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Issue 018 September 2012 www.themover.co.uk

TheMover



MOVING IN AFRICA

Report from Val Prinsep
of Worldwide Movers
Africa. Page 26





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LEADER

Robert Ross
closure

Steve Jordan, Editor



Firstly, may I offer my sincere congratulations to Stephen Vickers, James Falkner and the team at BAR for a successful conclusion to the prosecution of the Association's now disgraced ex-financial controller Robert Ross who was sentenced on 24 August to three years and four months at Her Majesty's pleasure for theft and false accounting. The last 18 months must have been difficult and will have demanded extraordinary tenacity, dedication and hard work from all concerned to put Mr Ross behind bars. I know that there is more work to do in an effort to recover the stolen funds which is likely to go on for some time however, those of us who have been watching the case should, I believe, take a long breath and be sure to give credit where it is undoubtedly due.

Throughout the sorry affair I have resisted the temptation to report more than the bare facts as I do not believe in trial by media. The case is now on public record and it would serve no purpose to publish the details outside the confines of those directly involved. As far as I am concerned this is the end of the matter and I hope BAR is able to recover the funds quickly and comprehensively and end what must have been a most unwelcome distraction to its business.

On to happier things. Thanks to Val Prinsep from Worldwide Movers Africa for supplying us with a remarkable insight into the moving industry in Africa. Those of us who work in more advanced societies grumble about infrastructure and the weather from time to time – but we really have no idea.

Thanks too to those companies on the Isle of Man who contributed to the feature in this issue. There are many moving companies on the Island however some of them seem to be a little publicity shy. Don't worry if you missed out though, we'll be back to you again soon.

Finally, I should offer my congratulations to Matt De-Machen from Matthew James Removals. As well as being one of our most loyal advertisers Matt is completely bonkers about his trucks (one of them in particular) and has yet again brought home the silver, this time from Europe's largest trucking event, Truckstar in The Netherlands. Looking at the photos it seems like he got his hands on more than just the trophies!

Steve Jordan



● Left to right: David Myring, Bizspace Regional Sales Manager; Emma Long, Bizspace Sales And Marketing Director; Tricia Gibbs, Bizspace Regional Sales Manager; Natasha Robson, Wildfire PR and Marketing Account Director and John Best, Andrew Porter Limited National Account Manager.

Andrew Porter teams up with Bizspace

Andrew Porter Limited has embarked on a partnership with Bizspace, the UK's largest national provider of flexible business space.

Bizspace owns 110 commercial locations across the UK and has appointed Andrew Porter Limited as its official removals partner for its customers, in a move that will create synergy between the two firms.

National Accounts Director at Andrew Porter Limited, John Best, commented: "This is yet another major contract, continuing the trend for consistently strong growth in the business relocations division over the last couple of years. Finding professional business relocation specialists is a hard task and can take up huge amounts of time with sometimes unsuccessful results. Andrew Porter Limited has been pre-qualified and chosen by Bizspace because of our national strength and in-depth experience in this sector, allowing clients to remain focused on maintaining business growth. We are very much looking forward to a long and successful partnership."

Sales and Marketing Director of Bizspace, Emma Long, added: "We are looking to maximise Bizspace's customer offering by forming strategic partnerships with experts in their field. It is fantastic to be embarking on the first of these partnerships with

"Andrew Porter Limited has been pre-qualified and chosen by Bizspace because of our national strength and in-depth experience ..."

John Best

Andrew Porter Limited, which will enable us to offer our customers a fast, professional and uncomplicated business relocation solution, which can only be of benefit to them."

The collaboration comes after Bizspace signed up to be part of Lord Young's small business StartUp Kit for 18-25-year-olds. Bizspace will be offering newly formed companies one month's free virtual office or one month free in any of their units, dependant on a six month agreement being signed. Andrew Porter Limited will be offering companies in the scheme a 15% discount on removals and churn services for their first year in business.



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NEWS: UK

Shortage of new-build warehousing

The lack of speculative industrial property development in recent years has resulted in an acute shortage of good quality, affordable warehousing is the conclusion of John Maguire, National Chairman of the United Kingdom Warehousing Association (UKWA) in his address to UKWA members at the Association's Annual General Meeting, held recently at the Dorchester Hotel, London.

"Throughout the UK there is a lack of new buildings and sites under five years old built to a high specification and this has tipped the market in favour of landlords," John Maguire said. "It would appear inevitable that any increases in rents will result in price increases across the supply chain – which will not help the broader economy as it seeks to recover from the doldrums."

Over the past three years the supply of new build or refurbished industrial accommodation has fallen steadily to the point where it now represents just 11% of all available stock. Currently 84% of all available storage space in the UK is classed as second hand. The situation is unlikely to ease in the immediate future as uncertainty arising from the euro crisis seems certain to delay the return of significant levels of speculative development activity.



● John Maguire



● The assembled UKWA Award winners.

Saluting the best of the UK's logistics industry

Companies and individuals across the warehousing and third party logistics (3PL) sectors were rewarded for excellence at UKWA's Annual Awards for Warehousing 2012 ceremony, which was held recently at London's Dorchester Hotel.

This year the Association received a record number of entries in all categories. The winners were chosen by UKWA's Awards Committee, which comprised Phil Culling, Chairman of storage systems specialist Redirack; Mel Grainger, a past chairman of UKWA; and Roger Williams, the association's Chief Executive Officer.

"The high number and quality of the entries we received underlines the professionalism that runs through the modern logistics industry."

Roger Williams

Roger Williams commented: "UKWA's Awards are established as symbols of achievement in the 3PL sector and emphasise the importance of logistics within today's economy. The high number and quality of the entries we received underlines the professionalism that runs through the modern logistics industry."

Over 400 UKWA members and their guests, together with suppliers to the warehousing industry, attended UKWA's Awards for Warehousing 2012 ceremony.

The main sponsor of the event was Jungheinrich UK Ltd, while individual Awards were sponsored by: Lutterworth EcoLighting Ltd, Redirack Ltd, Knapp UK Ltd, Toyota Material Handling UK Ltd, Clarion Events Ltd, Briggs Equipment UK Ltd, Psion (UK) Ltd, RedPrairie Ltd and Hoppecke Industrial Batteries Ltd.

The winners

Young Employee of the Year:

Joanne Dolan – Paul Ponsonby Ltd

Environment Award:

Elddis Transport (Consett) Ltd

Team of the Year:

Amethyst Group

Warehouse Manager of the Year:

Steve Nelson, Boughey Distribution

Training Award:

Briggs Equipment

Technology/Innovation Award:

Redirack Ltd

Customer Service Award:

Century Logistics Ltd

Best New Member:

Williams Shipping Ltd

Chairman's Award:

Richard Hunt

HSE seeks opinions on self-employed exemption from health and safety

The Health and Safety Executive (HSE) has opened a consultation on proposals to exempt self-employed people whose work activities pose no potential risk of harm to others from health and safety law.

The Löfstedt review recommended that people who work for themselves be taken out of health and safety law if their work posed no risk to others. The Health and Safety at Work Act 1974 places duties on self-employed people to ensure that they and others affected by their activities are not exposed to harm.

"HSE would particularly welcome comments from the self-employed about the proposal."

Sarah Wadham

Sarah Wadham, HSE Policy Advisor, said: "The questions in the Consultative Document concern how best to give effect to Professor Löfstedt's recommendation and HSE would particularly welcome comments from the self-employed about the proposal."

The exemption will not extend to those self-employed whose work activities pose a potential risk of harm to others or who employ others. The consultation will end on 28 October, 2012. The HSE Board will make a recommendation to ministers based on the results of the consultation.

The consultation is available online at: www.hse.gov.uk/consult/condocs/cd242.htm.

New figures released by the HSE reveal that the number of people killed at work in Britain fell last year to a record low. The data shows that 151 workers were killed between 1 April, 2009, and 31 March, 2010, compared to 178 deaths in the previous year and an average number over the last five years of 220 deaths per year.



● Defence cuts mean that the number of reservists is set to double.

New laws could tighten up on TA employees

New employment laws might make it tougher for employers to object when TA staff are mobilised as proposals from Defence Secretary Philip Hammond are introduced.

Because of recent spending cuts the army is to lose 17 major units and be reduced in size from 102,000 to 82,000 personnel. However, the number of volunteer reservists will be doubled to 30,000 and become part of "an integrated army", with greater training and command opportunities. Hammond confirmed that the enhanced number and role of reservists – many of whom have other full-time jobs – may require "underpinning" legislation.

The current regulations allow an employer to object if a key member of staff, who serves in the Territorial Army, is mobilised, if it would seriously affect the employee's work. With so much reliance being placed on the TA in future this is clearly not a tenable situation as the Army would have no idea how many reservists would be available if called.

The defence secretary said in a Commons statement in July: "Delivering this step change in the size and role of the reserves will require a change in the relationship between defence, the employer and the reservist. Many employers already give excellent support to reservists, for which we, and the nation, are grateful," he continued. "But we need a new framework of partnership, with public and private sector employers, that gives us the confidence that trained reservist manpower will be available when it

is really needed." Hammond added that he intended to publish a consultation paper in the autumn setting out the reservist proposals.

The consultation would then inform government decisions early next year on "terms and conditions of service, employer engagement, the government's own commitments as an employer, and on any legislation necessary to underpin and support our vision for the reserves".

However, the Federation of Small Businesses (FSB) expressed concern about the potential pressure an expanded and more called upon pool of reservists could put on the UK's small employers. Pierre Williams of the FSB warned that while businesses had long supported their reservist employees, the government should ensure that adequate compensation provisions were in place.

"It shouldn't be forgotten that small firms are operating in the same tough economic conditions that have compelled ministers to make big cuts to the regular army," Williams pointed out. "Businesses would be in a much better position to cater for the proposed doubling of the Territorial Army if the government had at least said how it would encourage and compensate firms for complying," he said. "Without this crucial information, it's just not possible to determine whether the government's expectations can be met."

Small business forced to pay HSE at £124 per hour

The Health and Safety Executive (HSE) proposes to introduce a Fee For Intervention (FFI) cost recovery scheme with effect from 1 October, 2012, subject to parliamentary approval of the proposed Health and Safety (Fees) Regulations 2012.

These Regulations will put a duty on HSE to recover its costs for carrying out its regulatory functions from those found to be in material breach of health and safety law. They will charge £124/hour.

A material breach is, when in the opinion of the HSE inspector, there has been a contravention of health and safety law that is serious enough to require them to notify the person in material breach of that opinion in writing.

small business and regulators, which has shown tentative signs of improving recently, could be further complicated by what subjectively constitutes a 'material breach' according to different inspectors, creating in all likelihood a postcode lottery for businesses concerning health and safety compliance and enforcement," said Phil Orford, the FPB Chief Executive.

Despite the government's well-publicised deregulatory agenda health and safety red tape is an ever-increasing

"The delicate balance of trust between small business and regulators could be further complicated by what subjectively constitutes a 'material breach' according to different inspectors..."

Phil Orford



FFI will also encourage businesses and organisations to comply in the first place or put matters right quickly when they don't. HSE says it will also discourage those who undercut their competitors by not complying with the law and putting people at risk.

However, the Forum of Private Business (FPB) is criticising the bid to force small businesses to pay for their own health and safety inspections. The organisation is concerned that it will lead to a heavy-handed approach and inconsistency from individual inspectors.

"The delicate balance of trust between

barrier to small business success and economic growth. Last year the FPB's 'cost of compliance' survey found that administering health and safety leaves the UK's smaller employers with a combined annual bill of £3.8 billion. Unlike large companies, these firms do not have internal resources dedicated to complying with regulations. Business owners or key senior managers are forced to devote a large amount of time to form filling – according to the FPB's research an average of almost 40 hours each month – or they have to pay for an outside consultant, which can be extremely expensive.

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PROFILE: TRUCKSMITH

Payload is the key

Truck payload has always been a problem for movers. They need the volume for large furniture but that makes it all so easy to overload lightweight vehicles when the boxes of books and china, or the occasional piano form part of the load. Emma Trebble from Trucksmith explains what her company is doing to combat the problem.

Trucksmith, based in Devon, is a UK agent for Hino trucks and body building partner for Renault and Vauxhall vans. The company started out 25 years ago supplying body building services and gaining experience on those that were good to work on and those that were not. In time the company expanded to provide a range of whole vehicles including a range of highly competitive 35cwt LoLoader and KneeHi vehicles ideal for the moving industry.

The next natural move was to expand the range further into larger vehicles. The company chose Hino trucks, the truck arm of Toyota, not well known in the UK but claimed to be the fastest growing medium-duty truck company in America. "We found that Hino could offer our customers either base vehicles or base vehicles coupled with our bodywork at reasonable prices with quite frankly, amazing payload capabilities."

And it is the payload that is a feature of all Trucksmith vehicles.

"We have no interest in providing a truck that's wrong for the customer. The last thing we want is to have to spend time putting things right."

Emma Trebble

The smaller range are based upon the Renault Master or Vauxhall Movano vans and are configured as either 3.5 tonne or 3.9 tonne GVW. The manufacturing methods and the materials used create an astounding payload for this type of vehicle. "We expect to get a payload of between 1.5 and 2 tonnes with this type of vehicle," explained Emma, "with a fuel consumption of around 30mpg fully laden." Emma went on to explain that this type of vehicle is extremely popular with moving companies as, in the 3.5 tonne configuration, it is possible to use the vehicle without needing a tachograph and, therefore, without affecting a driver's hours.

These vehicles are designed around a platform cab principle not

a more traditional chassis cab. In this design the body is wrapped around the base vehicle with each depending on the other to provide the vehicle's structural integrity. This, coupled with the Carbofont, plastic honeycomb material used for the body construction significantly reduces body weight and increases payload.

