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Issue 043 October 2014 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



## THE MOVERS & STORERS SHOW 2014

Show guide begins on page 23.



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# TheMover

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## LEADER

## Better together

Steve Jordan, Editor



I know almost nothing about politics and even less about economics but I am very pleased that our friends in Scotland decided last month to stay part of the United Kingdom. In truth I never really thought they would leave but you can never be sure. In the words of the Don McLean song *Empty Chairs*, 'I never thought you'd leave, until you went.'

I am not really sure why I am so relieved. In part it is because I never thought Alex Salmond was for real, though I might be misjudging him. It is also because, although I am ignorant of economics, I am not sure anyone else knows much more. I am also aware that it's very easy to be convinced by the one who shouts loudest, just because they are the voice you hear most clearly, without knowing for sure whether they know best. And, despite my lack of political nous, I do know a little about history which I always think is a valuable commodity during times of decision. I know what used to happen when we were apart: we were scrapping all the time and I don't believe it would be much better now, despite all our apparent sophistication. The weapons would be different, but the rest would be the same. Suddenly the words of *Flower of Scotland* would take on a renewed poignancy.

All of the above I believe to be true, but that's not the reason I am pleased the Scots stayed. I am pleased they stayed because people should be together. People should cooperate, help each other, occupy the same space and rub along together. If they have disputes they should sort them out. There is enough unease and hatred in this world without generating more for ourselves.

Maybe that's also why movers flock to become part of trade associations. It's just a natural need to belong.

And talking of which, I understand that NGRS lost its case against McCrorys Removals Ltd. in the Milton Keynes Crown Court on 22 September. The case related to McCrorys' failure to abide by the contract terms relating to an NGRS trial offer in 2011 and its subsequent demand for over £14,000 in subscription fees. Initial reports say that NGRS was denied its £22,000 costs, and its claim and ended up paying McCrorys £5,000. I'll find out more and report next month. Interesting times!

Steve Jordan



● Pickfords' cartons supporting the NSPCC's campaign.

## Pickfords supports NSPCC's 'Talk PANTS' campaign

Pickfords' cartons now feature a striking pair of pants in support of the NSPCC's Underwear Rule.

The cartons carry a reference to 'Talk PANTS' to encourage people to find out more about this important campaign on the NSPCC website, [nspcc.org.uk](http://nspcc.org.uk).

The Underwear Rule has been designed to give parents and carers the tools to have simple conversations with children to keep them safe from sexual abuse. The NSPCC provides support services to families after abuse has taken place but the Talk PANTS campaign is one of a range of projects designed to prevent abuse happening in the first place.

The Underwear Rule gives parents and carers the tools to have simple conversations with their children, to talk about a difficult subject in a relaxed way without causing alarm or fear.

PANTS is an acronym which will empower children aged between five and 11 to understand what behaviour is acceptable, empower them to say 'No' and to encourage them to speak to a parent if worried or upset: Privates are private; Always remember your body belongs to you;

No means no; Talk about secrets that upset you; Speak up, someone can help

Recent stories in the media about child sexual abuse have brought this issue to light, and the NSPCC's own data shows a 16% rise in reports to police involving the sexual abuse of children under 11, making it all the more important that parents know how to talk to their young children to help them stay safe.

Head of Marketing at Pickfords, Lyndsey Daykin said, "It's a controversial choice of picture on the side of our cartons, and it is certainly a conversation piece! There is a serious message behind the campaign that we intend to promote to thousands of people in the course of our business."

NSPCC Senior Campaigns Officer, Stephen Nutt said, "We're extremely grateful to Pickfords for their continued support and especially for helping us to promote the Underwear Rule. By displaying our campaign on all of its packing boxes we're able to reach a vast number of parents and carers, right across the UK."

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NEWS: UK

## PICKFORDS RECEIVES ROSPA SAFETY AWARD

Pickfords Move Management Ltd has been awarded the Order of Distinction from the Royal Society for the Protection of Accidents (RoSPA), in recognition of sixteen years of excellence in health and safety at work. This special award is presented to those organisations who have achieved a minimum of 15 consecutive Gold Awards.

The presentation was made at the RoSPA Occupational Health & Safety Awards Ceremony at the Hilton Birmingham Metropole Hotel on 14 May.



● RoSPA's Deputy Chief Executive/Strategic Partnerships Director Errol Taylor presents the award to Pickfords' Quality & Accreditations Manager Tracey Rogers.

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## Judge stays injunction against *The Ugly Truth* authors

Paul Williamson and Wayne Sidell, from Atlantic Corporate Relocation (ACRL) in Walton on Thames have successfully challenged an injunction from Cartus that would have precluded them from publishing alleged defamatory statements about the organisation.



● The hearing was held on 16 July at the High Court of Justice in London.

The action has, however, been stayed for two years. The hearing was held on 16 July at the High Court of Justice in London: Mr. Justice Nicol presiding.

The case related to the Acadia bidding system that Cartus used to allow companies to make competing bids for services. ACRL was a provider to Cartus, from 2001 to 2012 via Acadia. Following the company's suspension in 2012 for alleged accounting discrepancies Williamson and Sidell claimed that the bidding system was flawed and offered assistance to rectify the system, but this was refused. Frustrated, they produced a document *The Ugly Truth* to highlight the alleged flaws. Cartus took out the injunction in March this year to prevent the document and its covering letter from being published.

However at the 16 July hearing Judge Nicol said that he was not satisfied that Williamson and Sidell

had intended to publish *The Ugly Truth* and, therefore, Cartus was not entitled to an injunction. The case was, however, stayed for two years and, if no application is made during that time, the case should be "consigned to history".

As a result of the case Paul Williamson and Wayne Sidell say that they have developed an in-depth knowledge and expertise regarding the Acadia bidding system and will be making themselves available to all corporations that have contacted them seeking advice regarding Acadia. They also intend to assist many relocation and third-party companies that have made contact with them directly.

ACRL was put into voluntary liquidation in January 2014.

Court Judgement here: <http://www.bailii.org/ew/cases/EWHC/QB/2014/2492.html>.



● Increased housing construction must be good news for the moving industry.

## Housing construction in overdrive

KPMG's UK Head of Infrastructure, Building and Construction, Richard Threlfall, has recently reported the sharpest rise in housing construction in the UK since November 2003, which must be good news for the moving industry.

"[Recent] figures show that construction market activity is going up a gear, with residential activity in overdrive," he said, adding that the increase in housing construction is an interesting case study in the delayed response of the market to government initiatives, with activity picking up just at the point that government has started taking steps to cool the market ignited via Help to Buy.



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● Top management at Volvo Trucks get a soaking in aid of the MNDA.

## Volvo Trucks executives get a soaking

Top management at Volvo Trucks' Head Office in Warwick got a soaking last month as they took part in the 'Ice Bucket Challenge'.

**A**s a result, the company made a 'generous' donation to the Motor Neurone Disease Association (MNDA) charity; the UK's equivalent of the American ALS (Amyotrophic Lateral Sclerosis) charity.

The decision to take part in the challenge was made unanimously by a team of fourteen people. The team, which comprised Volvo Trucks' executives and managing directors from the dealer network, were motivated to take part, says Volvo Trucks' Marketing & PR Director Amanda Hiatt, following the untimely death, in 2013, of much loved and highly regarded, retired Volvo employee Martin Phippard.

"Martin was an amazing man," explained Amanda. "He was loved and respected by customers and colleagues alike. He bore his struggles with Motor Neurone Disease with the tremendous strength of character he displayed throughout his life. We did the Ice Bucket Challenge in memory of

**"Martin was an amazing man, he was loved and respected by customers and colleagues alike."**

Amanda Hiatt

Martin and his wonderful family and friends in the transport community all over the country who did so much to support him. We are absolutely delighted that we were able to make a generous donation to MNDA in memory of a true friend of Volvo and of the transport industry."

As is now traditional, Volvo Trucks has nominated the executive management teams at rival truck manufacturers DAF, Mercedes and Scania to take part in the Ice Bucket Challenge.

All fourteen of Volvo Trucks' executive management team took part in the Ice Bucket Challenge in memory of Martin Phippard.

## A fairytale move for Top Removals

London-based Top Removals had some rather unusual clients recently including *Kung Fu Panda*, *Madagascar* and *Shrek*!



● Emil Perushanov and Sven Puir a member of the Top Removals team with Kung Fu Panda.

**T**he famous characters were just some of the items belonging to film production company DreamWorks – originally founded by Stephen Spielberg – that were moved to the company's new headquarters near Leicester Square.

Top Removals' Director Emil Perushanov said, "We were delighted to be able to help DreamWorks move to their new premises. It was great to have the opportunity to meet some

of our childhood heroes 'in person' and to make sure they arrived at their new home safe and sound. Another exciting day, truly a fairytale!"

The move involved crate hire and the management and moving of all effects; arranging the new office and getting everything ready for the opening of the new headquarters on Tuesday, 26 August.

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**BUSINESS:** INDUSTRY CONSULTATION

● "Online lead generation and price comparison simply reflects the way that customers search for suppliers nowadays ..."

## Buzzmove consults the whole UK moving industry

Buzzmove, a lead generation and price comparison company for the UK moving industry, has launched an industry consultation programme and opened up its service to all UK moving companies.

**W**hen complete later this year the consultation will provide valuable information that will help Buzzmove, and the whole lead generation industry in the UK, refine services to provide more accurate target leads to moving companies and more comprehensive information to their customers.

In a recent interview for *The Mover*, Becky Downing, the company's CEO and founder, said that the information gathering process was all part of the evolution of the industry and her company was determined to play a leading role. "Online lead generation and price comparison simply reflects the way that customers search for suppliers nowadays," she said. "It's here to stay, so we are determined to make sure that it provides the best possible service for the whole industry and the customers it serves."

Many moving companies have embraced the concept of online



**"We monitor service levels very carefully both before accepting a company and while they are with us.**

**Bad customer service is not acceptable."**  
Becky Downing

lead generation and have benefited since it first arrived on the market almost a decade ago. However many are critical of a service that they feel harvests their own leads and sells them back. In practice, however, harvesting leads from the Internet is difficult, time consuming, expensive and requires considerable skill and knowledge. Only the best resourced companies have the capacity to do it well. Smaller companies would find it difficult competing were it not for companies such as Buzzmove. Consumers too would find their

choices limited to those companies that could afford to rise to the top of online searches.

Becky launched Buzzmove in 2013 with the aim of providing not just leads but booked moves for participating companies with deposits already paid by customers. It has been successful, with many companies taking part, but Becky still feels that it could do better. She said that developing an algorithm to accommodate every variation for each customer is probably impossible and perhaps not even desirable.

What's needed is a system that uses technology to its fullest extent yet allows sufficient flexibility and human input to make sure it is relevant to every job. "So although our system works well we need it to evolve, using technology where we can but keeping the personal touch alive when necessary."

Becky said that she knows that movers need to be able to have control of the jobs they accept and to have built-in safeguards that are unique to them. "They need to choose the postcodes they work in, the value of job they will accept, filter work for busy periods, and have the right to reject jobs, without charge, if they are already fully booked. They might also have many other requirements and it is these that we plan to identify by conducting our consultation with the industry."

Until recently Buzzmove required all participating companies to be members of BAR (British Association of Removers), however, earlier this year that criterion was dropped in favour of a more inclusive approach. "It is essential that we maintain quality within the services we provide and have recognised that there are many excellent, non-affiliated companies. We monitor service levels very carefully both before accepting a company and while they are with us. Bad customer service is not acceptable. We run a 'one strike and you are out' policy."

The consultation is open to all UK moving companies. It is not a box ticking exercise. Any company wishing to take part should contact Buzzmove for a telephone interview that will explore their use of lead generation technology, establish their concerns and see how best the systems can be developed to more accurately reflect their needs. "There is no catch," said Becky. "It's essential that we provide the services moving companies need to help them get more, profitable business and to provide a valuable service to their customers."

