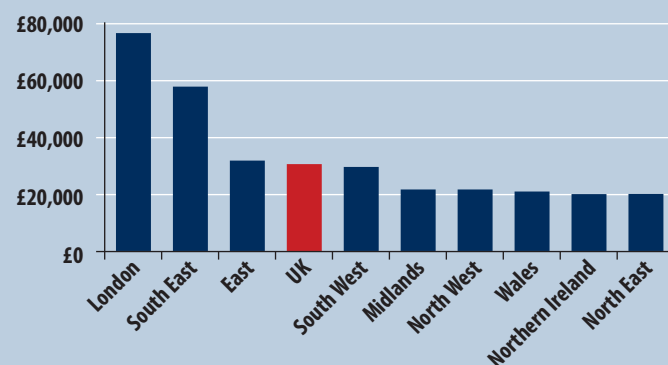
**W**hile the average person in the UK spends £8,264 every time they buy and sell a property, Londoners stump up £20,739 each time they move due to higher stamp duty tax (as a result of higher property values) and greater general costs. Considering people in the UK typically buy four properties during the course of their lives, this equates to a total cost of £75,972 for London residents over a lifetime compared to just £28,952 for people in the wider UK. Londoners can take some comfort from the fact that these costs are in many cases offset by consistently higher annual house price rises.

conveyancing for the sale and purchase, £355 on a Homebuyer's Report survey and £60 on an Energy Performance Certificate (EPC).

**The average Brit spends £28,952 moving house in a lifetime, compared to £75,972 spent by Londoners.**

The total cost of a home move is equivalent to 31% of average annual national earnings, rising to 61% for people moving in London, who usually fall within the higher 3% stamp duty tax bracket. At the

**COST OF MOVING OVER A LIFETIME BY REGION**



**COST OF A SINGLE HOUSE MOVE BY REGION**

Region	Conveyancing Sale	Conveyancing Purchase	Survey	Removals	EPC	Stamp Duty	EA fees	TOTAL
London	£485	£495	£445	£630	£60	£11,640	£6,984	£20,739
South East	£390	£395	£395	£675	£50	£8,610	£5,166	£15,681
East	£340	£340	£345	£725	£45	£2,450	£4,410	£8,655
<b>UK</b>	<b>£400</b>	<b>£405</b>	<b>£355</b>	<b>£660</b>	<b>£60</b>	<b>£2,280</b>	<b>£4,104</b>	<b>£8,264</b>
South West	£365	£375	£365	£805	£45	£2,210	£3,978	£8,143
Midlands	£355	£355	£305	£585	£45	£1,710	£3,078	£6,433
North West	£365	£365	£305	£655	£50	£1,570	£2,826	£6,136
Wales	£310	£325	£310	£570	£60	£1,540	£2,772	£5,887
Northern Ireland	£490	£495	£350	£565	£60	£1,320	£2,376	£5,656
North East	£340	£350	£325	£590	£45	£1,430	£2,574	£5,654

**A single home move in London costs £20,739 compared to £8,264 in the rest of the UK.**

The greatest cost facing the typical UK home mover, based on an average property value of £228,000, is estate agent fees costing £4,104, followed by stamp duty tax, costing £2,280. A further £805 is spent on



other end of the spectrum, home move costs in Northern Ireland are equivalent to 22% of average earnings.

Total moving costs for first time buyers are substantially lower at £3,700, since they are not required to pay for estate agency fees, conveyancing on a sale or an EPC. They may also save considerably on removals having a lesser volume of possessions to move.



**The cost of a home move is equivalent to 31% of average annual national earnings, rising to 61% for Londoners.**

Rosemary Rogers, Director, reallymoving.com said: "Taking a chunk of equity out of your sale to cover the costs of a move is no longer a viable option for many sellers who need to keep hold of their existing equity in order to secure the best possible mortgage rate on their new home. As a result, buyers are more prepared to negotiate hard with estate agents over fees and shop around for the best conveyancing and removals quotes to keep costs as low as possible. Our Moving Cost Calculator shows that contrary to popular belief, stamp duty is only the most expensive moving cost in London and the South East; in fact estate agent fees are 80% higher than stamp duty for the average UK buyer."