Trucksmith claims to be among the first body builders to use this technique. Although it has proved itself to be strong and light, building in this way is not without its problems. "It's very difficult to build," explained Emma. "You have to put the right structural elements together. If you get one element wrong it can have serious consequences. It took us a

long time to develop." Trucksmith is now the official body builder for Renault and Vauxhall and does much of its work direct for the manufacturer. "This has the benefit that if one of our vehicles needs repairing it can be done by any Vauxhall or Renault workshop," said Emma.

The larger trucks from Hino are available in 300 – 7.5 tonne, 500 – 18 tonne and 700 – 32 tonne options. Again the construction method improves the payload and is very hard wearing. The 7.5 tonne version, for example, one that is not always popular for movers because of the danger of overloading, provides a payload of around four tonnes, more than enough for most moving operations.

The Hino vehicles are sold by Trucksmith under the brand name of Ojai Commercials (pronounced Oh-Hi), started in 2009. Emma explained that all the sales team at Ojai operate under a strict culture that has been adopted for many years with Trucksmith: there is no point in selling someone the wrong vehicle. "Getting the money from the customer is not our goal," she said. "We have no interest in providing a truck that's wrong for the customer. The last thing we want is to have to spend time putting things right."

Emma and the team can be contacted on 01884 839061 or at www.ojaicommercials.com.



● Trucksmith produce a varied selection of specialist vehicles.

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



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NEWS: UK

Fred and Gerald Baxter case continues

Fred and Gerald Baxter, who ran Baxters International Removals were in court again on 1 August, accused of defrauding the MOD of £2.1million.

Appearing at Southwark Crown Court both denied a charge of fraudulent trading. The accusation relates to a period between July 2002 and January 2007 when the Aylesbury-based company is alleged to have overcharged the MOD for the storing of soldiers' effects.

Judge Anthony Leonard QC ordered the two men stand trial on September 9, 2013. Both were granted conditional bail.



● Left: Matt and friends pose for photographers; top: that prize-winning paint job; above: Matt with two of his trophies.

Matt De-Machen triumphs at Europe's largest trucking event

Matt De-Machen, Managing Director of Erith-based Matthew James Removals & Storage, showed his beloved Scania 480 'R' series road train at the recent Truckstar Festival and came away with plenty of silverware for his efforts.

On 28 and 29 July around 60,000 people and 2,000 trucks came together at the TT Circuit Assen in the Netherlands for Truckstar Festival 2012. The festival is Europe's largest trucking event and the Dutch are well known for their love of vehicles: 75 miles out of the circuit and people were still parked up on the roadside watching the trucks go by. Matt's incredibly high spec

vehicle – there isn't anything this doesn't have, if it's available then Matt's pretty much got it – came away with 1st place for paint, 2nd place for interior, and 1st place for best overall special paint job at the festival: an impressive feat considering how many trucks attended the event.

The vehicle's paintwork was done by Bramhall's Automotive and the airbrushing is the work of Andy and

Tom Scott from the Custom Paint House in Sheffield - the cab tells the story of Scania trucks since the birth of the company in 1891 up to the present day, the lorry and trailer depict landmarks the road train passes on its regular journeys through Europe. The custom interior was supplied by Special Interior in the Netherlands.

Well done Matt, time for a bigger trophy cabinet by the sound of it!

Find everything we've ever published at the click of a mouse. Just type what you're looking for into the search box on www.themover.co.uk.

Winner for Alexanders' iPad Competition

Francesca Light-Wilson of North London became the lucky winner of an iPad in a competition run by Alexanders Removals and Storage of London NW10. The competition was part of a campaign to raise the company's profile in the London area.

"I am so chuffed with my new iPad. It's something I'd never have bought for myself but I can't imagine not owning one now; it's

fantastic," said the delighted Francesca. "My 'usual' computer is a big clunky old laptop and it is wonderful to have a light computer that I can perch on my lap - when I've tried to do that with my old laptop it has cut off my circulation."

Alex Pope from Alexanders said that his company regularly runs promotions and competitions. "We are really pleased when we can hand such a lovely prize to an excited prize-winner in person," he said.



● Francesca receives her iPad from Alexanders.



'Chummy' heads home after New Zealand hiatus

For Anglo Pacific every shipment is special but some are just that little bit more 'special' than others. A 1928 Austin 7 'Chummy' Tourer with a very poignant history was one delivery that deserved an incredibly watchful eye.



● The Austin 7 'Chummy'.

Registered in Berkshire, England, in 1928, this 749cc four-seater icon was taxed and loved until 1957 when it was laid up and taken off the road rather worse for wear. Knight in shining armour Charles Pocklington came to Chummy's rescue in 2000 when he painstakingly rebuilt and repaired her until she was roadworthy again in 2004. After a 47 year rest, Charles competed in her around Surrey's Brooklands race circuit but devastatingly, just one year later, cancer took Charles' life. Dear friend Bob Thompson took the 'wee car' under his wing.

"In 2008 my wife and I moved to Nelson, New Zealand, and naturally the car came too."

Bob Thompson

Bob continues, "With the Austin 7 finding a new lease of life just as Charles lost his, the least we could do was keep her safe and sprightly in his honour. In 2008 my wife and I moved to Nelson, New Zealand, and naturally the car came too. Joining the New Zealand Vintage Car Club we campaigned the car in hill climb sprints and mud plug trials gaining plenty of admirers.

With a little modern tuning on the engine the Chummy is now quite a nippy little beast – well it's all relative!"

This year the Thompsons returned to the UK and, of course, Charles' Austin 7 made the 20,000 kilometre move with them. Anglo Pacific was entrusted with coordinating safe delivery of this special cargo. Tahmina Ijaz, Anglo Pacific's Import Coordinator said, "As you can imagine we've transported a huge variety of vehicles over our 35 year history – star cars from movies, powerful motorbikes, top notch supercars and much loved vintage vehicles such as Bob's Austin 7. We work to internationally recognised quality standards to make sure everything from loading and stowing to customs formalities and delivery goes without a hitch. We wish Bob and Chummy many more years happy motoring around the British countryside."

The Austin 7 was the brainchild of Herbert Austin and produced from 1922 through to 1939 by the Austin Motor Company. Totally changing the face of motoring in the UK, it was the first truly affordable motorcar for the working man - reliable, cheap and capable of 40mph, this was motoring for the masses. Nicknamed the 'Baby Austin', it was one of the most popular cars ever produced for the British market and sold well abroad and its effect on the British market was similar to that of the Model T Ford in the USA.

BCL and Bradshaws ride for The Christie

On Sunday 8 July, 2012, a team of bicycle riders from BCL Office Moving and Britannia Bradshaws banded together to ride from Manchester to Blackpool. Their ride was to benefit the charity, The Christie Clinic.

The Christie has been pioneering cancer research breakthroughs for over 100 years and is the largest cancer centre in Europe. Treating more than 40,000 patients each year, it was the first UK centre to be officially accredited as a comprehensive cancer centre. The Christie is based in Manchester, with radiotherapy centres in Oldham and Salford.

Despite the torrential rain that has drowned the whole

country this summer, the skies stayed dry for the guys to complete their ride. Everyone said they had a great time on the ride, and they were pleased to have raised money for such an important charity.

To donate, please visit www.justgiving.com/Julian-Jackson77.

BCL is a strong supporter of charity, and will be participating in further events this year.

● Below: the riders from BCL Office Moving and Britannia Bradshaws prepare to set off from Manchester.



TIMELINE 2012

September

New pension rules

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

October

New national minimum wage rates

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

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

Mandatory pay audits for employers guilty of discrimination

Employers found guilty of sex discrimination on pay by an employment tribunal will be forced to conduct a gender pay audit.

In a written statement to parliament, the Equalities Minister Lynne Featherstone revealed the move was part of the government's response to the Modern Workplaces Consultation.

The Modern Workplaces Consultation was published on 16 May, 2011, and sought views on proposals to update employment law to encourage a more fair and flexible approach to work. The consultation included questions on flexible parental leave, flexible working, working time and equal pay.

With regard to the equal pay aspect of the consultation, following analysis of the feedback the government has decided to proceed with the proposal to give employment tribunals power to impose pay audits on employers who are found to have discriminated because of sex in contractual or non-contractual pay matters.

These proposals will mean an employment tribunal that finds that an employer has discriminated on grounds of sex in contractual or non-contractual pay will be obliged to order the employer to conduct a pay audit where it considers there may be continuing

The Consultation sought views on proposals to update employment law to encourage a more fair and flexible approach to work.

or likely discrimination, unless an audit has been completed in the last three years, the employer has transparent pay practices or the employer can show a good reason why it would not be useful. Micro businesses (those with fewer than ten employees) will initially be exempt from the proposals. Whilst the number of cases expected per year is very low this is an important power and will contribute to the government's commitment to promote equal pay and to act against discrimination in the workplace.

The government is intending to review the process annually with the first progress report to be published in September 2012.

● Details can be found at www.homeoffice.gov.uk.

● This is an important power against discrimination in the workplace.

Serious fork lift truck accidents on the increase

Announcing details of its 10th annual National Fork Lift Truck Safety Conference, the FLTA have revealed that – after two years of decline – fork lift truck accidents are once again on the rise.



● The number of serious forklift accidents has risen by 4%.

The latest figures from the HSE reveal a 4% increase in serious fork lift truck accidents in 2010/2011, following a two-year decline in accidents requiring hospitalisation, such as amputations, dislocations and long-bone fractures.

This year's conference, which is sponsored by Toyota Material Handling UK, will take place at Warwick University on Wednesday 26 September, 2012 and will focus on the key issues affecting fork lift truck safety in UK workplaces.

FLTA Chairman, Martyn Fletcher, said: "Through our safety awareness campaigns, we have seen fork lift truck safety improve significantly, which is why this increase should act as a reminder of the dangers of being complacent about fork lift truck safety."

"Improving safety is an ongoing process. If everyone commits to not only maintain, but actually improve

procedures and training, we can once again lower the number of avoidable accidents and fatalities within our industry. This year, under the theme 'Practical solutions to everyday problems', we'll be looking at training, loading and unloading areas, speeding, the latest safety products, and much more."

The conference will be held in the Ramphal Building at Warwick University on Wednesday 26 September, 2012. The conference will start promptly at 10.00am and close by 4.30pm.

Tickets for the event are priced at £85.00 (inc VAT) for members of the FLTA or its Safe User Group and £115.00 (inc VAT) for non-members. The price includes refreshments and documentation.

● For further details visit the FLTA website www.fork-truck.org.uk, e-mail mail@fork-truck.org.uk or call the FLTA on 01256 381441.

Toyota developing Li-ion power

Toyota Material Handling is exploring new energy technologies for its fork lift trucks such as Hybrid, Fuel Cell and Lithium-Ion.

Li-ion batteries provide a more effective way to store and supply electricity than traditional lead acid batteries, which often need 6

- 12 hours to recharge. Thanks to fast charging during breaks, Li-ion batteries significantly increase productivity by eliminating the need for battery change and saving precious time in a rapidly-moving environment. The fork lifts are therefore able to operate even longer to their full potential.



● Firms were asked to report the underlying factors behind late payment.

FPB research on cash and late payment

Amid the furore surrounding the LIBOR-fixing scandal, new Forum of Private Business research shows that many cash-starved small businesses are still looking to the banks to provide growth capital and restore confidence.

A huge 94% of firms on the Forum's cash flow and finance panel see improved access to finance as important to restoring business confidence.

"While some firms are seeing improvements to cash flow, working capital and growth capital many more are seeing these deteriorate and are looking to the banks to provide the finance for growth in order to boost business confidence and drive economic recovery," said the Forum's Senior Policy Adviser Alex Jackman. "Entrepreneurs believe banks can do a lot better and are calling for improved levels of service, including more branches, faster and more transparent decision making and greater choice."

Mr Jackman continued to say that there is caution in some quarters over alternative forms of funding but the research suggests that, if these improvements are not delivered, many entrepreneurs alienated by mainstream lenders are more than willing to vote with their feet and explore newer, more innovative financial services less dependent on automated risk criteria. "There is an important role to be played by accountants and other financial advisers in guiding them in the direction of funding solutions that work for their businesses. Reducing business costs and tackling late payment would also

improve the situation."

Late payment

With approximately £35 billion owed to small firms in outstanding invoice payments firms were asked to report the underlying factors behind late payment.

In total, 42% reported behavioural late payment (where clients do not see prompt payment as important), 13% procedural late payment (where clients' internal procedures slow down payments) – particularly in public sector supply chains – and just identifying 8% bad debt (where clients simply cannot pay).

Some are concerned that their customers are deliberately holding on to payment. However, 38% of business owners surveyed said they have even seen an improvement in payment times over the past few months.

Generally, the government is believed to be doing a good job on tackling late payment. However, some business owners noted that payment disputes with local authorities and other public sector institutions have increased recently. Suggested solutions to late payment include the outlawing of contract payment terms over 45 days; the naming and shaming of late payers; highlighting examples of good practice; and random checks to make sure that timely payments are being made.

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BAR membership fees increase

BAR has recently announced changes within the organisation and explained the reasons for the increase in subscription fees for members. But from members' points of view, and those considering joining, does this represent an essential progression and good value for money or is it a step too far during these cash-stricken times?

There appear to be three main reasons for the increased fees: to pay for the Code of Practice that is now losing its government funding and will need to be self financing; to provide annual inspections of member companies compared with the three-year programme currently operating; and to pay for the costs involved in conducting a marketing campaign to support the changes.

BAR also explained that there were several enhancements to the membership criteria coming into effect including: the need for BAR Members to be VAT registered; the requirement for them to have a dedicated and manned office; and the requirement for all members to be of good repute and be financially sound.

Matt Purdie is a past president of BAR and feels that the additional charges are well worth the expense. "I don't think that they are enough considering the prestige of the badge and increased membership benefits," he said.