To take part in the consultation, and have your say in directing the development of this important part of the moving industry, please contact Buzzmove on 0800 133 7105 or, if you would prefer to fill in the questionnaire online, go to [www.buzzmove.com/survey](http://www.buzzmove.com/survey). A summary of the findings will be published in *The Mover*, later in the year. Key recommendations from the industry will be incorporated in Buzzmove's new service offering to be launched early in 2015.



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NEWS: UK



● Van Girls' Director Emma Lanman. Photo courtesy of Nina Sologubenko.

## Van Girls joins AIM

Van Girls, featured in the August issue of *The Mover*, has joined AIM (Alliance of Independent Movers).

**T**he company, based in Tottenham's White Hart Lane, is thought to be the only moving company in the UK that is set up to supply the all-female crews that are much in demand by some customers who might feel intimidated by male crews or just think that they will treat their treasured possessions more carefully.

"We had decided that we should try to join a trade association to prove that despite being small and relatively new we were operating professionally and bigger companies could trust us if they wanted to subcontract us, should they receive requests for female crews," said Emma Lanman, Director. "We were daunted by the size of BAR and the criteria for becoming a member (and the money involved). AIM seemed smaller and more personal. They invited me along to a steering group meeting and I went along to

**"We were daunted by the size of BAR and the criteria for becoming a member..."**

Emma Lanman

find a friendly and welcoming group of removals professionals keen to help with any questions I had and to offer their expertise freely. Their process of assessment was not daunting and they offered to mentor us towards being accepted if there were areas we needed to work on. Thankfully we were accepted after the initial assessment. We are looking forward to becoming part of the AIM community and growing with their help and support."

## Reason Global supports Macmillan Cancer Support

Reason Global Insurance has recently entered into a corporate agreement with Macmillan Cancer Support as the company's adopted charity.



● Malcolm Pearson and Sarah Coxhill.

**H**aving witnessed the good work Macmillan does in recent years, the company considered it appropriate that it should dedicate its charitable efforts towards the organisation that is recognised worldwide as doing so much to help cancer sufferers and their families.

Sarah Coxhill is the Fundraising Manager for Macmillan Cancer Support. She said that a partnership with Reason Global means more than just much needed funds for the charity, it also provides awareness for the cause. "Although we're a large charity we have a very big message to get out in regards to the depth and breadth of our services available to anyone affected by cancer," she said. She added that the charity's mission is to make sure that nobody faces cancer alone. "We couldn't do it without the support of companies who offer their support on every level. We are

truly thrilled to be working with these guys who are leading the way within their sector and hopefully inspiring others to lend their support to Macmillan. Thank you!"

Malcolm Pearson from Reason Global said that the company supports a number of charities throughout the year but was pleased that the company had adopted Macmillan Cancer Support as its core charity. "This is an organisation that is very close to our hearts," he said. "It deserves our support and we will be doing all we can to help."

Reason Global will be hoping to raise funds on its stand at the Movers and Storers Show at Silverstone on 21 and 22 October, 2014 as part of its year-long charity drive.

Reason Global is Lloyd's of London's only specialist broker solely dedicated to moving, self storage and relocation and, as such, is uniquely qualified to write international business for the industry.

# Doree Bonner International

## Celebrating 20 years under the ownership of Geoff Watson and Gordon Lyall



We would like to take this opportunity to thank both our UK and overseas partners who have helped to make Doree Bonner International the successful business we are today.

Happy Anniversary from:

**Steven Brown**  
 Managing Director  
 Grace Removals Group

"Grace and Doree Bonner share a relationship that spans more than 50 years. This relationship has developed into a partnership under Kelerbay's ownership as both companies strive to deliver the very best in relocation services to our mutual clients. Both Grace and Doree Bonner are widely recognised and respected in their respective markets. Together, our shared commitment to customer service offers our clients an unparalleled relocation experience."

**Mark Oakeshott**  
 Senior Vice President  
 North American International

"On the important traffic lane between the United Kingdom and the United States, Doree Bonner have a well-established partnership with North American International and have been part of their global moving network since 2006. Doree Bonner and North American International share a common sales focus on winning business and then serving each other's customers to the highest possible standard. In fact, Doree Bonner has been recognized 4-years in a row by SIRVA's North American brand as part of their annual service awards."

**Mark Pitcher**  
 Managing Director  
 The Moving Company

"We have worked with the Bonner Group as trading partners and have developed a strong business relationship based around the quality service and principles embedded within Bonners Owners and staff. It has been exciting to share in the growth of Bonners over this time seeing the company become one of the UK's premier International Movers. Our best wishes for the future which is looking very bright for Doree Bonner"

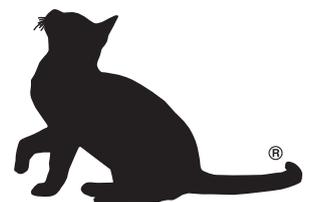
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"Elliott Mobility has forged a long term trading partnership with Doree Bonner, one of the United Kingdom's foremost and well-known removals companies. We are extremely proud to be associated with them and extend our profound congratulations on achieving this prodigious milestone. The Elliott team join Brad and me in wishing Doree Bonner another twenty successful years."

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**PROFILE: ELITE MOVING SYSTEMS**

● Below, left to right: Ronan Woodhouse, Nick Stevens and Lisa Jeffries.



# Success against the tide

A profile of EMS as it thrives in London's international moving metropolis. By Steve Jordan.

It was nine years ago that Ronan Woodhouse and Nick Stevens decided to branch out from their secure jobs at one of the UK's leading international moving companies to go it alone. Since then, through the recession, and during difficult industry trading conditions, Elite Moving Systems (EMS) has thrived to become a major force in the global international moving industry.

The company is located in Park Royal, which has become the ancestral home of the London international moving trade. EMS has succeeded on a diet of hard work, innovation and genuine interest in customers and the adventures of which they are part. Time has proven this to be an outstandingly successful decision.

Why did Ronan and Nick take the risk? "It just seemed that the circumstances were right and we

felt we had the knowledge and ability to do things better," said Ronan.

Of course, in 2005 the world was a totally different place: optimism abounded. Nobody predicted the global recession that followed yet, despite the worst downturn in living memory, EMS grew from humble beginnings, into a successful organisation respected worldwide by its corporate clients and global relocation company principals.

Since its inception, EMS has been located in Park Royal. It's been in its present location for five years. Davina Green was the company's first co-ordinator and is now part of a 32 strong team. "The transformation has been amazing over the years, it's a privilege it be part of the growth and success of EMS," said Davina.

Fin Reidy, Logistics Manager, employs his own quality management system to ensure the quality of all crew services provided to clients is

of the very highest standards and are meeting the company's objective of 95% quality and above.

Nick explained that the company has built a strong global partnership network that is much more than just a series of agent-to-agent relationships. "We have very close relationships with our partners overseas," he said. "We work with them as both origin and destination agents and perform many third-country moves through the network. The whole process is controlled through service level agreements and we monitor each partner's performance very closely through continuous customer satisfaction feedback."

#### The EMS philosophy

The EMS business philosophy is simple: recruit the best talent, support them, nurture their talent, reward them when they do well, and do

everything possible to keep them. "We have very committed, enthusiastic, hard-working people who are very good at their jobs," said Ronan. "We value them, and do everything we can to make sure that they are aware of the important role they each play in the company."

But there is much more to people than just their working lives. People have families, homes and ambitions. They want work to be successful, but they also need it to fit with their lifestyle and be fun as well. By addressing this, EMS has created the right environment for talent to be content and flourish. "We invest in their welfare by being flexible to staff to ensure they get their work and home life balance right," said Ronan. The company also holds regular staff nights out and ad hoc events to bring people together and create the palpable family feel of the business.

Behind all of this is Ronan and Nick's experience. As with many people who have been successful in the industry, Ronan started as a co-ordinator so, having come through at every level himself he appreciates the value of people, can empathise with them, and knows what to do to make their lives easier. It's that fundamental understanding of the processes, demands and requirements of the work that allows him to guide and encourage his people towards personal and professional excellence.

Nick Stevens has been with EMS from the outset. Nick said that when the opportunity came along to go with Ronan and embark on a once in a lifetime opportunity it was too good to turn down. Time has proven that this was indeed a very fortunate decision.

Lisa Jeffries is the Sales Director at EMS and has now been with the company for over four years. Prior to joining EMS Lisa had been with another industry company but could not resist the lure of EMS. "There was a period a number of years ago where I consistently came up against EMS and they seemed to appear everywhere; they were gaining an outstanding reputation and this was initially what attracted my interest," she said. "It's the best decision I have ever made and I have never been part of such an enthusiastic and forward looking organisation."

#### What makes EMS special?

Having excellent staff is important, but what is it that those professionals do that makes a difference and allows the company to prosper where many others have failed?

Personal service is the key. Using all the experience and training to help people, be genuinely interested in them, to share their adventure sincerely and openly, and to make sure that the service provided is tailored specifically to exactly what each customer wants, not just what the company has to offer.

At the heart of the company is a bespoke management system designed and implemented by Barry Gilbert, the company's Project Manager. "It's unique, easy to use, and simple to adapt to meet the

demands of individual accounts. The company rejected the proprietary systems because we recognised that by developing our own bespoke system we can deliver client changes swiftly and efficiently," said Barry.

Having a simple control system also ensures continuity for customers. If one member of staff is out of the office, another colleague can pick up exactly where they left off.

As well as all the business administration systems, the system manages customer and supplier feedback - which drives quality. All suppliers are marked and scored and judged to keep them all on their toes and foster an atmosphere of constant improvement. Each client is asked to provide customer satisfaction feedback with the data being fed into the system.

"We strive to maintain 95% customer satisfaction," said Lisa Jeffries. "Currently we are getting 96.6%, which we are pleased with but, we are always striving to improve on this. Our whole set up here is designed to secure repeat business. We always want to do a great job."

#### The future

The company's business is exclusively corporate. It sees itself as a London-based specialist supplier of moving services worldwide. It's come a long way in just nine years. Asked about the plan for the future Ronan said, "Our focus is to continue doing what we do best from our London base. We just want to consolidate our position as the corporate mover of choice in London."

As part of its programme of continuous improvement EMS achieved BS 8564, the UK Standard for overseas moving, and has recently become a member of FIDI having passed its FIDI FAIM audit<sup>2</sup> with zero non-compliances.

Whatever the decision, what's certain is that EMS will not be standing still. As other companies have remained static, EMS has driven on. It has achieved its success by innovating, experimenting, listening to people and capitalising on all its talent, whether in the Board room, office or warehouse. It isn't stopping now.

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## About Park Royal

Park Royal was once the permanent home of the annual Royal Horticultural Society Exhibition (1903-05) but, when the RHS Show moved on, it quickly became the largest commercial estate in London. It has since become home to much of the capital's international moving industry.

NEWS: INTERNATIONAL



## Gift boxes from Crown

Crown Relocations has announced a Gift Box donation programme in conjunction with its long-term charity partner, The Salvation Army, Hong Kong.

The programme will enable Crown customers to donate goods they no longer require for the benefit of the local community. Crown says the campaign is both a practical demonstration of its environmental policy and a way of supporting low-income families and individuals in need.

Every Crown customer who is leaving Hong Kong, or relocating domestically, will receive a special 'GIFT' sticker which they place on top of a Crown moving box that they have filled with their donations. Crown will deliver the 'GIFT' boxes to The Salvation Army, who will sort the goods and transfer them to stores in Hong Kong and Macau. Here, the donated goods will be distributed to those in need, including the elderly, street sleepers, ex-prisoners and people on social security.



● Arpin Van Lines scored highest in several categories to win the award.

## Arpin Van Lines wins Quest for Quality Award

Arpin Van Lines in Rhode Island has won the Logistics Management 2014 Quest for Quality Award.

Arpin was ranked number one in the 'household goods' and 'high value goods' categories. The company had the highest overall scores in: performance, value, IT, customer service and equipment and operations.