**Estate agent fees are 80% higher than stamp duty for the majority of movers.**

To calculate the cost of a home move, reallymoving's new Moving Cost Calculator adds together estimated costs for conveyancing, removals, estate agency fees, stamp duty tax, survey and EPC to give a total cost of moving.

reallymoving.com was launched in November 1999 and has become the UK's leading provider of free instant online quotes for home-moving services. The site provides instant quotes for a variety of services including domestic removals, surveys, conveyancing solicitors,



## About this research

**T**his research was compiled using quote data from reallymoving.com in the three month period from 1 April to 30 June, 2012, during which a total of 77,065 quotes were generated.

- All prices are inclusive of VAT at 20% except SDLT;
- Removals quotes are based on a three bedroom house and the average moving distance for each region;
- Conveyancing costs are based on a weighted combination of freehold/leasehold quotes, including VAT;
- Survey (Homebuyer report) and EPC costs are based on average quotes generated for each region;
- Stamp duty fees are calculated using the most recent ONS house price data and current government Stamp Duty Tax bands;
- Estate agent fees are based on the average UK fee of 1.8%, according to research in January 2012 by property agent comparison website ipostcode. Total moving costs exclude estate agent fees not applicable on first purchase;
- Average earnings are based on the ASHE (Annual Survey of Hours and Earnings) released by the ONS in 2012;
- The research is based on an average of four property purchases in a lifetime: starter home, first family home, second family home, retirement home.

Energy Performance Certificates and Scottish Home Reports and a choice between local and national service providers.



**First time buyers have considerably lower move costs than non-first time buyers.**

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



## @ Comment

Interesting to see how small the cost of removals is as a proportion of the total moving cost. Should we be charging more? Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk).

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## NEWS: PEOPLE

## AIReS welcomes Thomas True

Thomas True has joined AIReS as the Director of Operations, Western Region at the company's West Coast Regional Office in Huntington Beach, CA.

**P**rior to joining AIReS, Thomas spent over 25 years in the employee relocation industry in various capacities including client relations, strategic planning, global accounting and payroll, and IT software application.

In a recent press release AIReS said: "In his new role Thomas leads the client services and operations teams in the western region, mentoring talent to help meet their full potential, and developing impactful solutions for AIReS' corporate clients and their global workforce."

"I am very impressed with AIReS' commitment to our industry," said Thomas. "AIReS has a very stable and engaged executive team along with talented industry professionals that are supported by high touch technology." He also said that AIReS' strong, debt-free financial position and the company's ability to rise to the unique challenges were additional reasons for joining.



● Thomas True.



● Sabrina Brosøe and Tim Hindsbol.

## Talent for Mobeltransport Danmark

Responding to the growing challenges faced by young people in Europe in finding employment, Mobeltransport Danmark is adding four young people directly from business school to join the company as trainees in the International Division.

**S**abrina Brosøe (20) has joined the Pricing team and Tim Hindsbol (23) has joined the Customer Service team. During the next two year trainee period, Sabrina and Tim will be given the opportunity to learn about all the facets of international moving. An additional two trainees will be hired later in the autumn.

"Being the largest moving and relocation company in the country, we feel a specific responsibility to draw new talent into the business and to provide them with educational opportunities," said Niels Bach, the company CEO. "Over the years we have had the pleasure of witnessing many young people grow and excel in our company. Many are still working with us – while others have been hired by competing moving companies or found other career opportunities outside the industry."

According to Gunnar Moeskjaer, the company's Director of Group International Services, in addition to providing career opportunities to young people, Mobeltransport Danmark have for many years been a strong supporter of the FIDI Academy. "Over the past years we have sent more than a dozen young people to EIM training and we are participating continuously in FIDI

Webinar training sessions," said Gunnar. "We have also embraced the new FIDI E-Learning training. Tim has already completed the six modules and Sabrina will follow as soon as she returns from summer vacation."

**"Personally, I find it very gratifying again and again to see young talent develop ..."**

Niels Bach

"We believe firmly in educating young people and we are investing considerable resources and money into their training," continued Niels Bach. "Personally, I find it very gratifying again and again to see young talent develop and assume responsibility for providing a super service to our customers day in and day out."