Matt's opinion will not be unique. No doubt many people will agree feeling that this is a positive move that can only be good for BAR and its members long-term. However, most of the people asked by *The Mover* for their opinion chose not to comment, presumably they wished to judge the change by results not speculation.

For many years the BAR membership has been asking for higher standards and it would have

been inconceivable that anyone would have thought that they would have come at no cost. However, moving to annual inspections (from three-yearly inspections in the past) is a huge leap in one go and, perhaps a more gradual phasing in would have been preferable. There was also concern for companies that already have BS EN 12522, and have annual inspections anyway, that will now have an additional cost unless there can be some way of incorporating them.

... most of the people asked by *The Mover* for their opinion chose not to comment, presumably they wished to judge the change by results not speculation.

As often in recent years the objectors seem to be more concerned about the apparent lack of discussion and communication from BAR than the actual decisions made. Is this criticism fair or can democracy go too far? In the past BAR, like many membership organisations, has discovered that if you ask people what they want, they will rarely tell you. Maybe it is best that the Association just does what it feels is right, shows leadership, and hopes that its members agree.

@ Comment

Has BAR shown leadership or is the increase a step too far while the recession persists?

Have your say at comment@themover.co.uk.



Euro 5 2009 Daf CF220

3 man sleeper with pod.
5 container body. Air suspension.
Aluminium ramps and side table.
Belly locker, etc. Ready to go.



2 x 2008 Scania P230

Sleeper cabs plus cab top sleeper
pods. Full 5 container bodies with
dropwells and barn doors. Side
tables and ramps. Painted in
your colours. 12 months MOT.
Ready to go.



2009 Mercedes 1843 x2

2 man sleepers. Euro 5 engines.
6 container bodies with dropwell
and false floor and barn doors.
Aluminium ramps and side table.
Painted into your colours.



Euro 4. 2007 Daf LF 150

New 25ft GRP Luton dropwell body.
False floor. Tie rails and kick boards.
Clear roof. 3 side loading doors.
Alluminium ramps and side table.
Painted into your colours.
12 months MOT. Ready to go



2008 Daf LF 160 3 container body.
2x side doors. Dropwell. 150,000
kilometers. Aluminium ramps and
side table. New paintwork.

IN BUILD FOR SALE

- 2 x 2009 Mercedes Axor High roof, 5 containers.
- 2008 DAF CF 220 Sleeper pod, 5 container, air suspension.
 - 2x 2008 SCANIA P230 Sleeper pod, 5 container, air suspension.
- 2008 MERCEDES 816 High roof sleeper cab, 3 container.
- 2007 MERCEDES 1323 High roof sleeper, 4 container, air suspension.



2009 Mercedes 816 high roof sleeper New 2 door dropwell
with all ramps and table.



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NEWS: INTERNATIONAL

EUROMOVERS launches The Matrix

EUROMOVERS International, and its German sister organisation, has launched its Matrix (or Group) Certification that brings together the requirements of ISO 9001 and ISO 14001 into a single integrated management system significantly reducing its members' auditing costs.

ISO 9001 accreditation is a compulsory membership criterion of EUROMOVERS. Members may, however, choose whether they have just ISO 9001, the quality standard, or add on the ISO 14001 environmental standard as well.

The EUROMOVERS head office is providing guidance by publishing the General Standards, Policies and Processes that the participating Partners must implement. "We provide everything that the member needs to ensure that they conform," explained Thomas Juchum, Managing Director of EUROMOVERS International based in Luxembourg. "This includes the provision of the Quality and Environmental manual, general processes, documentation and templates."

The new certification has put in place a system of annual internal audits which are performed by the head office. This means that the members don't need to spend time

and money training an internal assessor. This group certification also means that the external audit is required only every three years thereby significantly reducing the cost of accreditation for EUROMOVERS members.

The Matrix also includes compliance with EN 12522-1 and EN 12522-2 (domestic removals) and EN 14873-1 (storage of household goods and personal effects).



● Thomas Juchum.

Keeping NZ car exports legal

A new export facility at Felixstowe docks in Suffolk will ensure that cars being exported from the UK to New Zealand will meet the country's tough bio-security standards.

The facility will also carry out roadworthiness inspections on vehicles being exported to other countries, and let shippers drop off cars and then have them sent on to their destination.

The scheme will help would-be emigrants to New Zealand satisfy some of the toughest rules in the world for bio-security of imported vehicles, according to Lloydsloadinglist.com.

"The clear benefits of the inspections being completed in the UK are savings in valuable time and costs upon arrival in New Zealand and the assurance for the exporter and importer of the vehicle's condition," Lloyd's Loading List noted.

New Zealand's insistence on increasingly tough emissions regulations has prompted the setting up of this facility.

John Davies, Managing Director of vehicle logistics specialist Autohub said: "This is a growing export market. Over the last year we have seen a sharp increase in UK exports of second-hand cars to New Zealand."

"The facility has the capacity to process over 30,000 cars per year, which means we are geared up to handle significant growth, whilst capitalising on the cost savings involved in processing the vehicles in the UK as they wait for exportation."

● Information provided courtesy of Excess International.



● Staff and guests party in celebration of High Relocation's 10th anniversary.

Celebrating ten years at High Relocation

On 22 June, High Relocation in Seoul, South Korea celebrated its 10th anniversary with a party held for staff and guests.

The evening started with a video of company history and speeches. Contributors included prominent figures from the international moving industry, including: Terry Head, President of IAM; Brian D. Iles, President of UniGroup Worldwide UTS USA HQ; Paul Bernhardt, Managing Director of UTS International B.V; Wiebe van Bockel, Commercial Director of Voerman International; Shalini Voerman, MD of EUROHOME; Jean-Charles Seegmuller, President of Seegmuller; Andy Mak, Chairman of Asian Express; George Nazzal of Express International Group; Leon Bock, President of DSP Relocations Asia

Group; Graham Puddephatt, Director of Reason Global; Jimmy Re, MD of Star International Movers; Sudeep Shah, President of ARA (Asian Relocations Association); Robby Wogan, CEO of MoveAssist; Andreas Eibel, Agent Relocation Director of One Group, MS Move Management; and Sally Smith, President of IPATA.

Bright Yoon, President of High Relocation, gave an emotional speech acknowledging the past, present and future of the company. He also paid tribute to the hard work of outstanding staff members at an awards ceremony.

The evening concluded with dinner, and a quiz show with questions taken from FIDI e-learning.

CMA CGM announces the launch of new Asia – Red Sea route

CMA CGM has announced a new direct service on the Asia – Red Sea route: the REX 2 service. This new service is replacing the REX 1 service that was operated in a Vessel Sharing Agreement with APL.

The new route, which started on 22 July, 2012, will deploy the 3,900 TEU *Ville d'Aquarius* and operate on the following loop: Shanghai - Ningbo - Kaohsiung - Skekou - Singapore - Jeddah - Sokhna - Aqaba.

Stéphane Courquin, Vice President CMA CGM Asia MED & NAF commented: "It was essential for CMA CGM to offer again Egypt



● The *Ville d'Aquarius*.

and Jordan calls with a direct and improved service from Asia. This new REX 2 service is the first step of CMA CGM redeployment in the zone and confirms the Group's will to increase its presence in these countries for both import and export."

Free website for migration movers

GoodMigrations of Australia is putting people in touch with what it considers to be reputable moving companies with its new website.

Adam Vagley, whose move from New York to Sydney convinced him to start the new website said: "Most people have never moved abroad before and, as a result, don't know from experience where to turn to find a good mover."

Consumers can search for international movers that serve their location and read customer reviews of how the mover performed. "Ultimately, people care about three things: did the move cost what you said it would? did my stuff arrive when you said it would? and was it damage free?" Vagley explained. For those who have already moved abroad, he added, "Reviewing a

mover only takes a minute and is a great way to help future expats make the right decision."

"There are certainly a few bad apples in the moving industry, but there are also a lot of companies consistently providing great service, and they deserve the social proof that an independent site like GoodMigrations provides," said Vagley. "International movers can create a free profile on the site to manage their company information and business locations."

● **For more information go to www.goodmigrationshelfs.com.**

● **Below: GoodMigrations website.**



Santa Fe opens in Houston

Santa Fe Group has recently opened a service centre in Houston, Texas. The company says that the service centre is designed to support specific clients who have a requirement for the company to have a presence in the US.

Lars Lykke Iversen, Santa Fe Group CEO, further commented, "I am very excited about this new development within the Santa Fe Group. The service centre will provide our clients, transferees and partners with the vital support they need." Alan Cartwright, Group Director of Operations for the Group added, "We selected Houston for a number of reasons including close proximity to some of our existing clients, favourable time zone location and the international nature of the city. Our objective is to continue to work through our strategic partners in the US and we truly value and appreciate the long-term, sustainable relationships we have developed with these companies over the years."

The Houston office will provide the following specific functions:

- US-based customer service support to transferees for both moving and relocation services;
- Liaison with key US partners and suppliers;
- Additional 24-hour customer service support to the Santa Fe Group;
- A point of contact for customers requiring North American regional time zone coverage;

● **Right: Francesca Vollaro joins Santa Fe to run the US service centre.**

• General pricing and logistics support to Santa Fe Group offices.

The service centre will be run by Francesca Vollaro, who has joined the organisation as Vice President, Client Services USA. Fran will report to Alan Cartwright and be responsible for liaising with partners and providing customer service support in the US. "I am very happy to be joining the Santa Fe Group and am looking forward to working with my new colleagues in supporting our clients and working with our partners to ensure that service delivery exceeds the expectations of all of our customers."



EUROMOVERS International Worldwide Movers Alliance

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International Matrix Certification

Area Coverage

NEWS: INTERNATIONAL

Graebel takes Platinum in OMNI Tonnage Awards

Graebel International Movers took the platinum award for sales and leadership for tonnage shipped through the OMNI network during 2011.

The company took the top award by exchanging the most weight of Household Goods within the OMNI network. This achievement was made even greater by the fact that Graebel has won the award every year this millennium.

Other notable achievements were Internacional de Mudanzas (Inter mud) in Guatemala who took the bronze award in the 250,000lb category having achieved the silver last year; and the MIGroup whose USA operation took the bronze in the 1,000,000lbs category and the Canadian operation, the silver, after the company took bronze in 2011. Achieving an improvers award is impressive at any time, but to do so two years running requires sustained growth.



● Bill Graebel (left) receives his award from Gordon Bell.

OMNI Tonnage Improvers Awards

Plus 250,000lbs league

Bronze Internacional de Mudanzas, S. A. (Inter mud); 5.11% increase on 2010; Guatemala

Silver Universal Express Relocations Sp, z. o. o.; 30.51% increase on 2010; Poland

Gold Mundanzas Mundiales S.A.; 78.49% increase on 2010; Costa Rica

Plus 500,000lbs league

Bronze Asian Tigers Mobility Malaysia; 23.02% increase on 2010; Malaysia

Silver Asian Tigers Mobility Indonesia; 31.53% increase on 2010; Indonesia

Gold Orphee Beinoglou Int. Forw. SA 37.; 25% increase on 2010; Greece

Plus 1,000,000lbs league

Bronze TheMIGroup; 46.41% increase on 2010; USA

Silver TheMIGroup; 60.90% increase on 2010; Canada

Gold Packimpex Ltd; 151.85% increase on 2010; Switzerland

Regional Gold Sales Awards

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Trafimar Relocation Services S. A. de C.V, Mexico

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North American Region

Graebel Movers International, USA

Asian Region

Asian Tigers Mobility, Singapore

European Region

Alfa Quality Moving AB, Sweden

Australian Region

Wridgways The Worldwide Movers, Australia

Platinum Award for Sales and Leadership Top Member Worldwide

Graebel Movers International, USA

Robert-Jan Voerman to take over as CEO

On 1 January, 2013, Robert-Jan Voerman will take over the position of CEO of Voerman International from Piet van Herk. The new appointment represents a new generation at the helm of the company.



Voerman International, founded in 1986 by Ed Voerman, has grown into a leading removal company in the Netherlands, both on the domestic as well as on the international market. In 2006 it was decided to separate the domestic and international division, after which the international division with its head office in The Hague and branches in Moscow and Prague, continued independently under the well-known brand 'Voerman International'. In that same year, Ed Voerman handed over his position as CEO to, then financial director, Piet van Herk, but remained actively involved as chairman of the Supervisory Board. Under the management of Piet van Herk and his fellow directors Robert-Jan Voerman, Edwin van de Vliet and Rob Sybesma, the company enjoyed a period of continued growth.

After seven years as CEO, Piet van Herk will hand over his position on 1 January, 2013, to the current Commercial Director Robert-Jan Voerman. Piet van Herk will stay on the Managing Board as vice CEO, thus actively supporting the transition process and maintaining responsibility for various important projects.

The new generation is also taking a lead role in other areas of the business: two employees, who were practically brought up in the removal industry and who have earned their own spurs at Voerman International, joined the Managing Board as per July 1, 2012. Wiebe van Bockel, Head of Sales, became the Commercial Director and Michiel van Herk, Head of Financial Administration was promoted to Financial Director.



Bookings open for EuRA 2013

Bookings have now opened for the 2013 EuRA conference to be held in Bucharest on 24–26 April next year.

The conference will take place in the impressive InterContinental Hotel, in the very centre of the city and just two blocks from the city's famous old town, Lipscani. This vibrant area has undergone extensive restoration and is one of the finest examples of secession architecture anywhere

in Europe. Now home to numerous bars, restaurants and art galleries, this area is well worth exploring. Bucharest is a surprising city and far enough south to have the same climate as Rome.

For details of sponsorship opportunities go to www.eura-relocation.com.

Mandatory emergency eCall system in cars by 2015

By 2015, all new cars must be fitted with eCall devices to alert the rescue services automatically to road crashes through the public 112 emergency call system, say MEPs in a resolution adopted jointly by the Internal Market and Transport Committees.