"When you consider the challenging environment in which transportation and logistics service providers have had to manage over the past year, we believe that walking away with a Quest for Quality Award in 2014 is nothing less than a monumental achievement that should be celebrated across the entire organisation," said Michael Levans, Group Editorial Director of Peerless Media, which publishes *Logistics Management*.

For over three decades, *Logistics Management's* Quest for Quality Award has been regarded in the transportation and logistics industry

**"... we believe that walking away with a Quest for Quality Award in 2014 is nothing less than a monumental achievement ..."**

Michael Levans

as one of the most important measures of customer satisfaction and performance excellence.

The results of the Quest for Quality survey is the culmination of a six-month undertaking in which 7,451 logistics and supply chain decision makers placed their votes for the 'best of the best' in service excellence across a number of critical criteria.

## MS Move Management renews FAIM

MS Move Management in Lausanne, Switzerland has successfully proven its full compliance to the FAIM Standards and will receive the full renewal of its FAIM Certification, valid until 2017. The company said that this good news confirms its position as a leading company whose quality is internationally recognised.

## New RO/RO line to connect Burgas with Poti

Port Bulgaria West launched a new Black Sea Roll-On/Roll-Off (RO/RO) service between the Bulgarian city of Burgas and the Georgian port of Poti on 13 August, 2014. The intention is to establish a sea connection between the Caucasus and Trans-Caucasus region and the European Union and the Russian Federation.

The route will be serviced by a ROPAX vessel that will carry passengers and goods, providing an alternative to land transport between Georgia and the Russian Federation. The line is also expected to carry a variety of cargo from Turkey to Russia.



● The port of Burgas.

## EUROMOVERS International

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### EUROMOVERS International SA

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Throughout the years, the network has developed a strong, international recognized partnership. Originally created by likeminded European Movers who wished to co-operate with others under the same standards, vision and banner, it has developed to an exclusive Circle of Experts with strong coherence, co-operating with a family spirit.

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## Voerman introduces food box

Voerman in the Netherlands has introduced a new service to help customers make good use of leftover food when they move house.

**T**he company provides its customers with a food box for any unwanted, non-perishable foods, for delivery to people who are in need.

The company says that when people move to a new home, they often throw out perfectly good food, because they do not want to take it with them. Voerman recognised this as a waste and contacted the Dutch national umbrella for food banks and asked them if they were interested in working together to find a solution.

The concept is simple: all Voerman International's customers are offered a food box in which to put non-perishable food items they do not want to take with them. On the day of their move to a new home, Voerman International will pick up the food box and deliver it to the food bank organisation. Everybody benefits: Voerman's customers can stop worrying about leftover food, less food is wasted and the food banks can rely on a trusted partner to help them do their work.



● A Voerman food box.

An increasing number of people in the Netherlands have serious trouble making ends meet. Food banks support them by offering a package with basic food items (rice and pasta, canned fruit and vegetables, for example) once a week. Some 150 food banks are now members of the Dutch umbrella for food banks. Together they offer 35,000 households (85,000 people) a helping hand. Their continued support is crucial for families living in poverty.



● www.urbanaccessregulations.eu.

## New online LEZ map from CLARS

**C**LARS has recently launched a new, extended website to provide full details of the changes in European Low Emission Zones in operation.

This is a fully operational GIS (Geographic Information Systems) map that allows users to zoom in and around to find the city they need.

Pop-ups for each city provide up to date information about the LEZ or Charging Scheme. The new website also works better on mobiles and tablets than the old one.

To look at the new map go to: [www.urbanaccessregulations.eu](http://www.urbanaccessregulations.eu).

## The European Connection

Tony Richman



### My rant for the day!

**P**art of the debate for a revision of the directive on the maximum weights and dimensions centred on the issue of longer and heavier trucks crossing borders. Until now, these so-called 'megatrucks' are only authorised in Scandinavia and, on a trial basis, in the Netherlands and parts of Germany.

From the beginning, cross border circulation of such trucks faced opposition in the European Parliament (EP) with reasoning such as the threats to road safety and the environment resulting in the European Commission having to now conduct a comprehensive report on 'megatrucks' by 2016, taking into account potential impacts on modal split, costs of infrastructure adaption and international competition.

What are your thoughts about allowing such vehicles on the European roads? Are they of interest to the moving industry? Could their use be marketed more positively?

The discussions have allowed critics to make further digs about goods transport by road, claiming that HGVs are responsible for 26% of EU road transport CO<sub>2</sub> emissions and that fuel efficiency has hardly improved over the last 20 years.

They continue with calls to increase efforts to shift freight from road to rail; additionally, demanding that trucks should be designed to cut emissions by improving aerodynamics and that incentives should be provided for trucks using low-carbon technologies. (At least, it is nice to hear the word 'incentives' – at last!)

We all want safer roads and the EPs agreement to allow dimensions for new trucks to be

changed to allow for improvement to direct vision, by reducing blind spots around the cab, thus increasing safety for other road users, particularly pedestrians or cyclists, makes good sense. (After a transitional period this new cabin will be mandatory seven years from entry into force of the directive. New trucks will also be equipped with on-board weighing systems to prevent overloading.)

But, is it fair to keep on presenting HGVs as the bad boys?

I've witnessed some pretty irresponsible pedestrians and cyclists in my time and the problem would certainly be reduced if we had more dedicated cycle routes such as those in the Netherlands and countries like Denmark.

Car drivers hogging the centre and outside lanes, tail-gating, squeezing round lorries and trailers at roundabouts... I could go on!

I am also very disappointed about the lack of praise! Yes praise, for the remarkable advances made in truck design over recent years: far more efficient and safer, far less noise, less polluting, governed to reduce speeding, marker plates, side bars, better lighting, etc, with guarantees that future development will bring even more improvement for these lambasted tools that serve society so reliably.

A pity that politicians and others forget to acknowledge such positive elements and give so little praise for an essential industry that is not subsidised – only taxed; unlike some other modes of transport which, even with subsidies or tax breaks, can't always manage to turn a profit or act efficiently.

That's it! Got it off my chest. What do you think?

**INSIGHT:** CUSTOMS RISK MANAGEMENT



## European Commission works for better customs risk management

A new strategy to improve customs risk management, together with a detailed action plan, has been adopted by the Commission (25 August, 2014). The strategy now adopted follows the identification of gaps in the current implementation of customs risk management and responds to the June 2013 EU Council of Ministers' call for measures to address the situation.

**R**obust customs risk management is essential to protect the safety and security of the EU and its citizens, the interests of legitimate traders and EU financial interests, while enabling the smooth flow of trade. As the volume of trade grows and the international supply chain becomes ever more complex and fast-moving, the framework for customs risk management needs to be adapted accordingly. The new strategy seeks to ensure that customs is more coherent, efficient and cost effective in identifying and supervising supply chain risks, in a way that reflects today's realities. The action plan sets out specific measures to achieve this.

Algirdas Šemeta, Commissioner responsible for Customs, said: "Customs holds the key to smooth trade and safe trade. With 300 million declarations to process and

€3.5 trillion worth of trade in goods to supervise every year, EU customs need to optimise their use of resources, without compromising security or disrupting legal trade. Robust risk management allows customs to identify where, when and how their controls are best deployed, and to respond effectively when threats do arise."

The new strategy identifies the key priorities where action is needed to achieve more effective and efficient EU-wide customs risk management. The main priorities in the strategy to improve customs risk management are:

**Efficient controls and risk-mitigation**

Different types of risk require different responses. For example, the risk of a bomb or infectious disease needs to be dealt with before the shipment is even loaded for transportation in a third country,

**"Robust risk management allows customs to identify where, when and how their controls are best deployed..."**

Algirdas Šemeta



● Algirdas Šemeta.

whereas financial misdemeanours can be addressed through post-clearance audits. To maximise the efficient use of resources, controls have to be performed at the right place and time in the supply chain, and information should be shared more effectively between customs authorities. This will help avoid duplication of controls.

**Data quality**

To ensure that customs have high-quality, timely information on goods entering and leaving the EU, adjustments need to be made to certain legal, procedural and IT systems. These adjustments should be implemented in a way that does not create undue costs for businesses or public authorities.

**Information sharing**

To ensure customs authorities can effectively analyse and mitigate risks, mechanisms should be put in place to improve the availability of data and the sharing of risk-relevant information amongst customs authorities throughout the entire control process.

**Inter-agency cooperation**

Customs should also work closely with other law enforcement authorities. Common risk criteria and improved information sharing would allow the various authorities tackling supply chain risk to support and complement each other's work.

**Cooperation with traders**

The partnership between customs and reliable traders should be further developed, including through the promotion of the EU Authorised Economic Operator (AEO) programme, in particular through broader recognition by non-customs authorities.

**Capacity building**

To ensure that all customs authorities implement risk management to a high standard across the EU, divergences between Member States should be identified and addressed.

**International customs cooperation**

The EU should remain active in helping to set global standards in international fora, and should work to implement and promote these common norms amongst international trading partners.

● **The EU Strategy and Action Plan for customs risk management can be found on:** <http://ow.ly/ALNCz>.



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NEWS: INTERNATIONAL

## Graebel wins Stevie

**G**raebel Relocation Services Worldwide, Inc has earned the Gold Stevie® Award for Company of the Year - in Business Services for the 11th Annual International Business Awards (IBAs). The IBAs honour the achievements and positive contributions of organisations worldwide. The 2014 IBAs received entries from more than 60 nations and territories, and more than 250 executives from around the world participated in an independent judging process.

The award will be presented to Graebel at an awards banquet at the Westin Paris – Vendôme Hotel in Paris, France on October 10, 2014. Mr. Nicolas Sepulchre, Senior Vice President of Strategic Development in the EMEA region will accept the trophy on the company's behalf.

Bill Graebel, the company's CEO said: "We are humbled to receive this esteemed award. I would personally like to extend my gratitude to the International Business Award committee, and its judges; and this Gold Stevie is dedicated to our people and to our global network of partners for their collaborative and superior services to our clients and their relocating employees worldwide."



● Bill Graebel.



● Transpack Argentina's President Cliff Williamson.

## Transpack Argentina expands to new facilities

**A**fter a long history in its classic building in the fashionable neighbourhood of San Telmo, the company has relocated to a larger and more modern combined warehouse and office space in the neighbourhood of Munro, one of the northern suburbs of Buenos Aires, closer to customers and with space to grow and expand.

"We will miss this place," said President Cliff Williamson about the old place of business. "It has served us well for twenty five years, five years longer than my own tenure at Transpack." Cliff said he will always have a soft spot in his heart for the building on Azopardo, constructed by a British firm one hundred years ago. "But the new facility gives us triple the space, multiple entry and greater workspace in the warehouses, spacious parking and manoeuvring, and quick access to two major arteries - the Panamericana and General Paz - to beat the ever increasing traffic problems in the city."

Managing Director Patricia Fluck

agrees that the new facility will open doors for growth and expansion. "We will be in a neighbourhood together with many corporate accounts, and plan to visit every one," said Patricia. "We have been able to deliver an excellent service for our customers despite the restrictions of the city centre, and despite the obstacles that a volatile economy and an often arbitrary customs put in our path. But now we will do even better, with less travel time to residences and closer communications with accounts."

Patricia said the 4,000m<sup>2</sup> of storage space, the 400m<sup>2</sup> of office space, and a large truck patio will make work easier and more efficient than the restrictive space of the old facility.

Transpack Argentina's e-mail addresses remains unchanged. The new address is: Transpack Argentina SA, Av. Bernardo Ader, 2250 Munro B1605FEF, Buenos Aires, Argentina. Tel: +54 11 3221 6900; Fax: +54 11 3221 6901. E-mail: info@transpack.com.ar. Website: www.transpackcompanies.com.ar.