FIDI has recognised Mobeltransport Danmark's commitment to training by awarding the company with the FIDI Academy Silver Supporter certificate.



● Zoltan Kosa.

## MS MOVE MANAGEMENT APPOINTS APAC MD

**M**S Move Management has announced the appointment of Zoltan Kosa as Managing Director of its Asian-Pacific Service Centre in Manila.

Zoltan has a long-standing friendship and business collaboration with Lenny Madussi, as well as 25 years' experience in the moving business. He spent 13 years in Canada before moving to Asia and spending 12 years working between Hong Kong, the Philippines and Thailand managing units that serviced moving and relocation services clients.

Zoltan is a firm believer in the importance of team work and team spirit. The position as APAC managing director is designed to bring unity and a sense of direction to the Philippines team.



● Mathieu Dunod.

## MATHIEU DUNOD TO JOIN INTERDEAN

**I**nterdean has confirmed that Mathieu Dunod will be joining Interdean in the role of Director Africa Region on 1 October, 2012.

"We are very pleased to have Mathieu join our Group," said Alan Cartwright, Group Director of Operations. "We have seen tremendous growth in the African continent and so we are looking forward to having Mathieu be a valuable resource and member of our team to support both our clients and partners as we look to maintain the highest levels of service available across Africa".

Reporting directly to Interdean's CEO, Dale Collins, Mathieu will be working closely with the Interdean Management Team to manage the company's service capabilities and expanded the partner network in support of the entire Santa Fe Group.



## A world full of trickery

When I was a lad back in the 1950s I remember dad saying to me, "never sign anything son until you've read it first." Good advice, and I bet your dad said the same thing to you. By David Jordan.

**T**he trouble is, in this ever more litigious and complex world, it's almost impossible to do. Here are a couple of examples.

I got off a plane the other day after a ten hour flight and went to the Hertz desk to pick up my hire car. After trying his best to upgrade me to a car twice the size of the one I'd booked, the man behind the desk presented me with a form which he quickly marked with crosses showing me where to sign. I think there were seven crosses, all presumably relating to the faint small print on the back, covering every possible misfortune that could befall me during my time with their precious car and, no doubt, making sure I'd be the one to pay if it all went pear shaped. Did I read the form before I signed it? No, of course not, and even if I had been feeling in better shape I wouldn't have either. I'm not a lawyer for a start and anyway after spending ten hours in cattle class I was in no mood to start reading 5,000 words of legal drivel.

A few weeks earlier when I booked the flight on BA's website I had to tick a box confirming I'd read and agreed their terms and conditions. Like everyone else I ticked the box without reading their Ts&Cs, there's no option, if you don't agree with their terms you don't fly, it's as simple as that. So

what about dad's advice? Well, it all depends on whose form you're signing and whether or not you trust them. I trust Hertz and BA enough to sign their contract in the belief that companies of their standing and reputation wouldn't try and stitch me up. But when it comes to companies I don't know so well, or maybe don't have so much to lose, that's a different story.

**So what about dad's advice? Well, it all depends on whose form you're signing and whether or not you trust them.**

Those familiar with Max Ehrmann's philosophical poem *Desiderata* will remember the line, "exercise caution in your business affairs for the world is full of trickery." As well as being a poet Ehrmann made his living as a lawyer and his wise words should echo loud and clear whenever you're about to sign a legal document. Don't become a victim, remember what your dad told you and read everything carefully before you sign. Better still, get a reputable lawyer to read it for you, it could save you thousands in the long run.



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## INTERVIEW: SIMON MASON

# Simon Mason joins the family firm



● Above: happy families - Simon and Caroline Mason; inset: Sayde, Simon and Montgomery Paul Mason. A mover in the making?



After three years gathering experience in the USA, Simon Mason has now joined John Mason International, one of the UK's largest moving and storage companies and trade groupage operators. Steve Jordan caught up with him to find out what he'd learned on his travels and how he planned to apply it within the family firm.