This system would speed up the arrival of the emergency services, saving lives and reducing injuries.

The aim of the in-vehicle eCall system (based on the 112 call platform) is to ensure that the emergency services are alerted automatically to serious road accidents. This should save lives and reduce the severity of injuries as qualified and equipped assistance would get to the scene of the accident earlier.

MEPs pointed out that the necessary technology is available and common EU-wide standards have been agreed. They therefore called on the Commission to table legislation requiring the Member States to upgrade their emergency response services infrastructure so that it can handle eCalls by 2015.

The resolution stresses that the eCall service cannot be used to monitor a person's movements or determine his or her location unless that person has been involved in an accident.

The Commission is expected to table a legislative proposal on eCall by the end of 2012.



● eCall is designed to automatically alert emergency services to serious road accidents.



● Kent's CEO Timothy Irwin (left) with Kent's National Customer Service Manager Glenn Pile, proudly holding the award.

Kent wins at Australian Business Awards 2012

Kent Corporate Relocation has taken top honours in the Australian Business Awards 2012 in the category of Service Excellence.

The awards program, established in 2005, engages with leading corporate, government and non-profit organisations across a large number of industry segments. The Service Excellence Award was granted to Kent for its promotion and development of organisational service excellence in its Culture, Leadership and Business Strategies, Customer Relationship Management, HR Management and Industry Contributions/Achievements. It recognises the investment Kent has made in innovation, technology, people, and HR/business policy development which are critical to the delivery of service excellence to the end users.

Congratulating Kent, Ms Tara Johnston, Program Director, The Australian Business Awards said: "These types of accolades don't come easily – they are underpinned by vision and leadership, both of which require a clear dedication to research and development. Despite a challenging business environment locally and abroad, this year's participants in The Australian Business Awards remain steadfast in their commitment to innovation and excellence."

"We're proud to promote the models of business and product

"... the 2012 winners of The Australian Business Awards are innovative, agile and truly 'best in class'."

Tara Johnston

excellence in addition to highlighting contributions to the community and sustainability initiatives with these leading organisations and to publicly honour their achievements," she added. "There was unparalleled breadth and depth in this year's entries, highlighting the economic stability of Australia and stamping it as the 'clever country' for progressive projects, investment, enterprise ventures and workplace practices. Across the private, public and not-for-profit sectors, the 2012 winners of The Australian Business Awards are innovative, agile and truly 'best in class'."

In congratulating Kent staff, CEO Tim Irwin extended the Board's thanks and congratulations to staff who have helped build and support the vision of organisational excellence through compliance and passion for service delivery.



● Team Voerman.

Voerman rides for charity again

On 8 September, 2012, Voerman from The Netherlands will be competing once again in the Ven2-4 Cancer challenge cycling event up the infamous Mont Ventoux in Southern France.

Last year Voerman cyclists climbed the immense Mont Ventoux 19 times (some of the group managed to complete the climb two, three and even four times). With no less than 270 cyclists participating, a total amount of euro 310,802 was raised. This year, over 500 participants have registered.

From the whole group 12 staff members will participate including members from Eurohome Relocation Services, Voerman Prague, Transpack Forwarding and Voerman The Netherlands. "It is a real group effort with 12 colleagues in action and several staff as help on the day itself and in preparation – great to see this commitment throughout our company," commented Piet van Herk – CEO Voerman Group. "Everybody knows somebody with cancer or someone whose family is affected. We as a company also are hit with our receptionist having cancer, so it's close to us all."

Voerman has a special program for its partners and agents. For companies and individuals who help with sponsoring this cause they get a year of promotion on one of its moving trucks. Logos will be added to specially designed removal trucks.

For more updates or should you wish to follow the cyclists you can follow all on a specially developed website www.ven2-4cancer.nl or www.voerman.com.

INTERVIEW: MIKE FAHEY



Cheshire Removals is the archetypical small moving company. It's run by its owner, Mike Fahey, whose family is steeped in the industry, runs a small fleet of vehicles and does most of its business in its local area. Steve Jordan dropped in to see Mike to see how he is keeping one step ahead in a difficult market.

The company's roots go back 100 years or more when Mike's granddad, Patrick started his business, P. Fahey & Son, with a hand cart. The horse joined a little later before lorries took over in the 1950s.

Mike is the third generation of the Fahey family to embrace the moving industry. In 1994 he started his own business, Cheshire Removals and, in 2007 he moved into his present premises in Stockport. He occupies the same site as Safestore that bought the building from Paul Fahey, Mike's cousin, who saw the potential of the self storage business many years ago when it was little more than a slightly puzzling American import. If only we were all blessed with the same foresight!

Cheshire Removals has been successful. Most of its business is domestic moving with the occasional office job or international shipment. All its work originates in its local area. The recent recession was tough, of course, as it was for everyone, but Mike is sure that the business is beginning to come back now. "The

business is in a much better position now than two years ago," he said. "We went right down to three vans but it's slowly coming back up again." Mike now has ten vans on the road and employs around 25 people on a busy day, many of them as regular part-time staff. "It's the media that frighten us into recession. If it wasn't for them telling us how bad everything is supposed to be we probably wouldn't have one."

"It's the media that frighten us into recession. If it wasn't for them telling us how bad everything is supposed to be we probably wouldn't have one."

Mike Fahey

Enthusiasm for BAR

When the company moved to Stockport in 2007 it also became part of BAR (British Association of Removers) and Mike regularly attends the North Western Area meetings. "Becoming a BAR member helped us to show a more professional image," he said. "I find the Area meetings extremely helpful. Being a member of an association helps the staff be more aware of how to behave with customers and helps us sell our services. Just those two things alone make it worthwhile.

It also helps us keep on top of the legal side as well: insurances, regulations, training, etc."

Driver training

Mike has managed to get most of his drivers through the Driver CPC training in time for the deadline in 2014. But he said that he had purposely not rushed into it as he could not be sure how many drivers he would need by that time. This may well go a long way to explaining

dropped of for removals he found he could earn extra money by hiring out his vans to local companies. He now has around 20 vans, mainly Transit size, in his hire fleet. "We don't hire to private customers though," said Mike. "They are a nightmare so I wouldn't recommend that to anyone." He also rents out his 7.5 tonne vans too for £150/day.

Vehicle sales

Another diversification for Mike is vehicle sales. Good quality, used removal vans, it appears are hard to come by even in a recession. He buys sound vans locally, reconditions and repaints them and sells them on at a profit. If customers are looking for something special, Mike can often find them what they are looking for. He also has a door fitting service to make a standard truck into a removal van with container doors. Having previously dealt in older vehicles Mike is now concentrating on the post 2006, Euro 4 vehicles which are in great demand. "We can often take a good body off an old truck and put it on a Euro 4 chassis."

Mike's company is a very good example of a traditional moving company that has adapted with the times and taken its opportunities as they were presented. Many others, who might still be struggling even as the market returns, could learn a lot from his example.

why the take-up of Driver CPC training has been lagging behind what the training establishments were expecting. There's no point in paying to train people only to have them leave.

Vehicle hiring

But Mike owes some of his success to diversification. He has never been afraid to use his assets in any way he could to make sure they earn their keep. 2007 also saw the start of his van hire business. As work



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NEWS: INTERNATIONAL

Troy Container Line announces new France agency partnership

Troy Container Line, one of the world's largest American-owned NVOCCs, has announced a new agency partnership with European-based CARGOLINES.

The partnership comes just a year after Troy Container Line initiated its direct service to France and is a natural evolution of the success and growth the company has had in the French market.

"The entire Troy Container Line team is pleased to partner with CARGOLINES," commented Patricia Fitzgerald, COO of exports at Troy Container Line. "CARGOLINES' commitment to service and competitive rates make them an ideal agency partner. This new relationship will improve services on this trade lane for our company's European clients. We look forward to serving additional customers on a local, more personalised basis throughout France with CARGOLINES' already-established five offices."

The strategic decision to partner agencies was made to streamline Troy Container Line's framework in Europe. SEACON CARGA - CARGOLINES' sister company in France - has worked with Troy Container Line for several years, developing a consistent, reliable network for mutual customers. The new partnership, official as of 2 July, 2012, will enhance networks and service capabilities for all three entities.

"CARGOLINES recognises Troy Container Line's reputation as an industry-leading NVOCC," added Patrick Garcia of CARGOLINES. "The company's expansive network in the continental US, coupled with their competitive market rates has created a model partnership by which we can offer a strong, dependable network to our clientele."

The agency partnership with CARGOLINES is one of many new announcements from Troy Container Line in 2012. The NVOCC recently announced a new consolidated freight service in Savannah, Georgia, as well as a new Chicago-to-Rotterdam service and a direct consolidation service to Liverpool and Manchester, England.



● Mat Ford-Dunn leading the SM30 race from Joan Lopez.

Spain's movers racing to success

Purias Impact S.L. (Advance Moves) are better known for their trade removal services between the UK and Spain. But when the Managing Director, Mat Ford-Dunn isn't in the office, he's usually to be found racing around the Supermoto tracks of Spain.

Mat and his younger brother Anthony (who is the warehouse manager at the Murcia, Spain, depot) are both mad about bikes and have been competing in the Spanish Supermoto championship for several years with some fantastic results.

Supermoto racing is a combination of an asphalt race circuit with a dirt section and a few jumps thrown in for good measure. The racing is frantic as the riders have to control their highly tuned race bikes at speeds of up to 120mph, on a variety of surfaces and conditions to be able to win races.

The first half of this season has been phenomenal with both riders rarely finishing off the podium and both brothers running strongly in their respective championships.

Between the two brothers they have racked up an astounding nine race wins, as well as 13 second positions and a further eight third positions. Anthony is currently second in the Catalan championship and fourth in the Spanish championship, with older brother Mat currently second in the SM30 Catalan championship and also second in the SM30 Spanish championship.

The first half of the season has not been without difficulties with both riders complaining of a lack of front tyre grip due to suspension problems and a disastrous round of the Spanish championship at Villarcayo, Burgos where Anthony suffered a



● Anthony Ford-Dunn.

front tyre puncture in both of his races and Mat crashed heavily in practice, requiring stitches in his arm before he was able to take part in the day's races. It goes to show how hard these two are pushing themselves when even with these problems Anthony managed to finish in both his races, fifth and sixth and Mat brought it home in third and sixth despite a further crash in the second race.

But the championship leads are still in sight and both brothers are training hard to make the second half of the season even better than the first.

The team are next in action at the Mora d'ebre circuit in Catalunya on 16 September for the fifth round of the Catalan championship. Further race reports and updates can be found on the team's website at www.supermotoland.com.

Mobeltransport Danmark moves into Sweden

Aspire Mobility AB, a new Swedish moving company fully owned by Mobeltransport Danmark, has recently opened a new moving company in Sweden under the brand name of Aspire Mobility AB.

Aspire has terminals in Stockholm and Malmö to provide a full range of international moving services throughout Sweden. In a recent interview, Gunnar Moeskjaer, Director of Group International Services at Mobeltransport Danmark, said that the new Swedish operations offered international agents a quality alternative in the Swedish moving market. "We felt that the new name was much easier for our international partners," he said. "Although the Swedish company is a green field start up, the service standards of Aspire Mobility will closely mirror the well-known quality standards of its Danish parent company."

In its day to day operation, the Aspire Mobility organisation will be supported by the management group of Mobeltransport Danmark, and at Board level by Thomas Hanbo, the former CEO of ICM Kungsholms.

Niels Bach the CEO of Mobeltransport Danmark said that in time it is the intention to rebrand the entire international activities of the group as Aspire Mobility to signify the range of comprehensive mobility services offered on a global basis.

The Swedish organisation is overseen by Roger Ledin who has over 25 years of experience in the international moving and forwarding business. Following a period at L.M. Ericsson's Shipping & Forwarding Department, Roger joined Kungsholms Express in 1988, graduating the following year from one of the very first FIDI Academy classes. In 2008 Roger obtained his MIM, Master of International Moving certificate, from the FIDI Academy.



● Roger Ledin.

Moving the China Way

Sally Zhong from ChinaWay in Beijing attended her first EUROMOVERS conference this year. Steve Jordan caught up with her to discuss her company and handling imports and exports to and from China.

ChinaWay was established in Beijing in 1993 and has grown to become successful. The company provides a complete range of origin and destination services for the international moving industry and is experienced at handling third-party logistics for its national and international customers – including operating as a UPS agent for the last ten years. The company now has four companies in the group, including the head office in Beijing and the branch in Shanghai. It is planning to extend further to expand its coverage within China, later this year.

Sally is responsible for daily operations at the Beijing office. She explained that her company is registered through the local government to perform import and export services and has built a good reputation through its handling of major corporate accounts including the US Embassy. "About half our work is for private people and half for corporations," she explained. Import and export work is also finely balanced with much of the export work focusing on centres in Europe, Canada, Australia and the USA. "For private people it's only the relatively wealthy who can afford to emigrate," Sally explained. "However these people tend to sell their houses and move everything."

In terms of import regulations



"The household goods market is very special. There is no clear definition but it depends on two main principles: personal use and reasonable quantity."
Sally Zhong

it's easy for foreigners to assume that China operates as one country to implement the same clear regulation. However Sally explained that it was not as simple as that. "The household goods market is very special. There is no clear definition but it depends on two main principles: personal use and reasonable quantity. So, some items may result in an understandable discrepancy by different local customs. For example, if you import something very special but can provide a reasonable explanation, it may be still refused by some

local customs, but may well be allowed by others as well," Sally explained. So, the close co-operation and communication with the customers, overseas agents and the local customs department is very important to ensure a smooth transit of goods into the country. "It's a critical part of what we do."