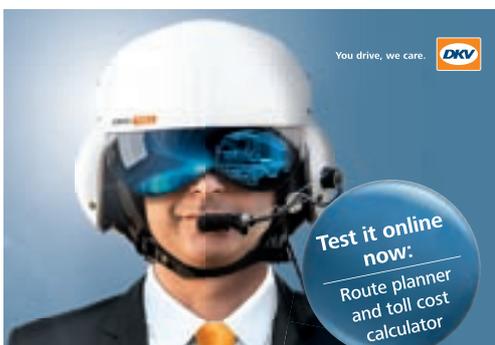
## O'Neil Software is in the cloud

**O**'Neil Software recently announced its first Hosted RS-SQL customer, Professional Records Imaging Management (PRIM) based out of Fort Walton Beach, Florida, who is now running its records management operation directly from O'Neil's new cloud service.

When asked why PRIM was interested in moving from on-premise to hosted servers, Debbie Carloni, the company's Business Manager commented: "Our ageing server was in need of upgrading when the announcement that the new cloud-based software was being developed. After researching the options of upgrading equipment, server software and outsourcing IT support vs. remote hosting, the option of full service outsourcing seemed the best decision for us. It would allow us to focus on our core competency (managing our clients' records) and outsource the demands of maintaining hardware, software, system upgrades and backups to the experts at O'Neil."

David Holt, O'Neil CEO, added, "This milestone is the first of many new products and services from O'Neil that takes advantage of the cloud-based infrastructure and platforms made available by providers such as Amazon Web Services. Through economies of scale and the leveraging of our core competencies, we can offer our clients advanced technologies and services at a significantly reduced cost."





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## TRANSPORT: WHOLE VEHICLE TYPE APPROVAL

● Underrun bars and light position are two of the cosmetic issues that will affect body building once Whole Vehicle Type Approval comes into force.



operate vertically.

"These are all things that we need to be aware of, but outwardly they are mainly cosmetic," said Steve. "The real problems come with the testing process once the vehicle has been built."

The problem is that from this month any new chassis must conform to Whole Vehicle Type Approval. This means that, once built, it must be tested by the Vehicle Certification Agency (VCA) to make sure that it conforms. Before a vehicle can be taxed and registered in the UK it must be registered with Swansea and booked in at the testing station. It's a time-consuming and expensive job even if all goes to plan. But there are very few testing stations that can test anything above 35cwt and even those, according to Steve, are running on short staff. "If you get there and there is nobody available to test the vehicle you have to re-apply and go to the back of the queue," he said.

Meanwhile, the vehicle is built but cannot be used on the roads. The manufacturer hasn't been paid, the body builder hasn't been paid and the moving company is still short of a vehicle. "It's also possible that the mover has a trade-in vehicle that is losing value as every day goes by," said Steve. It's a potential nightmare.

Fortunately, there is an alternative - but it's costly. The body builder can apply for certification on a chassis which, once granted, will allow him to certificate any body he builds on that same chassis. The problem is that it costs around £3,500 a time to get certified and the body builder needs separate certification on every type of chassis. "Right now there are around 80 different types of chassis available all of which will need separate certification," explained Steve. "We've already got our own certification on some but it's an expensive business."

It's an expensive business either way and those costs inevitably have only one place to settle: with the end user. But at least using a body builder that has his own certification on the chosen chassis means that movers can plan for when their vehicle will be delivered.

The body building industry, of course, has known that Whole Vehicle Type Approval was on its way for many years. I remember being chairman of a panel discussion for the BAR conference in 2007 (Steve Thomson was a panellist) to discuss this very subject. Although the details have not always been clear,

## Whole Vehicle Type Approval is here!

On 29 October all commercial vehicles produced in the EU will require Whole Vehicle Type Approval. Steve Jordan spoke to Steve Thomson of Essex Bodies to find out what the industry is doing to help its customers.

**W**hole Vehicle Type Approval has been in place since last year for vehicles up to 35cwt, but later this month it comes into force for all commercial vehicles. Outwardly, there might not be much change in vehicle appearance, but the process of ordering a new one might change rapidly with potential delays and added expense for some if they don't get it right.

Steve Thomson from Essex Bodies gave some examples of the type of bodywork changes that will be required on all new chassis under the new regulations. Side skirts, for example, need to conform to the EU

**"If you get there and there is nobody available to test the vehicle you have to re-apply and go to the back of the queue..."**

Steve Thomson

approved standards. The vehicles might not look different on the outside but whatever is on the outside will need to conceal an approved structure.

The underrun bar will need to conform too and be made of a much heavier material. This will inevitably change the geometry at the back of

the vehicle especially for removal vans made with dropwells as the heavier material specified is accommodated within the design.

Light positioning might cause a little head scratching too as body builders struggle to find suitable horizontal surfaces for their location or specify lights that are tested to

and they are not crystal even now, the industry has planned ahead to make sure that its customers could get the vehicles they needed when they needed them.

Early this year a new organisation emerged: VBTA. VBTA members are all also members of the VBRA (Vehicle Builders and Repairer's Association). Every one of them is audited to make sure they work to an agreed standard. Conformity of Production must be reached and in place in order to join the VBTA. They co-operate. Approvals gained by any member are held centrally meaning that every member is covered and their work is acceptable to the VCA. The more members the organisation has, the less the cost for each of them – and the better deals they can each offer their customers.

It's a very neat way around a difficult and costly problem. "It might make sense for a specialist body builder to get their own approvals on the chassis they use," said Steve. "But for our company, and many others, there are just too many chassis, so our VBTA membership is critical for both us and our customers."

This does seem to be an example of good planning and common sense from a whole industry working together to find a practical and cost-effective solution to an imposed problem. Vehicles are always expensive and delivery dates can sometimes slip. But by sticking with members of VBTA it does look as if movers are giving themselves the best possible chance of getting the right vehicle, at the right time, without paying through the nose.

## Members of VBTA

### Essex Bodies Ltd

Rayleigh, Essex  
Tel: 01268 778326  
Email: mail@essexbodies.co.uk

### Wheelbase Engineering Ltd

Darwen, Lancashire  
Tel: 01254 819399  
Email: simon@wheelbase.net

### Bespoke Bodies

Warrington, Cheshire  
Tel: 01925 850722  
Email: enquiries@bespokebodies.com

### A G Bracey Ltd

Bristol, Avon  
Tel: 0117 937 2705  
Email: alan@agbraceyLtd.co.uk

### James A Cuthbertson Ltd

Biggar, Lanarkshire  
Tel: 01899 220020  
Email: raymond@jamescuthbertson.co.uk

### Kurt Hobbs Coachworks Ltd

Kettering, Northamptonshire  
Tel: 01536 330515  
Email: kurt@khcoachworks.co.uk

### Fred Smith and Sons (Motor Bodies)Ltd

West Bromwich, West Midlands  
Tel: 0121 553 4845 Email:  
james@fredsmithandsons.co.uk

### Cartwright Group

Altrincham, Cheshire  
Tel: 0161 928 0966  
Email: sales@cartwright-group.co.uk

### Chassis Development Services Ltd

Walsall, West Midlands  
Tel: 01922 410990  
Email: bill@chassisdevelopmentservices.co.uk

### Newland Coachworks Ltd

Far Cotton, Northampton  
Tel: 01604 700616  
Email: enquiries@newlandcoachworks.co.uk

### PPS Commercials Ltd

Bury, Lancashire  
Tel: 0161 767 9554  
Email: allanf@ppscommercials.co.uk

### Commercial Body Specialists

Tunstall, Stoke-On-Trent  
Tel: 01782 832554  
Email: maurice.andrews@cbs95.com

### Roco Truck Bodies Ltd

Bradford, West Yorkshire  
Tel: 01274 606056  
Email: drstead@rocotruckbodies.co.uk

### Unique Van Bodies Ltd

Warrington, Cheshire  
Tel: 01925 846464  
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# THE MOVERS & STORERS SHOW 2014 EXHIBITION GUIDE

**Silverstone Circuit,  
Northamptonshire NN12 8TN**  
Tuesday 21 and Wednesday 22 October



## A word from the organisers

This year we've conducted a telephone campaign to help promote the show and invite people to come along. It has been a real pleasure to talk to a cross-section of movers and storers, many of whom weren't even aware of this event, and most of whom were excited to hear about it and registered for tickets straight away.

So why were they excited? Because even in this age of e-mail, tweets and apps, nothing in the world beats face to face contact. So a free event where hundreds of movers and storers come together with their main industry suppliers at the home of UK motorsport is a pretty big deal.

But this isn't just a trade show – it never has been. This isn't just about a bunch of people in a room trying to sell you something. As well as sourcing great suppliers, this event is about meeting friends and colleagues, learning something new, getting inspired by something unusual, and trying your hand at a competition for a bit of fun.



The Learning Zone is back (and like the rest of the show, it's free to attend) with what we believe is our best programme ever – see the full schedule on pages 24 and 25. The Truck Show is also back. We couldn't really keep it down to be honest – you guys brought your trucks along last year anyway, even when we weren't running the competition! Finally, we've brought a new competition into the mix – the Pit Stop 050 Challenge – and the winners will get fame, glory, and tickets to the Silverstone 2015 Grand Prix. Oh, and we've got a burger van this year too.

Sound good? Then make sure you have registered for your free tickets by Saturday 18th October – after that £20 cash will be payable on the door. You can call us on 02392 736539 and we'll do the paperwork for you.

Many thanks to our sponsors, without whom we simply couldn't afford all the fun stuff at the show. They are leaders in their fields, and are all fully committed to your industry. The same goes for all of our exhibitors – please make them your first choice for whatever you need. And thanks too to M&G Transport for organising the Packer of the Year Contest – we couldn't do it without them.

Looking forward to seeing you all at Silverstone.

*The Movers & Storers Show Team*



# The Learning Zone

We are pleased to return to the Learning Zone format for 2014 where you can attend any or all of these sessions completely free of charge. The sessions are designed to cover topical issues, things that concern the industry and plain, simple, useful information that may help you operate better, work more profitably, and understand complex subjects.



Jonathan Griffith, Head of Partnerships UK, Currencies Direct.



Jane Finch, Moving etc...

## Tuesday 21 October

### 10:30 Generational marketing – how to sell more effectively to different age groups

Baby boomers, Generation X, Gen Y and Millennials – whilst there are always exceptions, each of these groups have strong generational characteristics that can be exploited in your sales pitch. Learn to know your customer better in just 30 minutes, and get ahead of your competitors.

#### Charlotte Parslow

Director, Animo Events

### 11:15 How to increase your conversion rate and boost your bottom line

If you offer international moves, then referring your customers to a currency transfer specialist is a win-win situation. They can often save the entire cost of their move when compared with using banks, and you can earn commission without doing much work – even when you didn't get the moving job! Jonathan Griffith of Currencies Direct will talk you through what's involved, and explain how much it could improve your conversion rate and your bottom line.

#### Jonathan Griffith

Head of Partnerships UK, Currencies Direct

### 11:45 Moving day mayhem – surely something can be done? – panel discussion

The UK's property exchange and completion process frequently causes a headache for removers and clients alike – issues like late handover of keys, same day exchange and completion, and everybody wanting to move on the same day haven't changed in years. Now Moving etc... want to try and make some progress, and have started by putting together a powerful line up for this session.

#### Jonathan Smithers

Vice President of the Law Society

#### Edward Goldsmith

Chairman of the Conveyancing Association

#### Simon Law

Chairman of the Society of Licensed Conveyancers

#### Mark Hayward

MD of the NAEA

#### Christopher Hamer

The Property Ombudsman

#### Paula Higgins

CEO of the HomeOwners Alliance

**Your facilitator for this event will be**

**Matt Faizey from M&G**

### 13:30 The rise & rise of women in removals – panel discussion

In the last few years, it seems that the women in the industry have taken on more responsibility and become more high profile than ever before. We'll be asking our panellists what their experiences of this sector have been, what women can bring to the business that men can't, and how more women can be encouraged to aim for the very top in this industry.