**S**imon Mason now, with his sister Caroline, the fifth generation of Masons to form part of the management team for the family firm, has joined the company full-time after three years gaining experience working in the USA. Simon has returned to the company as its group sales manager with a brief that has an emphasis on corporate sales development.

After completing a degree in international management Simon, on advice from his father Paul who died suddenly in 2009 at the age of just 58, decided to spend some time working in the moving and relocation industry overseas to gain experience

of how companies in other cultures operate. "I didn't want to fully commit until I'd finished university and had some experience," said Simon. I didn't want to be pigeon-holed as someone who was automatically going to work for the family company. It can breed complacency. I wanted to finish university and then choose my career on the basis of hard work not because I was entitled to anything."

Simon had worked with the company during the school holidays from the age of 14. He started in the warehouse then, at 16, progressed to working with the packing crews. In his 17th summer he worked on the European trucks to expand his

horizons further. But the opportunity to work overseas was one that Simon thought was very important. "John Mason has been in business since 1884 and has been very successful," he explained. "But I didn't want to fall into the trap of just knowing the John Mason way and potentially struggling to add value to the organisation."

In 2009 Simon went off to work with Crown Worldwide Moving and Storage in San Francisco. There he was engaged in an intensive 18-month internship looking at all aspects of the industry and reporting directly to Bob Bowen the CEO. "It was very valuable to me as I was fortunate in being able to work my

way around the company gaining front-line experience while simultaneously getting a senior management perspective from Bob."

From there, Simon moved on to Graebel in Chicago as a manager within the International Sales Department. There he learned much about the latest sales techniques and gained experience in employee relocation services. "This is an area that particularly interests me," said Simon. "I was also fortunate to be included in the Graebel management training programme. It was a great opportunity to gather management experience to build on the theory I had learned during my university course."

Simon's globe trotting finished in June 2012 and he took up his new role at John Mason International on 2 July. He paid tribute to the staff and management at the company who stayed behind. "I am very lucky that John Mason International has really great people here so, while I was in the US I was able to focus totally on what I was doing rather than worrying about what was going on at home. My colleagues have done a remarkable job of guiding the company through the recent economic climate."

He also explained that it was important to reflect upon what he has learned before trying to apply it in a different culture. "Before diving in, I'm going through an intensive on-boarding process spending time with every department in the company before easing into that role 100% of the time," he explained. "John Mason has been very successful over the last 128 years and I wanted to be careful not to throw the baby out with the bathwater. I don't want change for change's sake. I see it as a gradual process. I need to understand what, of what I have learned while overseas, is applicable to our business. I need to get a deeper understanding of our culture and why everyone wants to get up every day to come to work here before I start considering making any changes. In the US they do things differently but I don't want to dilute our family business ideals. It would be foolish to assume that what works well there would automatically work well here too."

Although Simon is primarily focussing on corporate sales, he is



## MOVING MOVIES: ANNA KARENINA

keen to explain that this does not represent a change in direction for the company. "We have always been involved in the corporate business but we have gone about it quietly. Now that I will be involved in developing corporate work full-time we will become more proactive in seeking opportunities. But we are still a specialist international removal and shipping company," Simon explained that groupage, the trade that the company is best known for in the UK, is still as important as ever. "Just because I will be focussing on corporate does not mean that we will be stepping back from our other business lines. Just because we want to grow in one area doesn't mean that we have to sacrifice another. I would like to see simultaneous growth between all of our departments and, as group sales manager, it's my responsibility to see that that happens."

**"John Mason has been very successful over the last 128 years and I wanted to be careful not to throw the baby out with the bathwater. I don't want change for change's sake."**

Simon Mason

As part of John Mason's support of its groupage service it has recently launched a new online portal allowing its UK customers to check rates online instantly and book shipments directly 24/7. The online system also allows users to get immediate quotations online 24-hours a day for groupage shipments to Australia, New Zealand, Canada, USA, Cyprus, and South Africa. The system also provides an opportunity for users to request rates for FCL, air and LCL quotations and to receive a speedy reply. For more information go to: [www.jmitrade.com](http://www.jmitrade.com).