The company has been a member of EUROMOVERS for one year. It was

Sally's colleagues from Shanghai who attended the conference in 2011 as they have more experience in the export market. But Sally plans to return, given the opportunity, especially as she had the honour of collecting the EUROMOVERS

Quality Award for her company in Nice.

● Above left: Sally at the EUROMOVERS conference in Nice, and collecting the EUROMOVERS Quality Award from EUROMOVERS President Denis Zonneveld.



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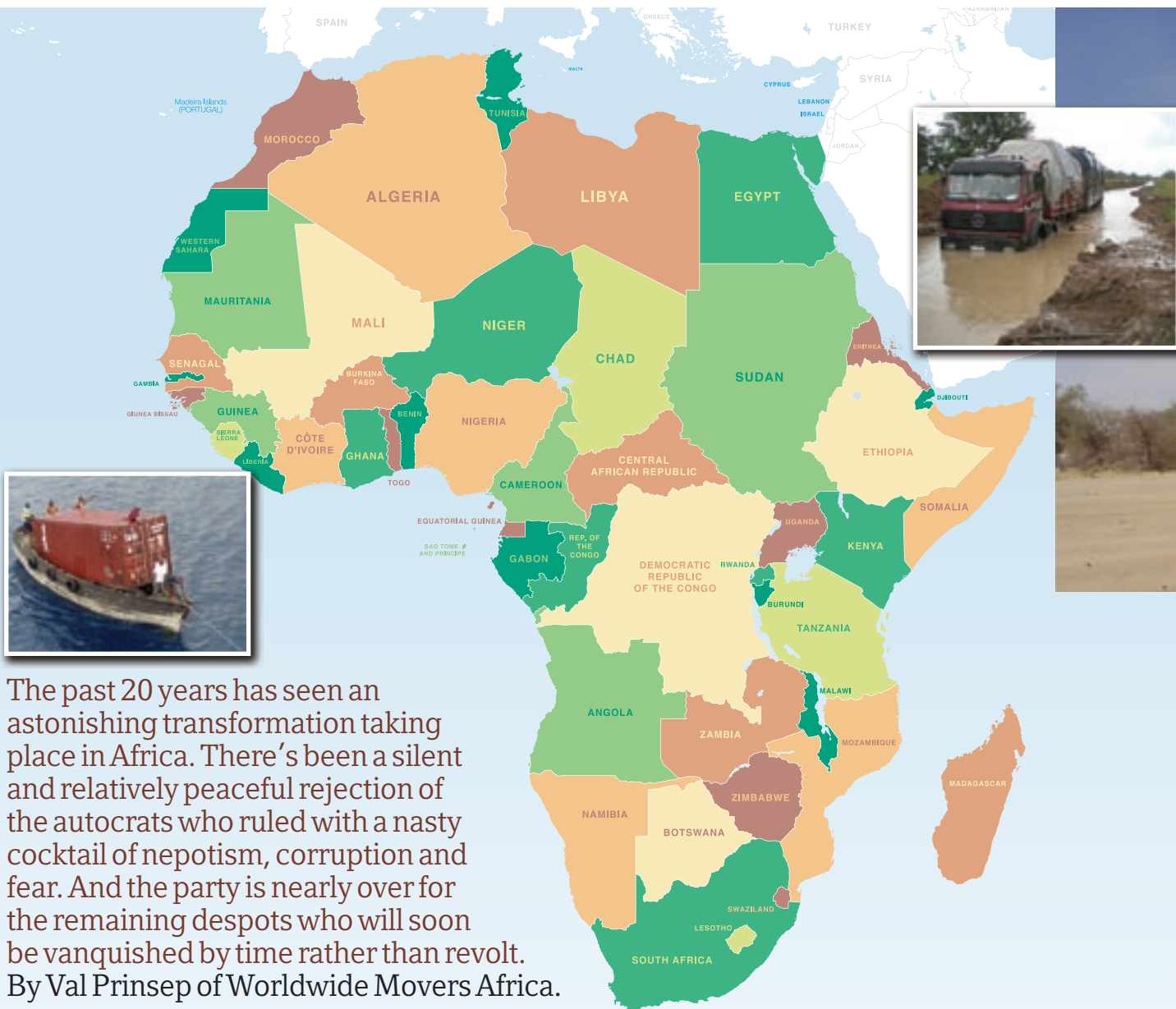
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INSIGHT: MOVING IN AFRICA



The past 20 years has seen an astonishing transformation taking place in Africa. There's been a silent and relatively peaceful rejection of the autocrats who ruled with a nasty cocktail of nepotism, corruption and fear. And the party is nearly over for the remaining despots who will soon be vanquished by time rather than revolt. By Val Prinsep of Worldwide Movers Africa.

INTO AFRICA

With these dramatic political changes have come new players in the relocation business, companies that have forged their own business models, specific to local demands. These are the global and African players such as AGS and Worldwide Movers Africa with multi-branches, energy, stamina and local know-how to keep their businesses flourishing.

Three different business models serve the African relocation industry. One is where each multi-country operation is driven by local and overseas stakeholders. Here, a company director manages the business which assures continuity, fosters

increased local knowledge and contacts and eliminates corruption. Another is where the maximum shareholding is external, management is rotated every two or three years and growth is supported and supplemented by inter-company moves. The third model is the smaller, local companies who compete with lower pricing and in some cases forego payment of VAT/GST/TVA sales taxes crossing fingers to snag a kindly tax auditor when the time comes. Some of these companies are well established and not all skip their fiscal dues, but with single operations they can find it hard to compete with the multi-branch players.

Africa's relocation industry can be

divided into three very different slices: 'the Maghreb' or North Africa, 'sub-Saharan Africa' (or those north of the Limpopo), and of course, South Africa.

North Africa

Egypt, the Muslim world's political and theological crucible, marches to its own drummer and is where longer established moving companies have thrived on their reputation for reliability and creditworthiness in a world of uncertainty. Libya presently entices only oil industry and embassy moves but will soon be an irresistible target for the 'intrepids'. Their francophone neighbours to the west have had close ties with French movers, some



● Left and below: Transportation in Africa comes with its own unique set of challenges, which are met with some very creative solutions.



South Africa's relocation industry is big, enormous compared with any other African nation, certainly highly developed, sophisticated even, with a rich history of quality and reliability.

of whom have branches there to service the trans-Mediterranean traffic, but the ties are weakening and local companies are flexing their marketing wings to independently secure their share of worldwide traffic.

South Africa

Let's now fly way south. South Africa's relocation industry is big, enormous compared with any other African nation, certainly highly developed, sophisticated even, with a rich history of quality and reliability. Although it dwarfs its neighbours to the north, it's really considered to be, well, not very African. South Africa's infrastructure, communications and legal system functions almost flawlessly, materials and services are plentiful and the offices, equipment and warehouses of our colleagues there are similar to ones you might find in Evansville, Indiana. Bewildering as they may be, the multitude of movers and storers have generated a few strong and dominant companies that to date have kept the smaller operators at bay. As South African industry sinks its money into new businesses north of the Limpopo, movers north and south of the river prosper.

Sub-Saharan Africa

More mature movers will vividly recollect the blank expressions of co-workers when



● Diverse deliveries for Worldwide Movers: an elephant sculpture (left) and materials for a referendum (above).



told to find a 'reliable' destination agent in central Africa: of 49 countries in this region, only a handful had anything but a vague idea of what an international move was. It was mostly the import/export houses that offered 'home-bound packing and shipping services'. Sixteen years ago I became chairman of Worldwide Movers Africa. I remember a US Ambassador poking around a dusty liquor store in Dar es Salaam, Tanzania, looking for cardboard cartons for his move back home. What an opportunity and how things have changed for the better. The leading relocation companies in this region manage to successfully train packers and drivers with revolving training classes, import quality packing materials and certainly the enquiry response times can shame some of the move-divas of this world. Some company directors are doyens of our industry having graduated from north American and European relocation companies, but that was long, long ago.

The Bureau d'Echange phenomenon has done as much to revolutionise the industry as anything else. In nearly all central and western African countries where foreign exchange has been liberalised, these exchange parlours cater to folks brandishing whopping great wads of local cash that is changed into crisp new dollar notes at the blink of an eyelid. It's not uncommon to hear South African accents in bars and restaurants across the continent. SA breweries, supermarket chains and fast food outlets are flattening the local competition. After all, it's twice as gratifying when you can now buy dollars and repatriate most of your profits. Now that's a worthwhile facilitation.

Even so, in sub-Saharan Africa, the modus operandi is entirely different,

tailor-made for a very tough environment where the challenges of occasional unrest, degraded infrastructure and communications are commonplace. Power outages can be long and frequent, e-mail connection tenuous and monster traffic jams ubiquitous. Up to two-month delays to retrieve a container from ports are commonplace.

The rush by a couple of South African movers to establish branches north of the Limpopo has not been successful: entirely different skill sets are needed with business models that suitably conform to a myriad of local challenges: logistic, linguistic, fiscal and political. So relationships between movers north and south of the Limpopo, although independent, are strengthening through increasing reciprocal tonnage and cooperation.

Change is constant and swift in this part of the continent. The Worldwide Movers Africa group is fast moving towards greater local autonomy, that's to say an increasingly Africanised management and a financial architecture that benefits nationals through profit sharing and bonuses. In addition, government tender awards (as in South Africa) will be biased towards companies with more local shareholding.

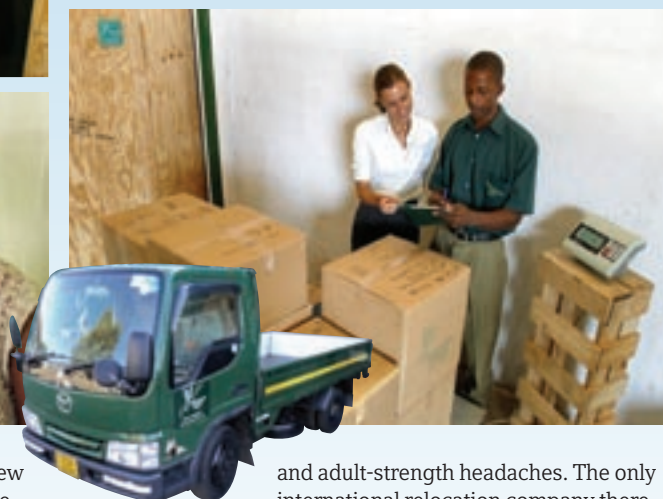
In West Africa and the Sahel, it's Nigeria that dominates with hydrocarbon and other industries served by mostly local moving companies. This is a really rugged environment in which to operate where patience and a sense of humour are prerequisites for shippers and relocators. Ghana, stable and safe, is generating mining and agricultural investment interest in the region, alas to the detriment of Ivory Coast and other occidental states that from time to time are handicapped by

● Below: Eric Beuthin, President, Worldwide Movers Africa Group.



INSIGHT: MOVING IN AFRICA

Below, centre left:
Alexandra Beuthin (left) and
Lydia Kunihiro of WWMAF,
Kampala, Uganda.



political disruptions and unrest. Central Africa's Democratic Republic of Congo, huge and shambolic, is where transport infrastructure is virtually defunct so any household moves mostly emanate from the capital, Kinshasa and Lubumbashi close to Zambia.

In east Africa it's Kenya, Uganda and Tanzania that enjoy the spotlight with sustained growth nourished with plentiful natural resources, mineral and hydrocarbons soon to come on line. Tanzania in particular, blessed with political stability, natural gas reserves larger than Qatar's, is the new 'ripe-for-investment' star of the region but like its neighbours continues to suffer power outages, Internet interruptions and unforeseen monetary demands that can hinder smooth business operations.

The tiny countries such as Togo, Benin, Malawi, Rwanda and Burundi pose special challenges for local movers: when a couple of the big multi-branch movers are face-to-face in town, it's like a stand-off, both responding to the same multiple quote requests from several overseas colleagues. Take Antananarivo in Madagascar as another example. AGS and Worldwide Movers Africa (both having more operations than any other movers on the continent), face off in the battle for every corporate and diplomatic move, both armed with arsenals of quality staff and materials.

Ethiopia bans any international investment in the transport sector. Both AGS and Worldwide Movers Africa have tried, unsuccessfully, to offer services in Addis Ababa, home to the new monster African Union headquarters, a glitzy gift from China. Gratifyingly one or two local

moving companies in Addis boast new overseas-trained management so the industry no longer has to endure the lethargy and disinterest of old. For those brave-of-heart relocation companies with the acumen and local knowledge, Eritrea, newly formed South Sudan, Somalia (and even Somaliland) provide opportunities with Worldwide Movers Africa offering services in Mogadishu where you can now promenade the streets in 'relative safety'. Even safer if your relative's a warlord.

... any relocation company with deep pockets and staying power surely enjoys jaw-dropping margins and adult-strength headaches.

Zambia and Zimbabwe, although neighbours, have witnessed very different economic states. Zambia enjoys relative political stability and boasts increasing South African investment whereas stagnation, and fear of confiscation of businesses, leave Zimbabwean companies awaiting the inevitable and imminent new leadership that may foster a more clement investment climate. If not, those moving vans will be parked a while longer.

And where on earth is Angola? Little known and seriously rich with black gold gushing from monster off-shore rigs, Portuguese speaking Luanda is the most expensive city in the world with rents that make London's moguls blanch. The city tries to accommodate the oil industry staff in this overcrowded city so any relocation company with deep pockets and staying power surely enjoys jaw-dropping margins

and adult-strength headaches. The only international relocation company there today is AGS-Frasers, but not for long, with the Worldwide Movers Africa group expanding its network operations at regular intervals.

The emergence of new business opportunities across the continent means more reliable relocation companies across the board, good for the shipper, but not so good for a few of those jaw-dropping monopolistic margins.