#### Judith Bennett

Britannia Bennetts

#### Emma Lanman

Van Girls

Other speakers to be announced

### 14:30 Benefiting from changes in the property market

With the housing market seeing a recovery over recent months and some homes selling in record time, how can you make sure that you keep up? TwentyCi, experts in UK property intelligence, will brief you on how to ensure that your marketing strategy enables you to take advantage of the positive market and not get left in the wake of your competitors.

#### Kate Billany

Account Manager, TwentyCi

### 15:00 Cutting edge technology – what's out there & how it could affect your business

A brief look at what's new, what's cool, and how it could benefit or challenge your business. Are you up to date with the latest gadgets and gizmos? If not, come along and learn.

#### Charlotte Parslow

Director, Animo Events



Matt Faizey, M&G Transport.

THE MOVERS & STORERS SHOW 2014: **THE LEARNING ZONE****Wednesday 22 October****10:30 The hitchhikers guide to marketing – the internet & beyond ...**

With more ways to engage customers than ever, learn simple tips to make your business stand out over your competitors. Find out how to add value to your 'brand', the dark art that is SEO, how to future proof your website and the single most valuable five-second thing that can boost your site to the top of Google.

**Claire Hopper**

The Open Partnership

**11:00 Buying a truck? Used or new?**

Sounds straightforward, but with so many considerations, is it really? Not only do you need to recognise the financial argument of depreciation vs increased maintenance, but there is also the question of whether it is more economical to put a new body on an old chassis or vice versa! Helping you understand this issue are two of the industry's top body builders.

**Terry Sinnott**

Unique Van Bodies

**Tony Bailey**

Bespoke Bodies

**13:15 The road to compliance**

This session is provided by the DVSA (Driver & Vehicle Standards Agency) and sets out to demonstrate the top 10 roadside encounters (prohibitable faults) – both mechanical and traffic - that are found during roadside stops. In addition they will explain the top annual test failings and how to avoid both.

**Paul A Walker**

Trade & Industry Engagement Manager, DVSA

**13:45 Benefits of immediate claim intervention using a 3G vehicle camera**

This session is devoted to explaining what are the challenges currently faced by fleet and vehicle operators including technology, systems and solutions. It will also outline how insurance savings can be made on your fleet insurance premiums. First Notification of Loss (FNOL) is an accepted insurance industry standard that allows insurers to immediately intervene in the claims process.

**Sam Footer**

Intelligent Telematics

**14:15 How to work with family & survive!**

Working in any business with other members of your family can be difficult as well as fun. In this industry there are many family run operations, so what happens when things go wrong? How do you deal with personnel issues when a family member is involved? Some useful tips and guidance from our panel of family run businesses.

**Colin Wood**

The Transporter Removals

**One of the Henry family**

Wardle & Keach

**Mark Riggall**

Riggalls Removals

**14:45 Presentations to the winners for The Simpson Packaging Packer of the Year Competition, The Movers & Storers Truck Show and The Pit Stop Challenge**

Your facilitator throughout will be Mike Babinski. After many years working at Britannia Devereux, Mike now runs his own business advising and assisting firms to reach high standards of compliance in all matters to do with safety.

**Please check with the show stewards about additional sessions that may be available on the day.**



Paul A Walker, Trade & Industry Engagement Manager, DVSA.



Mike Babinski, Facilitator.



THE MOVERS & STORERS SHOW 2014: **WHAT'S ON?**

# What's on at the Show?

This year all of the competitions are scheduled for Wednesday 22 October, so if you want to mix business with pleasure, then that's the day to attend. The atmosphere on Tuesday 21 will be a little calmer and more business-focused. The event is open from 09:30 – 17:00 on Tuesday, and 09:30 – 16:00 on Wednesday.

## The Exhibition

This year we have doubled the space devoted to our large scale exhibits, which will be located in the pit lane garages (as used by F1 teams on race weekends) – head there to check out trucks, forklifts, containers, crates, warehouse fit out equipment and more! It's next to the car park so you can't miss it. Inside Hall 1 we'll also have exhibition stands promoting a range of products and services that are relevant to your business. This is an invaluable opportunity to build relationships with existing suppliers, find new suppliers, and take advantage of some great deals and discounts. Many of our exhibitors run competitions on their stands as well, so you could come away with an iPad or Samsung Galaxy!

## The Learning Zone Auditorium

This free seminar theatre is located on the mezzanine level, overlooking the main exhibition hall. We have a really diverse programme of talks, debates and panel discussions for you, with topics covering DVSA requirements, foreign exchange commissions, generational selling, women in the industry, and working with family – and much much

more! On Tuesday we are also hosting Moving etc...'s big debate about problems that frequently hit removals companies and their customers, and how they can be solved.

## The Movers & Storers Truck Show (Wednesday only)

Back by popular demand, this competition is your chance to show off any vehicle in your fleet that makes you proud – from a vintage van to a pantechinon. Entries will be displayed in the parking area immediately opposite the pit lane garages on Wednesday, and will be judged by a prestigious panel of experts. The winners receive £100 cash, a trophy, and a fantastic PR opportunity. Entries should be received in advance please – the entry form is available on the competitions page on our website, or call us and we'll e-mail it to you.

## The Basil Fry & Co Café and Networking Lounge

Our Networking Lounge is at the very heart of the show – in the centre of all the exhibition stands in Hall 1. It's a place where you can grab a coffee and take some weight off your feet whilst you chat to your peers and enjoy spectacular views of the Silverstone start/finish straight.

## Exhibitor Information



At the time of going to print, the floor plan and full exhibitor list was still being finalised. These will be handed out at the show, and posted on the Movers & Storers Show website.

In the meantime, these are some of the great companies you can meet at the event.

## The Simpson Packaging Packer of the Year Contest (Wednesday only)

Thanks to M&G Transport and Simpson Packaging, we're able to bring you this hotly-contested battle of the packers once again this year. Each two-person team has 22 minutes to load the smallest vehicle on the M&G fleet with items already pre-packed and prepared. Each team starts with 220 points. Every full minute not used gives a deduction of 1 point, but each item that you fail to fit into the vehicle adds 5 penalty points to your score. The aim is to be the team that scores the fewest points. And just in case you were wondering, M&G always prove at the end that it can be done. The competition is open to any two-person crew who currently work in removals, storage or self storage in any capacity. Entries are free but should be received in advance – the entry form is available on the competitions page on our website, or call us and we'll e-mail it to you.

## The Pit Stop 050 Challenge (Wednesday only)

This is your chance to use an F1 wheel gun in anger in the Silverstone pit lane garages! Our staff will teach your three person team how to change a tyre on an F1 car, and after a bit of practice, they'll set you against the clock. You can even split into two teams and race each other. The winners will receive three tickets to the Saturday qualifying at next year's British Grand Prix, and the runners up will get Silverstone race day tickets for the British Touring Car Championship. Entry is free, but it would be helpful if you could enter in advance – the entry form is available on the competitions page on our website, or call us and we'll e-mail it to you.



Top: The Basil Fry & Co Café and Networking Lounge; above: The Pit Stop 050 Challenge.

**Active Supply & Design (CDM) Ltd**STAND  
**C3**

The long-term presence of Active in the self storage industry has placed them as the market's leading provider of self storage solutions. The company's philosophy of concept to completion; based around design expertise, attention to detail and effective contract management, make them the perfect construction partner for projects large and small whether you are a new entrant to the industry or an established operator.



**T:** 01270 215200  
**E:** Richard@askactive.com  
**W:** www.askactive.com

**AstonSpinks**

AstonSpinks - The Specialist Handling Group will be showcasing our services from our specialist divisions; Piano Logistics and Lifting & Access Solutions.

**T:** 020 8561 4321  
**E:** info@aston-spinks.co.uk  
**W:** www.aston-spinks.co.uk

**BAR Services**

BAR Services supply all packaging and moving materials for the moving & self store industry and was founded in 1977 as a subsidiary and commercial arm of the BAR. We pride ourselves on offering a professional and efficient service and are renowned for supplying quality products at competitive prices. To discuss your packaging needs please contact us on 01342 870087.

**T:** 01342 870087

**Administer Software Limited**STAND  
**14**

Administer Software Limited provides office software (IT) that enables removals and storage companies to successfully manage their business, improve customer service, and improve efficiency and profitability. The products are fully integrated and have been designed to address the specific needs of the removals and storage industry in the UK and with the understanding that no two movers are the same.



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**E:** colin.wynn@administersoftware.co.uk  
**W:** www.softwareformoving.com

**A Haywood & Sons Ltd**STAND  
**E4**

Haywood are large stockists of removals blankets, boxes, webbing and many other protective packaging products. We have been supplying quality removals and storage products for over 85 years. We will be showing our range of padded furniture covers (Haywood strongwrap) which offer an alternative to traditional packaging. Call onto the stand and see all we have to offer!



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**W:** www.haywoodsltd.co.uk

**Bespoke Bodies**

At Bespoke Bodies we can cover all your fleet needs for the full life cycle of your vehicles. We are building a new breed of removal trucks and they will be on our stand available for you to view. MAN and DAF have partnered us to cover chassis requirements. New and quality used trucks are available for rent or purchase from us. Contact us for more information.

**T:** John/Tony 01925 850 722  
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THE MOVERS & STORERS SHOW 2014: **EXHIBITOR INFORMATION****The Alliance of Independent Movers**STAND  
**B5**

The Alliance of Independent Movers is the new trade association designed with the modern removals company in mind. As well as marketing directly to the public, AIM offers its members support and advice to help them grow their businesses. AIM launched at last year's show and is looking forward to another year of assisting its growing number of members.




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**T:** 0208 892 0369

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**W:** www.aimovers.org.uk
**Buzzmove**

Buzzmove is Europe's first online price comparison and booking platform for home removals. Buzzmove offers you the ability to reach a large new customer base and allow them to manage their entire move with you online. No lead fees and no risk. Simply pay us our fee once you have won the job.

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**T:** 0800 133 7105

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**E:** hello@buzzmove.com

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**W:** www.buzzmove.com


**Currencies Direct Ltd**

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For more info contact Jonathan Griffith, Head of Partnerships.

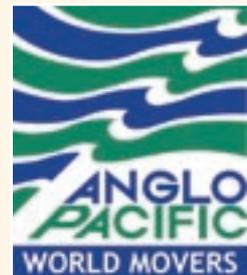
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**T:** 0207 847 9400

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**E:** jonathan.g@currenciesdirect.com
**Anglo Pacific World Movers**STAND  
**D5**

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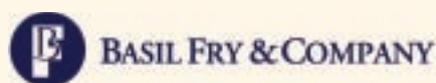
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**E:** trade@anglo-pacific.co.uk

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**W:** www.anglo-pacific.co.uk
**Basil Fry & Company Ltd**STAND  
**H4**

Basil Fry are the recognised leading providers of removal and storage and self storage insurance products nationwide. As members of both the BAR and SSA we have exclusive schemes which allow you to maximise revenue as well as providing you with the widest cover in the market place. These policies partnered with specialist advice from our dedicated account handlers, make Basil Fry the perfect business partner.




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**T:** 01372 385985

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**E:** broking@basilry.co.uk

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**E:** Valerie.Bamping@dkv-euroservice.com


THE MOVERS & STORERS SHOW 2014: **EXHIBITOR INFORMATION****Eurobox – USC**

Eurobox are the UK distributors for Universal Storage Containers, manufacturers of the 'Z'Box, the ISS 2014 Best Portable Storage Container award. Portable storage is huge business in the US and a new opportunity for forward thinking movers and storers in the UK. We look forward to showing you how easy it is!

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**W:** www.euro-box.co.uk

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**W:** www.evosupplies.co.uk

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**E:** info@evolved-energy.co.uk

**W:** www.evolved-energy.co.uk

**Flame Recruit**STAND  
**H1**

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**E:** ray@flamerecruit.co.uk

**W:** www.flamerecruit.co.uk

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**W:** www.Jungheinrich.co.uk

**KES Packaging**

KES always focussed on the manufacture and supply of high quality packaging materials to the removal industry. Today KES supply promotional, corporate clothing and work wear to the moving and relocation industry too. At KES we are always looking for innovative environmentally friendly ideas, therefore we are pleased to launch Planet Wrap at the Movers & Storers show.