There has been another change in Simon's life in the last couple of years. While he was in California he met and married his wife, Sayde. On 27 August, Sayde delivered a bouncing baby boy, Montgomery Paul Mason, 8lbs 11oz: the sixth generation of Masons.



● Jude Law and Keira Knightley.

## MOVING MOVIES

By Mary Jay

Title:

**Anna Karenina**

Director:

**Joe Wright**

Starring:

**Keira Knightley, Jude Law, Aaron Taylor-Johnson, Kelly Macdonald, Matthew Macfadyen, Domhnall Gleeson, Alicia Vikander**

Classification:

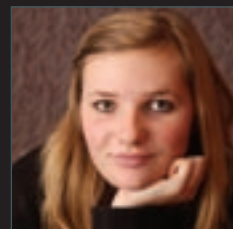
**12A**

Genre:

**Drama**

Run Time:

**130 Minutes**



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

## From Russia, with love

This is a remake of the 1948 film based on the 19th century novel of the same name. Keira Knightley plays Anna Karenina, wife of Alexei Karenin (Jude Law), lover of Count Vronsky (Aaron Taylor-Johnson) and mother of one. Set in Russia, Anna gets asked by her brother, Oblonsky (Matthew Macfadyen) to visit him and his wife Dolly (Kelly Macdonald) in Moscow. On the train there she meets Count Vronsky having had a conversation with his mother on the journey. There is an instant attraction between the two. Anna finds out that Dolly's younger sister, Kitty (Alicia Vikander) also likes Vronsky and gets jealous when they spend all evening together at a ball. The two start a passionate affair, which creates lots of trouble with difficult consequences.

Knightley does an excellent job portraying Anna bringing the role elegance and class. Jude Law very kindly gives up the

award as the best looking male in the film for a change and gives it to Aaron Taylor-Johnson. You don't often see Law as a character like this, straight faced and unattractive, but he does it brilliantly. Taylor-Johnson has previously played quite quirky or young roles so to see him play an adult having a grown up affair is a surprising change, but he does a very good job.



## Upcoming films:

At the beginning of the month *Taken 2* was released. The first one was very good so we're hoping for more violence, more

threats and more creepy phone calls. Also, the next James Bond film *Skyfall* comes out towards the end of the month. This is the

twenty-third film of the series and the third that Daniel Craig has played the lead. Hopefully it will live up to expectations.

**INSIGHT:** EMPLOYEE OWNERSHIP

You may well be facing one of the most difficult business decisions you have ever had to make. What to do with your business now that you're in the twilight of your career? By Jacqui Mitchell of Baxi Partnership.

**P**ass it on to the family, sell to competitors in the trade or sell it to a few key managers in the business? These are not your only options.

How would you like an exit strategy which would enable you to be in complete control of the whole process? You wouldn't need to share your financial data with your competitors and you could continue to work in your business for as long as you wanted. In addition, the values of the business would be maintained, it could continue operating from its current location and you wouldn't need to be concerned about the future for your loyal employees. All these benefits and more are potentially available if you choose to sell your business to your employees. This exit strategy can ensure a sustainable business and be a real catalyst for future growth.

Moving your company into employee ownership doesn't require your staff to have the funds available to buy your shares, although they may well invest some of their own money in the business. Instead the buyouts tend to be structured through a mixture of vendor finance and

*... employee ownership doesn't require your staff to have the funds available to buy your shares*

external borrowing. With vendor finance you would receive payments over a number of years from the future profits of the business. There is therefore a real incentive for the employees to work hard to increase profits to ensure that you are repaid as soon as possible. Alternatively, you may put in place a drip-down arrangement to sell your shares gradually over a period of time.

There are also various choices regarding the ownership model chosen. Do you go for a John Lewis model with all the shares held in a trust on behalf of the employees, or do you give your staff shares directly or enable them to purchase them, possibly through the use of a tax efficient share scheme? You may even decide to go for a mixed model which may be viewed as the best of both worlds combining individual share ownership with the stability of having a majority of the shares

held in trust.

The benefits of employee ownership for the company include increased productivity and innovation and reduced staff turnover and absenteeism.