Val Prinsep

With an MA in Art History, Val left university to start the first commercial trans-Africa expedition company. He joined North American Van Lines in Beirut during the Lebanon war becoming manager for all of Africa and Middle East; then started Baillargeon Int'l (Canada) and a partnership moving company in Toronto. In 1996 Val created Worldwide Movers Africa in Tanzania and has grown the company into 12 African countries. He is chairman of the WWMAF Group.



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NEWS: ON THE ROAD

Is restricting HGVs to 52mph the key to saving fuel?

With diesel prices at an all time high, hard-pushed vehicle operators are always on the lookout for ways of reducing their costs and limiting speed would appear to be an obvious course of action.

Although the legal motorway speed limit for vehicles over 7.5 tonnes is 60mph a European directive which came into force during the 1990s requires them to be limited to 56mph - 80kph. However, some transport companies have experimented by further limiting their vehicles to 52mph in a bid to save fuel. While there is no doubt that vehicles operating on long motorway routes use less fuel, the drawbacks including longer journey times and safety concerns have caused most operators to conclude that limiting to 52mph is counter productive as well as being unpopular with their drivers.

Longer journey times mean more wages for the driver and possibly an overnight stay if he runs out of hours on route, which would almost certainly wipe out any savings made on fuel. Congestion caused by the need for vehicles running at 56mph to overtake their slower counterparts at only a 4mph differential is another problem flagged up by many drivers. Joining motorways is another concern as it is more difficult to merge with traffic travelling in lane one without causing other drivers to slow down. However, HGVs working mainly on motorway routes can

expect to use up to 18% less fuel by restricting speed to 52mph, but it's important to remember the saving can only be made when using the motorway, as speed limits are lower on dual carriageways and two-way roads at 50mph and 40mph respectively. Educating drivers to drive more economically may provide a better way of saving fuel overall.

Earlier this year *The Mover* reported that according to a survey conducted by Volvo, 50% of HGV drivers do care about the amount of fuel they use and drive as economically as they can. A further 40% said they occasionally considered fuel economy with only a very small percentage of professional drivers giving no consideration to fuel economy at all. The report went on to say that even experienced drivers can benefit from training in fuel efficient driving to the tune of around 7%, with even greater savings achieved by less experienced drivers.

Top tips for economical driving:

- Get the tyre pressures right;
- Set the vehicle up properly: cab gap, cab deflector and axle/trailer alignment;
- Try to get into top gear as soon as you can;
- Plan ahead, blend in with traffic and try not to come to a complete stop.

ATS Euromaster signs deal with MWS

Tyre specialist ATS Euromaster has signed a two-year deal with independent wheel distributor Motor Wheel Service (MWS) aimed at more than doubling ATS Euromaster's share of the UK commercial vehicle wheel market by the end of 2013.



● ATS Euromaster wheel check.

Thanks to its agreement with MWS, ATS Euromaster will now be able to offer a one-stop service to commercial vehicle fleets, meeting both their tyre and wheel needs. ATS Euromaster is not new to supplying wheels to truck, bus and coach fleets, supplying around 7,000 such wheels in 2011. The deal with MWS will increase ATS Euromaster's wheel stock, with MWS also providing technical support and training, better positioning ATS Euromaster as a key supplier in this market.

John Ellis, Managing Director of

MWS, explained: "Over the last few years we've been campaigning extensively for increased safety checks on commercial vehicles' wheels. This new relationship with ATS Euromaster reinforces our belief that wheels should be supplied and inspected by professional organisations employing skilled technicians. I am confident that by working in partnership with ATS Euromaster, we will be able to jointly improve the safety of the UK's commercial vehicles."

OCRS will change from 1 October, 2012

In April VOSA were to introduce improvements to the current Operator Compliance Risk Score (OCRS) system, however the improvements were delayed due to some technical problems discovered during a system test.

The problems have now been resolved and a full round of rigorous system testing has been completed.

Improvements to OCRS will now be introduced on 1 October, 2012.



● Limiting trucks to 52mph saves fuel but there are drawbacks.





● Above: The DAF CF85 ATe; below, left to right: Sean Lock, comedian/compere; Ray Ashworth, Managing Director, DAF Trucks Ltd; John Jackson, Sales Manager Chevron Lubricants – sponsor of the Motor Transport Fleet Truck of the Year Award.

DAF wins award for record-breaking 11th time

At the presentation of the prestigious Motor Transport Awards 2012 in London, the DAF CF85 has been awarded 'Fleet Truck of the Year' for a record-breaking 11th time. The Motor Transport Awards are the UK's premier transport industry awards, organised by the trade magazine *Motor Transport*.

The CF85 offers "excellent cost of ownership, fuel economy and driver acceptance. DAF offers the best all round package for the fleet operator, with top customer service and market-leading after sales service", were the conclusions of operators after comparing all the leading truck manufacturers. The DAF CF's performance in the Motor Transport Awards is unmatched – 11 wins of the coveted 'Fleet Truck of the Year' title since 1994.

Ray Ashworth, Managing Director of DAF Trucks UK, received the trophy in front of 1,500 leading representatives from the transport industry at a presentation dinner in London on June 13, 2012. "This is a great accolade for the CF85 and for everybody in our sales and service dealer network", said Ray Ashworth. "This recognition is so valuable because it is awarded by the users themselves, being demanding fleet operators."

"To go on winning this award during some of the most challenging years the UK transport industry has ever experienced underlines the key principles of our truck range – maximum reliability, highest driver comfort, together with the outstanding in-service support



"This is a great accolade for the CF85 and for everybody in our sales and service dealer network."

Ray Ashworth

provided by our nationwide network of dedicated dealers", said Ashworth. "Obviously, it also comes down to highest efficiency. The CF has always been regarded as one of the most fuel efficient trucks on the market and with the latest ATe technologies, again significant savings can be realised, important in times when fuel prices have risen to record levels."

Driving licence regulation reminder

The licensing regulations for professional drivers have changed recently. *The Mover* has reported on this previously however, if you missed it, here's a reminder.

New drivers passing a driving test from 19 January, 2013

If you pass your driving test in categories C, CE, C1, C1E, D, DE, D1 or D1E, after 19 January, 2013, you'll receive a licence valid for five years. Every five years, up to age 45, you'll need to sign a declaration to confirm that you still meet the medical standards. After age 45, you'll need to provide a medical examination report every five years to renew your driving entitlement.

Existing truck, bus and minibs drivers under 45 years old

If you passed a driving test in one of the categories mentioned below, you'll come under the new rules when you renew your driving licence. The categories affected are C, CE, C1, C1E, D, DE, D1 or D1E. When you renew your licence, you'll receive a licence that is valid for five years. Every time you renew it, the Driver and Vehicle Licensing Agency (DVLA) will need you to confirm that you still meet the medical standards. If you apply to replace your licence because it is lost/stolen, or your personal details have changed, your new licence will run until the end of your original period. However, if you update your photo at the same time, you'll come under the new five-year rule.

● Drivers over 45 will need to provide a medical examination report when renewing their licence.

Drivers over 45

Drivers over 45 will continue to renew their entitlement as they do now. When you renew your licence at the end of a five-year period, you'll be renewing your driving entitlement. You'll need to provide a medical examination report.

Professional drivers urged to exchange their paper driving licence

Truck, bus and coach drivers holding a British paper driving licence should consider exchanging it for a photocard licence to help with Driver CPC training and the issuing of Driver Qualification Cards (DQC). Drivers with a photocard licence will receive their DQC automatically, as the same photograph can be used for both documents. Drivers currently pay £20 to exchange a paper licence to a photocard licence and will also benefit from receiving the DQC free of charge. Drivers can apply to exchange their licence online or by post or they can drop off their application at DVLA local offices and selected Post Office branches.



FEATURE: THE ISLE OF MAN



The Isle of Man

Low taxation, narrow roads and a very expensive stretch of water ... Deputy Editor David Jordan asked movers on the Isle of Man what it's like to work there.

The Isle of Man is a self governing British Crown Dependency with its own domestic government, but although it forms part of the British Isles it is not part of the United Kingdom or the European Union. However, the Island's foreign affairs and defence are the responsibility of the British government.

The island's low tax economy – the top rate of income tax is 20% –

makes it an attractive place to live and work and is no doubt one of the reasons so many wealthy celebrities have made their homes there. Nigel Mansell, Rick Wakeman, Jeremy Clarkson and the late Robin Gibb are just a few of the famous names who have become residents on the Island. With no capital gains tax, stamp duty or inheritance tax it's easy to see why. That's not to say the Isle of Man is not a beautiful

"We are members of The Guild and BAR and I think that counts for quite a lot, especially when we're quoting for corporate business ..."

Nicky Bryan

island, it is, a fact borne out by the thousands of tourists who flock there every year, bolstered in June by the spectacle of the world famous TT races.

Property prices are above those in most of the mainland with a typical three-bedroom semi selling for around the same price as those in the more affluent parts of south east England. As in most places prices have been pretty static during recent years, although there is still a healthy demand for houses in the £2,000,000+ sector.

Edward Bryan Removals Ltd was established in the 1890s and specialises in the upper end of the market. I asked director Nicky Bryan how the recession had affected the business. "We haven't really seen a decrease in our business, in fact 2010 was one of our best ever years," said Nicky. "When we saw what was happening on the mainland it made us look at ways of working more efficiently and reducing waste, and that's been good for the business overall. Most of our clients come to us by recommendation and they're more interested in the quality of service than the cheapest price. We are often considerably more expensive than other companies and still get the business. We are members of The Guild and BAR and I think that counts for quite a lot, especially when we're quoting for corporate business, it also helps us find backloads from the mainland to the Island, which is very useful."

Getting vehicles across the Irish Sea is an expensive business, the



The Three Legs of Mann

No one really knows how the Three Legs of Mann came to be adopted as the national symbol of the Isle of Man. The symbol has a long history dating back to pagan times and is said to represent the sun as it passes across the heavens. This rather fanciful explanation is derived from the theory that it was developed from the design of a spoked wheel representing the rays of the sun and was used in pagan worship. Related symbols are the cross and the fylfot, or four-legged swastika, which originated in India.

The Laxey Wheel



One of the Isle of Man's most iconic structures, the Laxey Wheel, is the largest water wheel in the world measuring a little over 72 feet in diameter. The wheel was completed in 1854 and was used to pump water from the Glen Mooar; part of the Great Laxey Mines industrial complex, a feat that it accomplished with ease at an impressive 250 gallons a minute. It was named 'Lady Isabella' after the wife of the then Lieutenant Governor of the Island.

The Laxey Wheel has been one of the IOM's most popular and impressive tourist attractions for over 150 years.

FEATURE: THE ISLE OF MAN

cost of shipping a large removals van from Douglas to Heysham is a whacking £1,071 one way! No wonder there is a ready market for backloads from the UK to the Island. The only crossing is operated by The Isle of Man Steam Packet Company which has been in business since 1830 and is the oldest continually operating passenger ferry in existence. As a monopoly, there is presumably no pressure on fares, making the Irish Sea one of the most expensive stretches of water in the world. The weather is another problem; the

“It’s important to do your homework before bringing a large van over, some of the roads are very narrow and it’s easy to get caught out if you’re not careful.

Wil Kelly

sea can be very rough, especially in winter, and sailings often have to be cancelled causing delays and playing havoc with moving schedules.

Lancaster & Kelly Ltd is another well established Isle of Man removals company which has prospered during the past few years despite the recession. Director Wil Kelly took over the business from his father at the beginning of 2010 and has increased the size of the fleet from two to 16 vehicles during his two years in charge. The company has also expanded its document storage operations and will shortly be opening a self storage facility in one of four recently acquired warehouses. “I think it’s important to take risks occasionally and to diversify if you want to stay ahead,” said Wil. “The storage side of the business is expanding rapidly and we’ve also started hiring out our Luton vans at weekends. Another thing we’ve introduced is a house cleaning service for people we move and that’s proving very popular too.”

Apart from the high cost of getting across the Irish Sea, access can be

a problem for those unfamiliar with the Island. “It’s important to do your homework before bringing a large van over,” said Wil. “Some of the roads are very narrow and it’s easy to get caught out if you’re not careful. I’m always willing to supply

information about a particular location if a removals company is doing a job over here and doesn’t know the area. We can also help out with porters, packaging materials and anything else they need while they’re over here.” »



Edward Bryan Removals Limited (opposite) and Lancaster & Kelly Limited are long established firms on the Island.



The Isle of Man Steam Packet Company

The oldest continuously operating passenger ferry company in the world, the Isle of Man Steam Packet Company has been the Island’s life-line to the UK and Ireland for the last 182 years.

From its headquarters in Douglas, the company operates two ferries – *Ben-my-Chree*, which operates all year round, and the fastcraft *Manannan*, which operates from April until October. The ferries service four ports – Heysham,

Liverpool, Belfast and Dublin – with Heysham carrying the bulk of passengers, vehicles and freight. The busiest time of the year is the TT festival when around 35,000 passengers travel to the Island in the space of a fortnight, along with around 11,000 motorcycles.

But it’s not all about the TT – the Steam Packet Company brings visitors to the Island for a range of festivals and events, including the Manx Grand Prix in late August, the Walking Festival which takes place in June, Yn Chruinnaght the Island’s Annual Inter-Celtic festival with guests from the Isle of Man, Ireland, Scotland, Wales, Cornwall and Brittany – each July, and indeed the Steam Packet Company-sponsored Southern 100 International Motorcycling Races which also take place in July.

Visitors also come from around the British Isles for music festivals, such as The Garden Party at the start of July, and Mannifest which takes place in early August.

The company runs several offers throughout the year for cars, motorcycles and foot passengers. For example, the autumn 2012 vehicle offers start on September 11 and run through until January 10, 2013 – these include a midweek 3-day break for a car plus two passengers from just £65 each way.

More information about all Steam Packet Company offers and the services it operates is available from www.steam-packet.com.

For the latest deals on holiday packages to the Island, visit www.steampacketholidays.com for a wide selection of ideas to cater for all tastes.