**T:** 01753 655748

**E:** info@kespackaging.com

**W:** www.kespackaging.com



## THE MOVERS & STORERS SHOW 2014: EXHIBITOR INFORMATION

### KES Clothing

KES always focussed on the manufacture and supply of high quality packaging materials to the removal industry. Today KES supply promotional, corporate clothing and work wear to the moving and relocation industry too. At KES we are always looking for innovative environmentally friendly ideas, therefore we are pleased to launch Planet Wrap at the Movers & Storers show.

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**E:** info@kespackaging.com

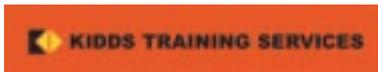
**W:** www.kespackaging.com



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**E:** info@move-assured.co.uk

**W:** http://www.move-assured.co.uk/



### MoveMan Pro

The MoveMan Pro suite of products provide removal office software solutions suitable for companies ranging from one user to multi-branch companies. MoveMan is designed to save you time and money through reducing administration and repetitive tasks, whilst increasing your professionalism. Unique features such as drag and drop, web data imports, mobile survey solutions can all help streamline your business.

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**E:** sales@movemanpro.com

**W:** www.movemanpro.com



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**W:** www.movingetcnetwork.com



## Mr Box

STAND  
**C1**

Mr Box will once again be exhibiting at the Movers and Storers Show this year, on stand C1. Mr Box supplies secure steel storage containers in a range of sizes specifically designed for the Storage Industry. We will also have a number of our containers on show in the car park in front of the Exhibition Hall. For more information please visit our website – www.mrbox.co.uk.



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**E:** sarahjones@mrbox.co.uk

**W:** www.mrbox.co.uk

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**D6**

NTBS operate a PAY ON USE breakdown service with coverage throughout the UK and Europe. Operating from our own 24 hour bespoke control centre in Denton, Manchester which is manned by helpful, professional and knowledgeable staff who provide support to any type, or age of vehicle, plus all ancillary equipment. When in need of urgent roadside assistance, at competitive rates.



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**Pound Gates**STAND  
**B4**

Pound Gates provide insurance broking and risk management services for removers and storers. We are Chartered Insurance Brokers providing clients with certainty by understanding their business and offering cost effective risk and insurance solutions. We have more than 25 years' experience of delivering a co-operative and responsive service to our clients, which is why our clients stay with us for so long.



**T:** 01473 346037  
**E:** neil.matthews@poundgates.com

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**I2**

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**PROFILE:** DOREE BONNER INTERNATIONAL

## 20 years on the acquisition trail

It has been 20 years since Geoff Watson and Gordon Lyall bought Doree Bonner. In that time the company has grown beyond recognition. As the company slips quietly into its third decade under their stewardship, Steve Jordan stopped by the group headquarters in Dartford to see how they did it and what the future holds.

**G**eoff and Gordon have been friends and colleagues for a long time. Their career paths have closely mirrored each other so it's not surprising that they should find themselves running a business together. What is more surprising though is the level of success they have enjoyed since joining forces in 1994. That is, until you dig a little deeper; then it all makes perfect sense.

Both started their industry careers with Hoult, later bought by Pickfords as part of the company's 'Alternative Brands' network that also included famous names such as Pitt & Scott and Trenchards. Geoff became MD of Alternative Brands in 1989, was promoted to the Board of Pickfords in 1991 and later ran the company's European operations. After leaving Hoult, Gordon ran Pitt & Scott before becoming a director in charge of Alternative Brands and subsequently a director of Bullens, another Pickfords acquisition.

They were both successful and greatly valued, but harboured a desire to have their own companies. In 1994, after Pickfords had abandoned its Alternative Brands experiment of which Gordon and Geoff were advocates, the pair bought

**“When we bought the company it was working out of a portacabin over a gun factory located between a council tip and a landfill site ...”**

Geoff Watson

Doree Bonner in Crayford. Bonners of Welling had started in 1929 and been acquired by Alan Doree's Catford-based company in 1989 (the origin of the company's black cat logo). Although the company was highly valued for its excellent local reputation and was well known for its expertise in moving to and from Ireland, its facilities in Crayford were lamentable.

“When we bought the company it was working out of a portacabin over a gun factory located between a council tip and a landfill site,” said Geoff. “It wasn't much to look at.”

### Acquisitions

Over the next five years many changes were made culminating in its move to the current group headquarters in Dartford in 2000. The most significant change,

other than the obviously improved premises was a dedication to the acquisition trail, in many ways copying the business model that had been discarded by Pickfords. Over the next few years Doree Bonner acquired local businesses that all had excellent reputations, owners who were prepared to stand down and, in many cases, freehold warehouses. Names such as Richman Ring, Chapmans, John Duncan, Express and Jordan & Jarrett came under their wing: ten locations in all throughout the UK.

So what was it that Geoff and Gordon could bring to these companies that they had been unable to achieve as independents? “We knew we couldn't do much with the domestic business but we were able to add international and commercial work,” said Geoff. “We were also able to add a lot of management tools, business practices and group branding.” All the Doree Bonner depots have common branding and the vehicles are in common colours but with the local identity still featuring prominently. Local advertising remains in the name of the local identity, but international work is promoted in the group name only. “We wondered if having the local names on



● Above, foreground: Dale Watson, Team Leader; background: Graham Barnett, Team Leader; top: Geoff Watson outside the group headquarters in Dartford.

**PROFILE: DOREE BONNER INTERNATIONAL**



This principle shows itself in many ways. Every customer is called the day before the move to make sure they know what to expect; briefings are held every morning before the crews leave so that they understand the job and the personal requirements of each customer; training includes inter-personal skills as well and practical ones; and if there is an insurance claim, it is a company requirement that the general manager visits the customer and brings the claim to a satisfactory conclusion within seven days. Doree Bonner uses Survey Monkey to record customer feedback. The company has also recently introduced its Values principles which are explained in a new brochure, discussed during training, displayed throughout each branch and posted in cabs.

cooperation with estate agents and large businesses that has been very successful for Doree Bonner capitalising on the former's need to provide services to their clients and the latter's for a good quality and value-for-money service.

**Associations**

Doree Bonner values its FIDI/FAIM membership as Geoff says that its customers see this as the most relevant sign of quality in the industry today. He has also been a keen supporter of BAR over the years but does feel that it has now lost its way somewhat. "I don't think it should be commercial in any way," he explained. "It should provide information, advice and access to training from industry experts." In a published article recently Geoff made it perfectly clear that he did not think the BAR's membership criteria were nearly stringent enough. He said that all BAR members should operate from commercial premises, not residential properties, that if they offered storage but did not have their own warehouse customers' effects should have to be stored with another BAR Member to ensure contract conditions and membership criteria were upheld, it should be a requirement for all staff to be "legally employed"; that all vehicles should be "taxed and insured"; and members should be audited at least every two years. He said these criteria should form part of the minimum requirement for any professional industry.

**Diversification**

The company's work is now 35% international. All shipping operations are handled through the Dartford hub. Most of the work is for private customers and goes to the main migrant destinations. Doree Bonner is loyal to its overseas agents preferring to stick with trusted companies rather than spraying its considerable tonnage around chasing reciprocation. "Our relationships are very strong," said Geoff. "Our agents know that if we lose a job, so do they, so we work together to make sure our services are excellent and our prices as good as they can be. We don't work for practice, only for profit."

**The future**

Asked what he is most proud of at the company, Geoff has no hesitation in putting his people on a pedestal. People like Sally Saunders, for example, who was the company's first employee and is now the Personnel and Administration Director; Nigel Smith, the Financial Controller who has been with the company since before the acquisition and is relied upon by Geoff and Gordon. And the general management team, all long-term members of staff who have been loyal, supportive and successful.

2008 was the only poor year in the company's history. To combat the recession Doree Bonner focussed on business development, switching its sales effort from private to corporate. It was a complete change in strategy. It worked and today the company has a strong portfolio of corporate clients, mainly for domestic moving. It also handles international corporate work but mainly for its agents or relo clients. "Although moving is a small part of relocation, it's often the part that goes wrong," said Geoff. "The clever relo companies know this and are happy to pay sensible rates for a high quality job."

Paul Chesterman and Charlotte Aherne have been with the company for some years: Paul from Pickfords where he was Geoff's trainee in 1984 and Charlotte from a Civil Service background. In recent years they have driven a programme of

For the future, he suspects the company will be back on the acquisition trail before long but he has no desire to spread its tentacles beyond the UK's shores. "Anyone reading this article that is interested in selling should get in touch," said Geoff. He is concerned about increasing regulation and red tape, dealing with unrealistic pricing (not only from man and van operators), maintaining quality in the industry, and the exponential growth of technology and social media. But despite these anxieties he believes that nothing can replace face-to-face communications and personal contact. "People buy people," he says, "and people will always pay a little more to get that little bit extra."



**"Our agents know that if we lose a job, so do they, so we work together to make sure our services are excellent and our prices as good as they can be."**

Geoff Watson

vans would be a problem for corporate accounts, but it never was," said Geoff. Today, the Dartford office alone is five times bigger than the original company they bought in 1994, together the group employs 180 staff and has 70 vehicles in the fleet. What's more, the company is profitable. Its policy of acquisition has worked.

**The Doree Bonner difference**

The culture of any business filters down from the top. Doree Bonner has become successful because its key people have made good business decisions and employed good people. But it is the business culture that is responsible as much as anything else. "Gordon and I care about our staff and our customers," said Geoff. "If we care, so does everyone who works here."

● Top: Doree Bonner staff; top right, the portacabin above a gun factory the company was operating from when bought in 1994; above centre: the entire fleet assembled on Bostall Heath in 1953; above: James Dasey, Group International Director; Gordon Lyall, Joint Managing Director; Sally Saunders, Group Personnel/ Administration Director; Geoff Watson, Joint Managing Director; Nigel Smith, Financial Controller/ Company Secretary;

**NEWS: ON THE ROAD**

## Scania offers telematics free for ten years

Scania is offering free activation and a ten year subscription to its OnBoard Monitor telematics package to the operators of Scania trucks built from 2011 onwards.



● Scania offers free telematics.

**E**xisting customer subscriptions will be automatically extended to ten years and purchasers of used Scania trucks which have already had their OnBoard Monitor package activated can transfer the remainder of the ten year subscription to their account.

Matthew Watson, General Manager of Scania Optimise Services said, "Our complimentary Monitor package provides access to entry-level performance, including mpg, driving styles and carbon dioxide emissions. This can be upgraded to our comprehensive Control package,

which provides information such as live vehicle positioning and individual driver performance. This in turn opens the door to Scania Optimise, our leading-edge driver development and coaching service which has been designed to provide significant and sustained efficiency gains and cost savings."

OnBoard activation also allows Scania workshops to remotely access vehicle fault codes, speeding up the diagnostics process and minimising vehicle downtime.



● Migrants in Calais pose an increasing threat to the safety of cross-channel lorry drivers.

## FTA fights passage to Eldorado

Last month, Natacha Bouchart, the Mayor of Calais threatened to block the Channel port if the British government does not send out "a clear message" to resolve the problem of the several hundred migrants that are gathered in her constituency with the intention of gaining passage to the 'Eldorado' that they believe the UK to be.

**A**t the time of writing she had not carried through her threat however, it is clear that this situation cannot be allowed to continue.

The UK's Freight Transport Association (FTA) has written to UK Foreign Secretary Philip Hammond asking him to lobby the French government to take control of the worsening migrant situation in Calais, which it claims poses an increasing threat to the safety of cross-channel lorry drivers. FTA's International Affairs Manager, Donald Armour, said many FTA members operating international road freight services employ drivers who have experienced regular and sometimes serious confrontations with the would-be stowaways.