Financial participation alone is not enough to ensure the full benefits of employee ownership are enjoyed. Employees must genuinely think, feel and act like owners and this can only happen when information is shared and they are consulted on major decisions affecting the company. They must understand fully the rights and responsibilities of ownership and this change doesn't happen overnight.

Most advisers such as accountants and lawyers are not aware that this is a viable exit option for business owners therefore it is essential that you talk to experts if considering this route.

### Jacqui Mitchell

*Jacqui originally qualified as a management accountant (ACMA) and founded a successful property business after completion of an MBA. After selling her business, Jacqui worked with a range of private sector organisations and social enterprises supporting them in strategic planning and financial forecasting. Baxi Partnership regularly holds free seminars for anyone wishing to find out more about employee ownership and also offer First Steps Workshops for business owners who are considering the feasibility of this option for their company.*

*E-mail [jacquimitchell@baxipartnership.co.uk](mailto:jacquimitchell@baxipartnership.co.uk).*

## @ Comment

**This is a recurring problem in the moving industry especially for family-owned companies. How have you solved it? Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk).**



# YourComments

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



## Re: Guild litigation – fair or foul? (Leader)

*The Mover*, August 2012, page 4

### Miles Harbot

BasingstokeMoves.com

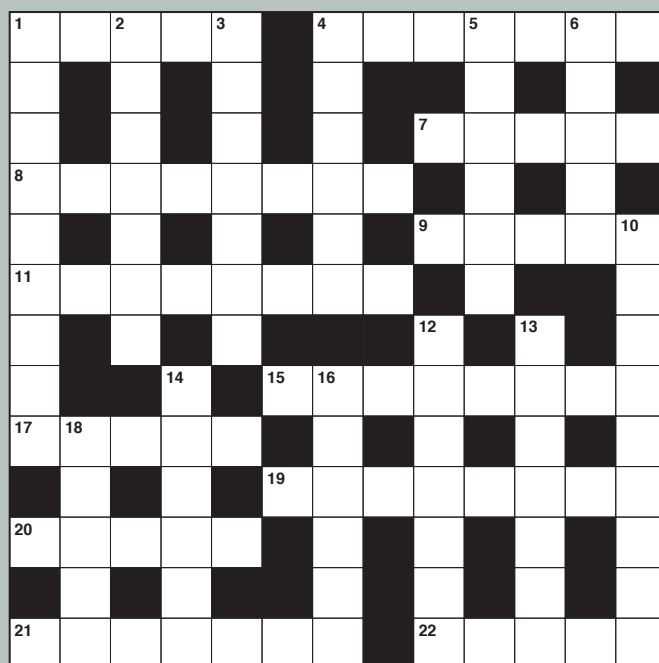
I read with interest your Leader in last month's magazine and I for one have no problem with the National Guild of Movers seeking damages if someone is in breach of their contract with them when their membership ends. We, like all movers I am sure, have quite lengthy terms of business that our customers agree to when booking, and if we do a job and they are in breach of our terms, e.g. access at destination not as described, we

will expect the customer to honour the contract and pay us more. Why should we expect to be treated differently to the way we treat our customers?

The moral is, check your contracts before you sign them, but also when they come to an end, to make sure you do what you have agreed to do. In my dealings with the Guild I have always found them to be readily available to answer any queries, and I am sure if I was leaving they would be happy to discuss with me what I needed to do to ensure I did not fall foul of our agreement.