Why the Isle of Man ferry is so expensive

By Isle of Man Steam Packet Company Chief Executive Mark Woodward

Small island community ferry services around the UK suffer from relatively low demand levels but high fixed costs in providing a quality high frequency service. As a consequence, ferry services to the Northern Isles and Scottish islands have been subsidised by the taxpayer by hundreds of millions of pounds, but in

contrast, Isle of Man ferry services have no taxpayer subsidies.

Isle of Man charges are regulated by the IOM government and the company is expected to use profitable income periods to offset loss-making winter and off-peak services and the company is expected to provide minimum investment levels,

frequencies and capacities.

The agreement with IOM government has ensured that fares have reduced in real terms every year for the past 17 years and comparisons of Isle of Man published freight charges have revealed they compare well with other small islands.

FEATURE: THE ISLE OF MAN



● Callister Removals has been operating on the Isle since 1958.

Callister Removals Ltd has been operating on the Isle of Man since 1958 and is still a family run business. Jackie Callister told me that back in those early days one of their more unusual jobs was to pick up motorbikes that had broken down or crashed on the TT circuit and take them back to the pits. Over the years they have moved several governors to and from the Island and the company has always enjoyed repeat business from satisfied customers who appreciate their excellent service. "At the moment it is very busy, there just aren't enough hours in the day," said Jackie.

One way of reducing shipping costs for moves to the mainland is to use a container service. I spoke

to Gary Griffin who runs Manxport, a removals company that's been based on the Island since 1995. As well as carrying out domestic removals Manxport specialises in moves to the UK mainland and often uses a container service operated by Mezeron Ltd; a shipping company based in Ramsey in the north of the Island.

"Using a container service means we only have to pay one way and we save on fuel as well," said Gary. If there is good access Mezeron will drop the container at the address so we only have to unload it at the other end." Manxport has also built up a steady trade bringing in goods to the Island from major retailers on the mainland such as Ikea and

"Using a container service means we only have to pay one way and we save on fuel..."
Gary Griffin

Habitat. Staff from Manxport travel to the UK and purchase goods on behalf of customers and bring them back to the Island or further afield either by van or container. "One customer recently spent around £11,000 on kitchens and furniture for some flats he was renovating on the Island and we brought it all over for him. Another bought furniture for his house in Marbella

and we shipped it all out by container, we do a lot of that sort of thing," said Gary.

There is no doubt that running a removals company on the Island has its challenges, not least being the very expensive stretch of water that separates it from the mainland. However, despite its small size, narrow roads and often inclement weather, the Isle of Man appears to be a good place to do business. A relatively affluent population and low rates of taxation have probably helped to lessen the effects of the recession which has afflicted most other parts of the country. Add to that the beautiful scenery and the fresh Island air and it's not hard to see why the Isle of Man is so popular.

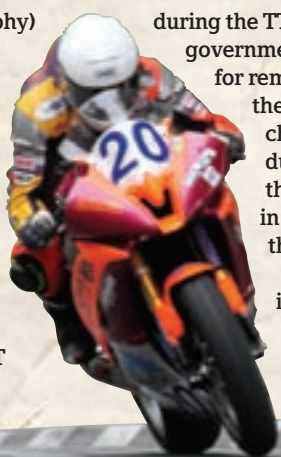
The Isle of Man TT

The Isle of Man TT (Tourist Trophy) in June attracts more than 60,000 visitors to the Island every year. The first race took place in 1907 with those early pioneers of motorcycle racing completing the course at an average speed of around thirty miles an hour. Today top riders in the Senior class average speeds of over 130mph on the challenging 37.73 mile mountain circuit.

Unlike short circuit racing the TT takes place on public roads closed

during the TT by Act of Tynwald (the IOM government) which makes it impossible for removals men to operate during the festival. Many IOM residents choose to take their holidays during the races rather than face the disruption, while others join in the fun either on track or from the sidelines.

Several top motorcycle riders including the legendary Geoff Duke, and World Superbike champions James Toseland and Neil Hodgson live on the Island.



● Tourist Trophy competitor Olie Linsdale.



Container service across the Irish Sea

Mezeron is a small local shipping and logistics company operating regular container services between the Isle of Man, Ireland and the British mainland. The company offers a door-to-door service for removals companies undertaking moves to and from the Isle of Man and provides a viable alternative to shipping large vehicles across the Irish Sea. Mezeron also operates services to many other destinations around the world.

● For more information call 01624 812302 or visit www.mezeron.com.



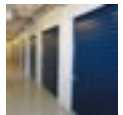
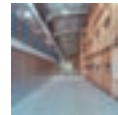
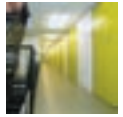
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NEWS: ON THE ROAD



Commercial Motor Live 2012

Commercial Motor has announced a whole new interactive experience for the road transport market: Commercial Motor Live.

This unique event pulls together all the essential components for a fantastic mix of discussion, discovery and demonstration: learn about the most recent technology and legislation updates, see the latest product developments and at the same time get to ride and drive some of the industry's newest trucks at the amazing Millbrook Proving Ground in Bedfordshire.

Commercial Motor Live is a new event from Road Transport Media Ltd aimed at keeping road transport industry professionals informed of the critical issues facing the sector and offering the opportunity to try the latest products. It is aimed at:

- Fleet managers and owners

seeking technical and product advice to assist their operational and buying decisions;

- Operations managers seeking information on the industry big issues to assist in their strategic planning.

The event will be held at Millbrook Proving Ground, near Bedford, on 3-4 October, 2012. It will include features on the latest technology developments, brand new vehicle launches, and information on legislation compliance. Delegates will also have the opportunity to see the latest products being demonstrated as well as the chance to ride and drive some of the newest trucks.

Register at www.commercialmotorlive.com.

Get tough on drink driving say motorists

An online poll of 2,114 motorists conducted by the Institute of Advanced Motorists in July shows that 80% of motorists say those who repeatedly drink drive should have their vehicles seized and sold or scrapped.



80% of respondents to an online poll support getting tough with drink drivers.

Half the respondents say that this should also happen to drivers several times over the limit.

Around two thirds of the respondents were also behind reducing the drink-drive limit to a maximum of 50mg of alcohol per 100ml of blood; 28% think we should have a zero-tolerance policy.

People convicted of drink driving generally lose their licence for a year and receive an average fine of £240. Over half those polled think that this is too weak and that punishments for drink drivers should be tougher.

Other findings include:

- 55% of poll respondents support a proportionate, graduated system of penalties, if the limit was reduced. For example, lower penalties would be given to drivers caught under the current limit, but above the new one;

- Almost half of respondents admit to having a drink while driving, within the current limit;

- 79% say a decrease in the limit wouldn't affect their enjoyment of an evening out. 19% said it would;

- 84% said a reduction in the limit wouldn't change their plans to go out.

IAM Chief Executive Simon Best said: "The support is there for tougher treatment of drink drivers. Not only do the majority want a lower limit – they also want tougher punishment for those that break the law, especially the worst offenders who present the greatest danger to other road users, their passengers and themselves. Our poll shows a desire to see more effective drink drive levels as well as much greater consistency of enforcement, prosecution, and sentencing, which reflects the level of danger associated with drinking drivers."

M25 hard shoulder loss is drivers' gain says FTA

News that the hard shoulder on the M25 between the Kent and Surrey section is to be converted to a traffic lane is seen as potentially good news by the FTA.

In July, members of the public were invited to find out more about plans to add extra capacity to the notoriously busy 15 mile section between Junction 5, near Sevenoaks and Junction 7 where the M25 meets the M23 intersection, which it is proposed will be through

the delivery of the motorway's first managed motorway scheme.

Managed motorways use a range of innovative technologies to actively control traffic, with features that include variable mandatory speed limits and opening the hard shoulder to traffic at busy periods. The M25

introduction follows a successful pilot on the M42 in 2006, which saw accidents reduce by more than 50% over a three-year period.

According to the Highways Agency, work on the managed motorway upgrade is due to start in 2013/14 subject to completion of statutory processes, and is hot on the heels of the successful completion of the widening of the motorway between junctions 16-23 and 27-30 in June.

James Hookham, FTA Managing Director, Policy and Communications said: "FTA feels that the proposal of what is essentially creating an extra lane on the M25 is good news for this particularly busy stretch of motorway. Some may see it as the Highways Agency widening on the

cheap, but we feel that this will give motorists and most importantly our members extra capacity and will help to keep the motorway moving."

Research published in March 2011 showed that accidents have more than halved since the UK's first-ever managed motorway scheme was introduced on 10.5 miles of the M42 (Junction 3a to Junction 7), to the east of Birmingham. It also showed that journey times had improved since the introduction of two further sections of managed motorway, between the M40 Junction 16, near Lapworth and M6 Junction 5, near Birmingham. Feedback from drivers is that the schemes have improved journeys on the 'Birmingham Box' motorways.



● The Metropolitan Police now has five laser scanners available for use by its collision investigators.

Metropolitan Police invests in laser scanning

Traffic congestion caused by collisions on London's roads is set to be significantly reduced following the delivery of two additional state of the art laser scanners.

Purchased by the Metropolitan Police the RIEGL laser scanners will be used to rapidly collect vital evidence at the scene of collisions. Data collected by the scanners is used to produce high quality graphics and detailed plans of collision scenes for use in subsequent enquiries and court cases. The Metropolitan Police already have three laser scanners in regular use by collision investigators.

The Metropolitan Police was one of the first forces in the UK to adopt this technology and undertook extensive trials before purchasing the RIEGL laser scanners from 3D Laser Mapping. "Before committing budget and resources, to laser scanning in general and this device in particular, it was important that we fully understood the benefits it afforded," commented Sergeant

"An independent pilot study concluded the RIEGL laser scanners delivered an onsite time saving of 50%..."

Sergeant Dave Kingston

Dave Kingston, Senior Collision Investigator of the Metropolitan Police Road Death Investigation Unit. "An independent pilot study concluded the RIEGL laser scanners delivered an onsite time saving of 50% compared to traditional total station surveying and collected 30% more data than other scanners we trialled, helping us cut road closure times by up to 90 minutes."

Local authorities given further support to make roads safer

Updated speed limit guidance to help local authorities improve safety on their roads has been published for consultation by Road Safety Minister Mike Penning.

The guidance provides up to date advice to aid greater consistency of speed limits on local roads across England. It incorporates recent changes that have increased flexibility for local authorities to implement 20mph limits and zones where it can be shown that they benefit road safety and quality of life. It also gives authorities more information about the new speed limit appraisal web tool which will help authorities fully assess the impact of any change to a speed limit in their area.

Road Safety Minister Mike Penning said: "It is vital that speed limits are suitable for local conditions and councils are best placed to determine what these limits are, based on local knowledge and the views of the community. To help, we are publishing updated guidance for consultation. This includes a number of initiatives we have introduced to improve road safety, including making it easier for local authorities and

communities to put in place 20 mph schemes, or use common-sense measures such as variable speed limits outside schools."

"Road safety is a top priority and the guidance – along with the speed limit appraisal web tool – will help councils make evidence-based decisions to introduce local speed limits that reflect the needs of all road users."

The revision of the guidance and the introduction of an economic tool to help authorities assess the full costs and benefits of any proposed schemes were a commitment in the Department for Transport's Strategic Framework for Road Safety published last year.

The guidance is aimed at local authorities in England. The final guidance is expected to be published by the end of the year. The web tool, also to be launched later this year, is being developed with input from road safety groups and local authorities.

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TECHNOLOGY: REMOTE TRUCK MONITORING

● Volvo's Telematics Gateway allows remote monitoring of the vehicle's wear and condition using the GSM network.

Remote truck condition monitor from Volvo

Volvo Trucks has developed a new GSM-based system that allows the workshop to check a truck's condition remotely – a development that promises increased uptime and lower maintenance costs. The system is scheduled for release in Europe in 2013.

The new remote services are possible thanks to the latest version of in-truck Telematics Gateway - TGW. This allows the Volvo workshop to monitor the vehicle's wear and condition and also read trouble codes remotely, using the GSM network. "With these new communication facilities on board the trucks, the workshop receives continuous information about wear in a number of components," explained Christian Gustavsson, Head of Service at Volvo Trucks.

The new system allows the workshop's service technicians to check how much mileage the truck has covered and how quickly the various components are being worn out. After this, the workshop can plan the servicing according to the individual vehicle's actual needs. "This will increase uptime and minimise the risk of unplanned stoppages by the roadside," said Christian Gustavsson.

Optimises uptime

Remote communication between truck and workshop is a complement to the service schedule. If a truck is driven in a different way compared to the original

plan, the service intervals may end up being too frequent or too far apart. When the workshop receives data about the actual wear rate, it can adjust service intervals to suit the truck's actual needs.

"Many of the parameters are difficult to calculate. A truck driven in tougher than average conditions wears out certain components more quickly, while a truck operating in calmer conditions may still have a lot of wear left in the same components when the scheduled replacement date arrives," said Christian Gustavsson.

Minimises unplanned stoppages

If the truck is used in a way that differs from the use that was planned for in the original service schedule, the workshop receives information about this. "For example, the workshop can be alerted to brake pad wear. As a result the worn parts are replaced in time, they don't give up when you're out on a long-distance trip," said Christian Gustavsson. "It's a win-win situation. It's far more efficient both for the haulage firm and the workshop if it's possible to avoid unplanned workshop visits."



"This will increase uptime and minimise the risk of unplanned stoppages by the roadside ..."

Christian Gustavsson

Download the future via GSM

With TGW it will be possible to have remote updates of parameters and, in the future, it will be possible to update entire software packages in the truck. Initially the system will encompass a limited number of parameters but within a few years, according to Christian Gustavsson, Volvo Trucks will develop a far wider range of such facilities with the aim of keeping vehicles on the road and reducing operating costs.