Current migration trends across the EU are at an all-time high. During April to December 2013, compared to the same period in 2012, the number of detected attempts at illegal entry into the UK increased by 58% to 13,300, according to the FTA.

Armour said: "The French government should either deal with these migrants through the asylum

process which is clearly laid out under EU law, accept them as immigrant workers or deport them. Allowing them to roam the streets and intimidate drivers is unacceptable and would be treated as a 'breach of the peace' by the UK police."

The FTA said the UK Border Force and French authorities have a good working relationship, but it is clear that resources are stretched. The FTA said it was aware that the UK Border Force has plans to ramp up security measures, which include additional fencing around port areas, increased searching of vehicles at the control booths and the introduction of new detection technologies, while additional secure lorry parking is being planned, but said that all takes time.

Amour added: "These are all 'sticking plaster' measures - what needs to be done is for the Foreign Office to demand that the French government removes these people from the streets of Calais in the first place. Other EU Member States also have a key role, to ensure the safety and security of the Union, particularly those in the south and east peripheries."

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## @ Comment

What is your experience? Have you inadvertently brought passengers back from France? What were the consequences? Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk).

# Death of the tax disc

From 1 October, vehicles in the UK will no longer have to display paper tax discs to show that vehicle excise duty has been paid.

**W**ith a history dating back to 1921, the paper tax disc is the latest victim of the digital age. While some traditionalists will mourn the death of the tax disc as the end of an era, it is estimated that the move could save government administration costs of up to £7 million. It is further projected that the taxpayer will save up to £10 million a year, as it will be harder for those dodging the tax to drive without it.



● Consigned to history - the paper tax disc.

It is predicted that the digitalization will tighten up enforcement. The Driver and Vehicle Licensing Agency (DVLA) estimated that in 2012, it received 160,000 reports from members of the public of potentially untaxed vehicles. However, from October, it will no longer be necessary for the disc to be displayed in vehicles as proof of payment. With the records digitalized, police will now be able to access the DVLA's electronic vehicle register. Police ANPR cameras will also be able to use vehicle registration plates to detect payment.

Applications to tax or SORN vehicles will still be made online and in the Post Office, using the 16 digit reference number from the V11 form, or the 11 digit reference from the V5C logbook. The DVLA will continue to send a reminder for renewal in the post, although it is likely that in the future, reminders will be sent by e-mail or text. The date

of tax expiry can also be accessed online.

Direct debit will be introduced as a way to pay for vehicle tax, although such an option will not be available to HGVs paying the Road User Levy.

Along with the removal of the need to display the paper disc, from October 2014 road tax will no longer pass with a vehicle when it is sold. A buyer of a vehicle will need to tax the vehicle before using it.

It is also important for sellers of vehicles to ensure that they notify the DVLA that they no longer need to tax the vehicle, as it has been sold or its ownership transferred, and not rely on the buyer to do so. A seller who fails to notify the DVLA could be fined up to £1,000 and they may remain liable for any speeding or parking fines. A seller notifying the DVLA of a sale will be issued an automatic refund for any full calendar months left on the vehicle tax.



● The system is designed to help fleet managers make sensible decisions about when to replace fleets.

## Flexible fleet replacement cycle tool

**A** new Smart Vehicle Replacement Tool designed to help fleets adopt flexible life cycles has been introduced by Chevin Fleet Solutions. The system tracks individual vehicle age, mileage, fuel usage, maintenance spend, CO<sub>2</sub> emissions, breakdowns and depreciation. The data is regularly compared with targets set for each vehicle type, creating a suggested replacement date for each car or van.

Managing Director Ashley

Sowerby said: "This tool enables fleet managers to look at their worst scoring vehicles and consider their utilisation on the fleet. This may mean changing their operation or replacing them completely."

The system is designed to help fleet managers make sensible decisions about when to replace fleets. This might be particularly useful in the moving sector as vehicles are not usually changed because of their age or mileage.

## Got an event coming up?

Put it in the online events diary – just e-mail [nikki@themover.co.uk](mailto:nikki@themover.co.uk)



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**TRANSPORT:** SCANIA 560 ROAD TRAIN

**Matt's magnificent road train finally hits the road**



Almost a year and a half after taking delivery of a new Scania 560 chassis, truck enthusiast Matt De-Machen's magnificent custom-built road train has finally taken to the road.



**T**he new truck will join the Matthew James fleet alongside the company's earlier Scania 480 road train, which has graced the centre pages of *The Mover* during the past few years.

The £300,000 project involved a number of specialist companies including bodybuilders UBV, airbrush artists Custom Paint House and Special Interiors, based in the Netherlands. The result is to say the least, impressive. Stunning artwork that would shame a California hot-rod depicts famous landmarks from across the globe reflecting the company's international credentials and worldwide reach. "When we designed the last road-train we just used images of the route to Spain, but during the past few years we've been doing more and more 'packs and wraps' and shipping things all over the world, so we wanted the new artwork to show that," said Matt.

Stepping inside the cab (having taken off your shoes) the surroundings are equally impressive. The plush leather interior in the company colours of red, white and blue, with matching dash and carpets is simply jaw dropping - even the steering wheel is colour coordinated!

Creature comforts include a comfortable bed, microwave cooker, coffee maker and even a shower!

Another technical innovation is an external elevator that can hoist furniture to the balconies of apartment building six or seven floors high. The whole thing breaks down into sections and is stowed in the road train's locker.

**"...our clients, especially the corporate ones, love it when we arrive and park the trucks outside their premises, I think it makes them feel special."**

Matt De-Machen

As you would expect, Matt selected the very best technology to keep him informed, safe and entertained on his long journeys through Europe. A Pioneer head unit provides everything in audio entertainment as well as satnav and hands-free telephony. For optimum sound quality the system comprises multiple speakers made by German audio manufacturer Gladen, as recommended by the guys at Special

● Above left: the Scania's cab in Matt's corporate colours; above: Matt receives the keys from Martin Hay of Scania; above right: admirers gather at a service station on the 28, from Oldenburg to Leer in Germany.

Interiors. To improve visibility, cameras automatically display the blind-spot areas to the right and left of the vehicle when the indicators are selected and also the view behind when reversing. Matt also opted for left-hand drive as most of the mileage will be done outside the UK.

So why spend £100,000 or so over the odds for a commercial vehicle? Matt is certain it makes good business sense. "The road trains are seen by millions of people all over the UK and Europe, they're a sort of mobile PR campaign," said Matt. "Also our clients, especially the corporate ones, love it when we arrive and park the trucks outside their premises, I think it makes them feel special."

The road train will be a star exhibit at the Movers and Storers Show at Silverstone later this month - don't miss your chance to check it out.

Matt's company, Matthew James Removals and Storage Ltd specialises in international removals and the new road train will be used mainly for trips to continental Europe, especially to Spain; the company has depots in Barcelona, Malaga and Madrid.

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## NEWS: PEOPLE



● Left: Roy Fox with his son Paul and grandson Daniel; above, with former BAR presidents.

## A tribute to Roy Fox

Roy Fox died on 19 August, 2014 after his condition deteriorated rapidly following a long illness. He was just a few weeks past his 80th birthday.

**R**oy was one of the elder statesmen of the moving industry. He was an entrepreneur who learned his trade well and built his business up from modest beginnings into a successful international operation that was respected both locally and abroad. He will be greatly missed by his family and those who knew him well.

He was born on 5 July, 1934 and brought up in Newport, South Wales, into a world of poverty. At age 15, and to help support the family income, he left school to work in the local Orb steel works as an office boy. At 18 he performed his national service in the Grenadier Guards where, in full ceremonial dress, he protected Her Majesty The Queen and, later, became a guard at Spandau prison in Berlin where Rudolph Hess later became the only inmate.

On leaving the forces, and after a short period in the police force, he joined Pickfords in Cardiff as a trainee manager. Roy learned his trade, as did so many others, as a trainee with Pickfords. His first management job was with Pickfords in Weston-super-Mare, he then went on to manage other depots in the group. In 1971 he sold everything he owned to buy a small moving company in Pontypool for just £6,000. This was the company that went on to become Fox the Mover

and later, the Fox Moving & Storage of today.

Roy's principle of business was to work hard, train and be independent of others. "The work diary was never full," said Paul Fox, his son, who joined the company in 1977, served at the chairman of The Movers Institute in 2000 and BAR President in 2004. "There was always space for another job."

**"He was never pushy with his points of view - but never backward in giving advice when asked, which was invariably sound."**

David Bunting

Roy Fox was founder member and chairman of Britannia Movers International and BAR President in 1984. He was well known for his straightforward manner and sometimes sharp wit. He was a regular and enthusiastic attendee at BAR conferences and an Honorary member of BAR. He attended the BAR conference in Glasgow in 2014 just a few months before he died.

Colin Quarrington, who was the

editor of *Removals & Storage* and worked with BAR for many years handling PR, conferences and publications worked closely with Roy when he wanted to adopt the plain English principles for the BAR conditions. "It caused me no end of anguish," said Colin, "but Roy was a very interesting man and great company."

David Bunting was BAR President in 2005, immediately following Paul. "My first real recollection of Roy was when I was Vice President of the Association and invited to speak to the South Wales Area. Roy was at that meeting, and he was very supportive. I clearly remember how appreciative he was regarding my speech, and shared with me his own thoughts, which, given the nature of the man and his standing in the Association, I listened to carefully. He was never pushy with his points of view - but never backward in giving advice when asked, which was invariably sound. All in all, a lovely man who I greatly respected, not only for what he'd achieved in his long career, but also for who he was. I will miss him."

David Trenchard, an industry friend for 40 years or more and BAR President in 1992 said that he always liked to listen to Roy. "He was an industry leader. He thought things through and was never afraid to speak out. He was always prepared to try something new if

his business, or the industry might benefit."

John Court worked with Roy and had known him for many years. "It was a great shock to hear of Roy's sudden death so soon after seeing him at his recent 80th birthday party in Wales, and so soon after his wife's death," he said. "We had known each other well since our early Pickfords days in the 1960s, indeed we even bought their house in Coventry when we moved there and Pickford's moved him to Lincoln. We both left Pickfords and set up our own individual businesses, his in South Wales and mine in the Midlands, which led us both, along with the late Peter Langdon, to found Britannia Movers International. They were challenging and interesting days with many laughs among much stimulating argument."

Roy's funeral was held on 29 August, 2014, at Thornhill Cemetery, Cardiff. The service was very Welsh, with a male vocal quartet and musical recitals from Roy's friends and family. There was no mumbling into boots during the hymns: Welsh people like to sing and the harmonies added a totally new dimension to old favourite songs as the congregation raised the roof of the Wenallt Chapel. In their tributes, Roy's family spoke of happy days and gave amusing anecdotes of a man who was 'insanely curious' and had a remarkable ability to overcome adversity.

Roy's wife, June, died just last year. He leaves behind three children, ten grandchildren, including Daniel who became part of the company's third generation in 2007, and a great granddaughter 'Mai', all of whom Roy was immensely proud.

In closing Paul Fox said: "I have lost a father, a confidant, a business partner and a friend. Fathers and sons seldom express their feelings for each other but, in our case, this was not necessary. Most importantly I truly believe that Dad was fulfilled and had no regrets in life."

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**NEWS: PEOPLE**

**STEPHEN GRAY APPOINTED DEPUTY CHAIRMAN BAR OVERSEAS GROUP**

Managing Director of Anglo Pacific, Stephen Gray, has recently been appointed Deputy Chairman of the BAR Overseas Group.

**S**tephen has been in the industry for 26 years having started as a Pickfords management trainee in 1988. He joined Anglo Pacific in 2009.

Speaking of his appointment, Stephen said, "I am very pleased to be appointed Deputy Chairman and I am looking forward to supporting the Chairman, Tony Tickner, as he continues with the excellent work already carried out by Ian Palmer and the rest of the Overseas Group Councillors. We face some challenging times ahead because of difficult market conditions, so it is important that we continue to find ways to keep the BAR Overseas Group members ahead of the curve."