# Puzzles

reallymoving.com  
Providing instant quality removals leads



### ACROSS

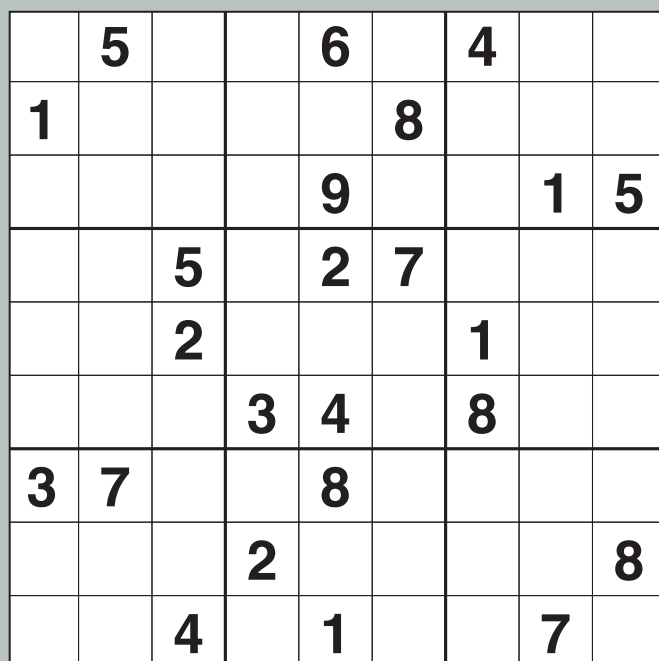
- 1 Discharged a weapon (5)
- 4 Walk leisurely (7)
- 7 Exhaust gases (5)
- 8 Process of returning to health (8)
- 9 Components (5)
- 11 Skin care product (8)
- 15 Surname of Judas (8)
- 17 There (anag) (5)

- 19 Remove a monarch (8)
- 20 Religious book (5)
- 21 Long pins (7)
- 22 Staple (5)

- 5 Type of confectionery (6)
- 6 Turn inside out (5)
- 10 Artificial (9)
- 12 Large household water container (7)
- 13 Type of cell division (7)
- 14 Pleasantly smooth; free from discord (6)
- 16 Spirited horses (6)
- 18 Artifice (5)

### DOWN

- 1 Construct (9)
- 2 Salvaged (7)
- 3 Controlling a vehicle (7)
- 4 Rarely encountered (6)



**Get on *The Mover* website suppliers directory for free.**

E-mail: [marianne@themover.co.uk](mailto:marianne@themover.co.uk)



## DIARY DATES

# DiaryDates

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

### **IAM 50th Annual Meeting**

10 – 13 October, 2012, Washington DC, USA

### **UKWA Warehousing Futures Conference 2012**

29-30 October, 2012, St John's Hotel, Solihull, UK

### **ASTAG Annual Convention**

12 November, 2012, Switzerland

### **10th Annual Road User Charging Conference**

5-6 March, 2013, Radisson Blu Royal Hotel, Brussels, Belgium

### **CV Show 2013**

9-11 April, 2013, NEC, Birmingham, UK

### **16th Annual EuRA International Relocation Congress**

24 – 26 April, 2013, Bucharest, Romania

### **FIDI Annual Conference**

12-16 May, 2013, Athens, Greece

### **OMNI Annual Conference**

7 – 10 May, 2013, Monte Carlo

## Take out an overseas subscription to *The Mover*.

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

### **Send in your stories too**

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

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

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

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# Did you know?

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

Walt Disney's character Donald Duck's middle name is Fauntleroy.

In June 1974, the first Universal Produce Code scanner was installed at a supermarket in Ohio. The first product to have a bar code included was a packet of Wrigley's Gum.

When glass breaks, the cracks move faster than 3,000 miles per hour. To photograph the event, a camera must shoot at a millionth of a second

Your body is creating and killing 15 million red blood cells per second

Madrid is the only European capital city not situated on a river.

In the last 4,000 years, no new animals have been domesticated.

Giraffes have no vocal cords.

All porcupines float in water.

A flea expert is called a pullicologist.

*A flea expert?  
You're pulling  
my leg!*



## Puzzle solutions

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

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

## FEATURE SCHEDULE

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

### Features coming up:

November: Body Building

December: Packaging/Materials

January: Scotland



## MARKETPLACE

# MarketPlace

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

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## VEHICLE FOR SALE



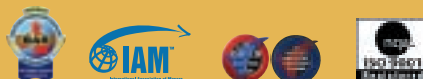
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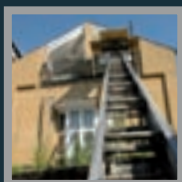
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## Copy dates

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

## Enquiries

All enquiries to:  
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 26 Swanwick Lane, Broughton  
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## PLEASE NOTE:

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

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

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Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
<b>MARKETPLACE*</b>			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
<b>CLASSIFIED</b>			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
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