App helps customers choose movers

A moving company in Alberta, Highland Moving and Storage, has recently released an online app for getting moving quotes that saves your clients both time and money.



This has been enthusiastically received by customers in Canada and is being released as CLICKandMOVE.com in the US.

The company claims that CLICKandMOVE.com is the only online application that allows a customer to quickly and easily complete a list of their household items to be moved and then send that information out for quotes to movers of their choice. When the chosen movers make their first contact with the consumer, they are already able to have a quote prepared. Unlike the traditional method of quoting on household moves, the

customer does not have to meet multiple moving salespeople in their homes and the movers selected using CLICKandMOVE are all bidding on the same list of items.

The app is now available in the USA at www.clickandmove.com and will be launched in the App Store soon.

Kayla Gaffney from the company commented: "Movers are able to work with us as long as they are members of the American Moving & Storage Association (AMSA) list of ProMovers. We look for our movers to have positive reputations in their communities."

Keeping drivers off the phone

Leeds-based technology company, G2M Technologies, has launched a new system aimed at reducing road deaths caused by company drivers using their phones while at the wheel. The product, called Bizprotect, makes it impossible for drivers to use their mobile phones so no phone calls (unless their company allows them to use a hands-free kit), no texting, no e-mailing or use of social media to distract drivers when they are driving.

Bizprotect is unique as it uses a patent pending system to differentiate between the drivers and passengers, thereby allowing passengers to use their phones whilst ensuring the driver can't, even if he swaps between vehicles.

Aimed primarily at commercial fleets, it has a centrally monitored system that allows an administrator to configure the system remotely and be notified if anyone should try to tamper with it. It requires no vehicle hardware or installation.

Andrew Tillman, Founder of G2M Technologies said, "Distracted driving is an enormous problem. The cost to UK businesses from accidents caused by distracted driving



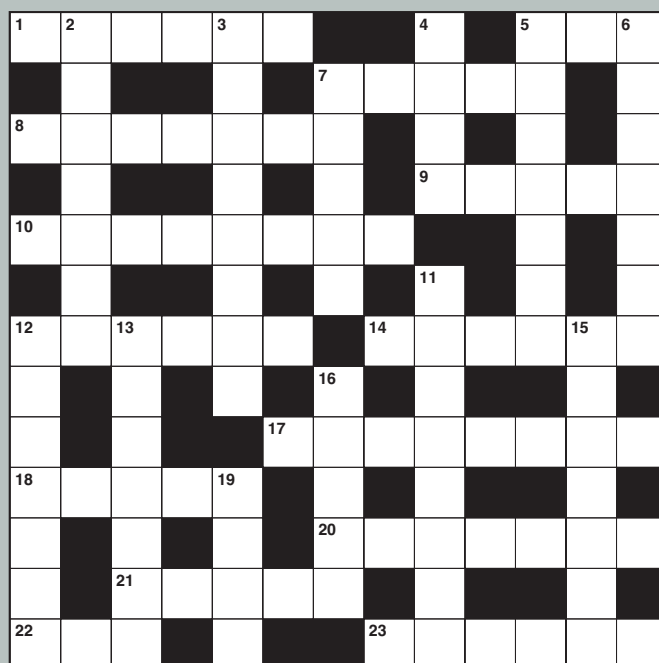
● Bizprotect means no phone calls, no texting, no e-mailing and no use of social media to distract drivers when they are driving.

is growing exponentially together with the devastating human cost. Many responsible companies already have no-phone-when-driving policies but until now they really have no way of policing or enforcing them."

Under the Corporate Manslaughter Act, directors of businesses can be held liable for the actions of their employees so this protects them from a duty of care perspective as well as protecting the public from the risk of distracted drivers.

● For more information visit www.g2mtech.co.uk.

Puzzles



ACROSS

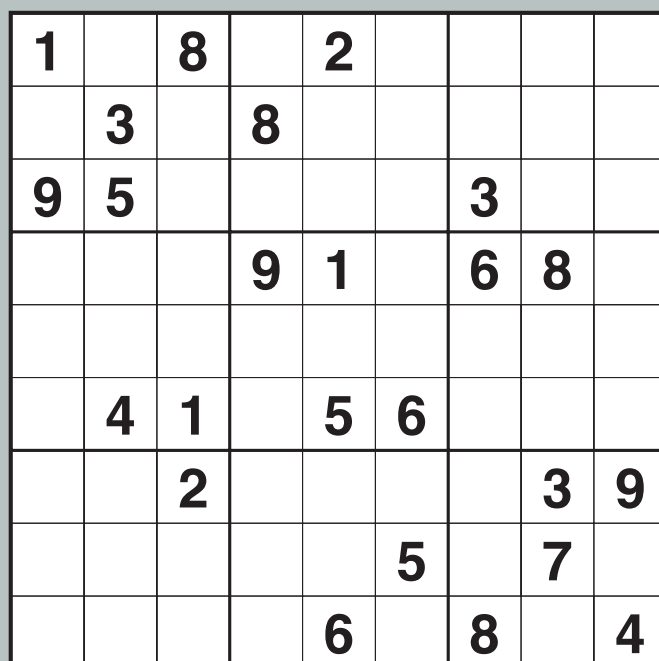
- 1 Remould; allocate parts to different actors (6)
- 5 Exclamation of surprise (3)
- 7 Fertile spot in a desert (5)
- 8 Upper arm bone (7)
- 9 Consumed (5)
- 10 Country in the Indian Ocean (8)
- 12 Calculate (6)
- 14 Steady (anag) (6)
- 17 Wrapper for a letter (8)

- 18 ____ Milan: Italian football team (5)
- 20 Reserved (7)
- 21 Narrow sea inlet (5)
- 22 24-hour period (3)
- 23 Boards (anag) (6)

- 4 ____ of Wight: island in England (4)
- 5 Receptacle for cigarette residue (7)
- 6 Inhabited by ghosts (7)
- 7 Willow twig (5)
- 11 Went along to an event (8)
- 12 Stopped working (7)
- 13 Prove; attest (7)
- 15 Give authority to (7)
- 16 Reversed (5)
- 19 Space; part of a building (4)

DOWN

- 2 Imitate (7)
- 3 One who lives through affliction (8)



YOUR COMMENTS

YourComments

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



Re: Keeping the faith

The Mover, July 2012, page 34

David Bunting

Another good read - as always. But may I challenge you over one particular statement contained in the Phil Pertoldi article?

I quote "In 1988, Abels became the first removals company to hold the Royal Warrant to H M The Queen".

Please be advised that back in 1978, Giltspur Bullens Transport Services Ltd - the forerunner of Bullens Ltd - held the Royal Warrant to H M The Queen for Transport Services. A generic description for their specific activities of removals, particularly business moves.

Phil Pertoldi Abels

In reply:

Since 1998 we have claimed that we were the first company to receive the Royal Warrant to H M The Queen for Removal and Storage Services. This has never been disputed by anyone to the best of my knowledge and belief. I can confirm that Giltspur were awarded a RW in 1980 (31st December) As "road transport contractors" which hardly implies removals to me and does not negate our claim to be the first to be issued for "Removals and

● The Mover July's Keeping the faith article.

Storage Services" exactly as said on our legend under the Royal Coat of Arms for all to see!

I stand by what we have said for over 20 years. Perhaps Giltspur were not proud enough to say they did removals but wish now to claim so?

Re: APAK Re-pack

The Mover, July 2012, page 10

Michael Gerson

Honorary Member of BAR

I was interested to read the article in the July issue referring to the apparent continuation of the name of APAK and the dishonouring of debt to creditors through the route of administration, or in this case voluntary liquidation.

Needless to say this subject has come up on numerous occasions and there are some precedents in the way that the industry, through BAR, has dealt with this question.

Firstly the practice can mislead the public.

The outstanding example of this took place in the 1960s or 1970s when a company called Downards in Australia started sign-writing its vehicles 'Pickfords' and clearly tried to cash in on the goodwill of our member - Pickfords.

Whilst it was recognised that

there were limitations as to what could be done, nevertheless the Overseas Council or, depending on the date, the British Association of Overseas Furniture Removers, decided that they would not give any credence to or endorse the use of the name of an existing member, whether legally entitled to do so or not.

I am please to say that the action worked and culminated in Pickfords buying Downards, one of its earliest overseas acquisitions.

The second source of irritation to the membership has always been that debts to the BAR and its members are avoided, and again on several occasions BAR has refused to re-admit organisations in similar circumstances to rejoin BAR unless they made proposals to compensate creditors in membership of BAR.

Unfortunately this will not stop these insolvencies, but we should make it much clearer that BAR will not approve membership to companies who have reneged on their obligations to customers and/or suppliers with BAR membership.

Editor's note:

Tony Tickner from the Euro Group responded to this story in the August issue of *The Mover*.

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Mitsubishi's PREMIA ES power pallet truck wins international design award

The new Mitsubishi PREMIA ES pedestrian power pallet truck has been awarded the prestigious red dot award: product design 2012 for its high-quality, functional design.

A jury of 30 international experts honoured the hard-wearing pallet truck, selected from a field of more than 4,500 products, representing 1,800 companies from 58 countries.

Driven by the need for non-stop performance in the most challenging conditions, Mitsubishi designers paid special attention to durability and efficiency issues when developing the water-resistant 1.6 to 2.0 tonne pallet trucks. For outdoor operation in all weather, PREMIA ES features a sealed chassis which offers protection to key components against water, dirt, dust and other particles. The truck's high-efficiency electronic system also uses waterproofed components, for maximum reliability. Further protection against damage is offered by its shock-resistant oil-filled transmission and robust fork design.

The low-maintenance design offers further costs savings for truck owners by offering a choice of two performance modes – as standard – to enhance safety, energy efficiency and productivity.

In receiving the prestigious red dot, the manufacturer joins a list of recent winners which includes BMW, Apple, Porsche and Bose. Launched in 1955, the award recognises exceptional products which demonstrate that "design is an integral part of innovative product solutions".

● For more information about the red dot award visit www.red-dot.org. For further information about Mitsubishi's fork lift truck range visit www.mitforklift.com.



● Mitsubishi PREMIA ES pedestrian power pallet truck.



● Mark Wahlberg and best friend.

MOVING MOVIES

By Mary Jay

Title:

Ted

Director:

Seth MacFarlane

Starring:

Mark Wahlberg, Mila Kunis, Seth MacFarlane, Giovanni Ribisi, Joel McHale and Patrick Warburton

Classification:

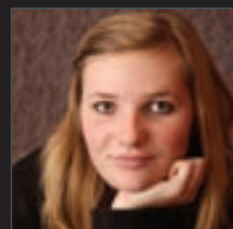
15

Genre:

Comedy

Run Time:

106 min



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

Man's best friend is his... teddy?

When John Bennett (Mark Wahlberg) was a little boy, he didn't have any friends. So one Christmas he made a wish that his new teddy bear was alive ... and it came true. Obviously nobody had said to him 'be careful what you wish for'. Ted (voiced by Seth MacFarlane) is not your average teddy – unless yours gets drunk, takes drugs and swears a lot that is. But that's just the start Giovanni Ribisi plays Donny who, strangely, has been an admirer of Ted's since he was little. Donny wishes to buy Ted and give him to his son, Robert. Joel McHale is Rex, Lori's boss who has been trying to go out with her for years and Patrick Warburton is Guy, a work friend of John's who finds it difficult to decide if he's gay or not. There are cameo roles including Ryan Reynolds and Norah Jones (playing herself).

Even though this film is a comedy, Ribisi gives the film a very creepy feeling to it which gives it an edge and makes it stand out from other comedies.

He does this brilliantly making it quite shocking if all you have seen him in is *Friends* as Phoebe's socially awkward, dopey half-brother.

This film has everything any teenager would want in a film: good-looking men, pretty girls, creepy stalkers, chase scenes, very funny bits, emotional bits, a talking teddy and a sarcastic narrator all produced by the same people who make *Family Guy*. Definitely see it and definitely buy it on DVD.



Upcoming films:

At the beginning of September new western crime film *Lawless* was released starring Shia

LaBeouf, Tom Hardy and Gary Oldman: with this talented cast it could be a big hit. In the middle of September look out for *ParaNorman*. This is a comedy/parody animated film for children.

If you want to make fun of the *Paranormal Activity* films, go and see this with the kids and have a good laugh.

DIARY DATES

DiaryDates

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

European Self Storage Conference

12 – 13 September, 2012, Budapest

Fork Lift Truck Association: National Fork Truck Safety Conference

26 September, 2012, Warwick University, UK

FEDEMAC General Assembly

28 – 30 September, 2012, Innsbruck, Austria

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

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

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

Send in your stories too

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

Don't forget that all stories published in the magazine itself will be reproduced on www.themover.co.uk 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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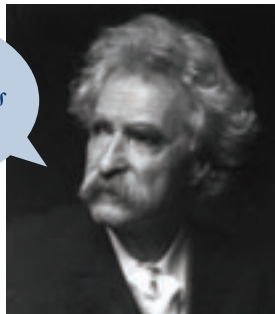
Did you know?

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

The word "checkmate" in chess comes from the Persian phrase "Shah Mat" which means "the king is dead".

The infinity sign is called a lemniscate.

*I swear that
#& comet is
following me!*



On the day that Samuel Clemens, aka Mark Twain, was born in 1835, Haley's Comet came into view. When he died in 1910, Haley's Comet came into view again.

At latitude 60 degrees south you can sail all the way around the world.

Our eyes are always the same size from birth, but our nose and ears never stop growing.

An iguana can stay under water for 28 minutes.

The housefly hums in the middle octave, key of F.



Hmmm-mmmmm-
mm-mmmmm-hmmm
mmmm-hmmmm
mmmm...

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

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.

Features coming up:

October: Northern Ireland
November: Body Building
December: Packaging/Materials
January: Scotland



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