The BAR Overseas Group has more than 50 UK companies who are specialists in international removals out of the UK, and is a subdivision of the main industry body – the British Association of Removers (BAR). The Association is dedicated to promoting excellence in the removals industry for the benefit of members and customers. Members are inspected annually to ensure they meet strict quality standards and must also subscribe to the Advanced Payment Guarantee which protects all customer pre-payments in the event of a company ceasing to trade.



● Stephen Gray.



● Lars Lykke Iversen, Santa Fe Group CEO and inset, his inauguration as OMNI President.

**Lars Lykke Iversen to retire next year**

**I**n addition to reporting strong performance for the first six months of 2014 the Santa Fe Group announced the news that its CEO Lars Lykke Iversen would retire in 2015 based on a structured succession plan as the company looks forward to implementing the next stage of its business plan.

"I have had the honour of leading the Santa Fe Group since 1989 to its position today as a leader in global mobility services and with virtually unlimited future opportunities ahead," Lars said. "I am proud of how we made it to where we are today and I have loved every minute of the journey. Given our strong position and exciting plans I believe now is the right time for me to begin a transition into retirement in 2015."

Lars Lykke Iversen began his career 42 years ago with Santa Fe Group's parent company, EAC (East Asiatic Company). In 1972, he transferred to Vancouver and subsequently in 1982 to Pasadena CA before relocating to Hong Kong in 1986. He took up the leadership of Santa Fe from its infancy in Hong Kong to the market leading global company it is today. Lars most recently relocated to the UK to establish the Group's new global headquarters in 2012. Lars is married to Wendy, whom he met during his assignment in Vancouver, Canada. Together they have three grown children and a baby grandchild. Whilst in London, Lars

**"Given our strong position and exciting plans I believe now is the right time for me to begin a transition into retirement in 2015."**

Lars Lykke Iversen

and Wendy have enjoyed the chance to explore the city's extensive selection of theatrical and cultural entertainment.

The retirement announcement came along with the EAC Interim H1, 2014 report showing strong performance indicators. The announcement comes at the same time EAC announced the retirement of the EAC President and CEO Niels Henrik Jensen. The statement also defines plans to consolidate EAC and the Santa Fe Group into one company – The Santa Fe Group.

Lars adds, "Through my work in the moving and relocation industry, I have had the pleasure to travel the world, work with the best people in the business and make some very good friends along the way."

As the CEO of the Santa Fe Group, Lars oversaw its development from an international moving provider into a leading global mobility services company and led the business

through a rapid period of growth. In 2010 and 2011, Lars spearheaded deals consolidating Santa Fe Relocation Services in Asia, Wridgways in Australia and Interdean in Europe under the Santa Fe Group. The company, instantly recognised by its red horse logo, has offices in 56 countries worldwide. During this period Lars oversaw expansion of services to become a single source global mobility service provider.

Over the years Lars has played an active role in the industry and has for several periods served as board member of a number of international trade organisations, including president of OMNI, (Overseas Moving Network International), chairman of FIDI Asia, sitting on the board of Worldwide ERC as well as receiving the Meritorious Service Award.

As he transitions toward retirement, Lars will continue to serve on the board of Santa Fe's business in China.

"It has been my privilege to work with all the dedicated and skilled Santa Fe Group team members and I will eagerly grasp every opportunity to stay close to the business and contribute to its further success," Lars said. "There is still plenty for me to do before my successor arrives and rest assured that I will be with you all every step of the way."

Lars will continue to serve as Santa Fe Group CEO until a replacement is fully integrated into the business.



● Caroline and Michael, her brother, Simon and mum, Vivien, with Michael's parents Reg and Diana Crew.

## Caroline Mason marries

Caroline Mason, from John Mason in Liverpool, has married Michael Crew. The wedding took place on Saturday 5 July, 2014 at St Peter's Church in Woolton, Liverpool.

## Michael Lacsni joins Santa Fe



● Michael Lacsni.

Michael Lacsni has joined Santa Fe Relocation Services in Australia as Director of Corporate Development. Michael has many years of experience in developing assignment management programmes to meet corporate customers' requirements.

Prior to joining Santa Fe, Michael was at SIRVA for eight years. His role with Santa Fe involves working with the company's in-house global mobility experts worldwide. Michael reports directly to Andrew Simpson, CEO for Santa Fe in Australia.

## New director of moving at Packimpex Ltd

Damian Aebischer has accepted a new challenge in his career as the Director of Moving at Packimpex Ltd. This is in addition to his existing role as the company's Director of Finance and Administration.

Over the past six years Damian has successfully implemented new structure processes, increasing quality in the areas of Finance, IT and Temp-living. He is now taking on Marcel Jörg's responsibilities in the moving department.

"I am sure that Damian's attention to detail, his structured work methods, open communication style and analytical skills will help us to master today's challenges of the moving division and allow me to focus on my role as CEO of this growing company," said Marcel Jörg.



● Damian Aebischer.

## RECRUITING STAFF?

By Caroline Seear  
Managing Director of Red Recruit



## Time is money

Whether you are running a small family business or a much larger organisation, recruiting staff is time consuming and costly. For many employers the risk involved in identifying and recruiting suitable people is huge.

We live in a world where time is money. In order to recruit the right candidate; whether you are looking for a porter or your next general manager, you must spend time.

To begin with you must sift through CVs and contact people in similar roles. For every ten CVs you view, you may contact one candidate. For every five candidates you contact, one may be suitable for interview. For every three interviews you hold, you will hopefully find one person who meets your requirements and will add value to your business and be a good match. All this selecting and interviewing takes time – time which a business owner or manager could be spending generating business and profit.

So, how do you save time, and money, and still find great candidates?

Here are my three tips:

### Know what you want

If you do not know exactly what you are looking for then you are in for a torrid time finding well-fitting candidates. Having a clear idea of your requirements will also streamline the entire hiring process and make your search more efficient.

The first step is to be thorough from the outset. Investing a little time at the beginning of your search will pay dividends. If you write a detailed and accurate job spec you will find you filter out some unnecessary applications. It

also means that later in the process people you are speaking to will have a greater understanding of your role.

### Know your candidate

Your applicants will one day be your employees. Spend time talking to applicants and getting a feel for them. Your employees are your product and your shop-window, so it is vitally important to make sure that candidates are the right fit. Remember you are also trying to sell the applicant your company. There is no substitute for the personal touch.

### Have a clear process

This is as important for a family run business as it is in a multi-national corporation. Having a clear continuity in your hiring process will make it clear and concise, saving time and money. This also makes the process transferable and means that people can assist one another without having to compile overly detailed handovers.

At the end of the day whenever you make a decision you have to ask yourself, "Is this cost effective for my business?" Time is money but hiring the wrong employee is a costly mistake. Make sure that you spend time finding quality candidates.

Many companies choose specialist recruitment agencies to avoid the spadework. This can be cost effective but choosing the right consultancy is as important as choosing the right candidate.

However you decide to recruit, avoid unrealistic expectations, be clear in your approach and spend time getting to know the people who will soon be part of your business.

**NEWS: PEOPLE/YOUR COMMENTS**

## Barbara Savelli joins Gosselin in Rome

Gosselin Mobility has appointed Barbara Savelli as its Director of Corporate Accounts Italy for a new facility in Rome.

**G**osselin has had a significant presence in Italy since 2000 with full service operations in Vicenza, Aviano and Naples to service the US government business and has now made a major commitment to the commercial sector.

Marc Smet, CEO of the Gosselin

Group commented: "We will dedicate resources in each of the existing facilities as well as the new facility in Rome to service and support the growth of the corporate market."

Barbara has 22 years' experience in the industry and good relationships with the company's removals partners around the world.

# YourComments

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

## Re: Study tour 21st century style

*The Mover*, leader column, August 2014, page 4

### Adam Chudley

Chudley Moving and Shipping

I read your section about study tours in this month's Mover, with interest. I have attended both the European young movers conference in London and BAR conference in Glasgow this year. I've been very keen to make my feelings known, especially at the BAR conference, about the need to bring on the young people in the industry. I've been very lucky to gain knowledge from some of the industry's senior people at conferences, meetings and training courses however I don't see this happening for many others.

The mad thing is I didn't have to beg David Trenchard to talk to me in

his office for a day about the industry he loves, Frank Rose is always more than pleased to pass on his experience every time I see him, many of the BAR past presidents are more than approachable and love to talk about our industry. This also applies to Errol Gardiner of New Zealand Van Lines who was more than happy to sit and chat with me at the last BAR conference.

The young movers of today miss many things that were previously available with no TMI, no study tours and actually very little training available from the senior people in the industry who love to pass on their knowledge. And no I don't believe the Internet can replace this experience, so keep banging that drum because I don't think enough people do.

## Goodbye tax disc – hello Big Brother

Davina Johnson

**S**o, the familiar tax disc that has been around since the 1920s is no more, and I for one am sorry to see it go.

Apparently technology has developed to such an extent that the poor old tax disc is no longer required, redundant, like so many things in these modern times. Automatic Number Plate Recognition (ANPR) can tell the police and even

the management of the local carpark the name and address of the registered keeper, and for those with the right permissions, whether the vehicle is taxed, MoT'd and insured. A good thing some will say, but I think it's all a bit scary, even Orwellian.

Like it or not it seems that's the way things are going. From October next year it has been decreed by our masters in Europe that all new cars, must be fitted with a black box that will monitor the position of the vehicle at all times! The idea, say the authorities, is to help the emergency services locate the scene of an accident, but the technology could also be used to monitor and record driving style, speed, acceleration and braking, etc. to use in evidence during a trial. A similar system is already used by insurers to monitor the behaviour of subscribing younger drivers in return for lower insurance premiums. But how long will it be before we all have to be monitored 24/7 or face a higher premium for wanting to maintain our privacy?



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**NEWS: PEOPLE**

## Promotions for O'Neil software in Australia

O'Neil Software in the USA, a provider of records management software, recently announced management level promotions in its Australasia organisation.

Alastair Duncan has been promoted to Regional Manager - APAC and Glenn Fichera has been promoted to Business Development Manager - APAC. Alastair will be responsible for the regional Asia-Pacific operation, including facilities and support of existing O'Neil clients in the region. Glenn will be responsible for new system sales and for general market development. In addition,

O'Neil has renewed a long-term lease for its office in Brisbane, Australia, so that it can continue to provide regionally focussed sales and support for its clients.

David Holt, O'Neil's CEO said: "Alastair and Glenn have strong technical backgrounds, along with in-depth knowledge of the O'Neil software suite. Asia-Pacific has been and continues to be a region of investment for O'Neil, due to the rapidly expanding economies within the region and the emergence of records and information management as a required process for enterprise clients."



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## The White & Co Mystery Mover



Congratulations to Tobia Crisostomo from Eurovan in Mannheim, Germany for spotting the charismatic Enrico Frigo from Boliger in Milan last month. This time we return to northern Europe with this young man who has become one of the elder statesmen of the UK and international moving industry. But can you put a name to the face? If you can you could be the proud winner of a White and Company Red and Black watch. Just e-mail your answer to editor@themover.co.uk.



● Phil Stewart.

## Phil Stewart re-joins Clark & Rose

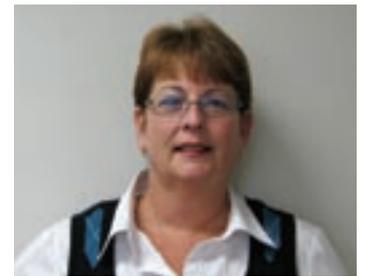
Phil Stewart has re-joined Clarke & Rose after a two-year break. Phil had been with Clarke & Rose for ten years before joining Constantine in 2012. On his return Phil has taken on the role of national development manager charged with the job of strengthening relationships with

both new and existing corporate and private clients, as well as with UK trade and overseas agent partners.

"I am delighted to be back amongst friendly faces and am looking forward to being part of Clark & Rose's continuing success story," he said.

## Laurie Devlin returns to Williams

On 18 August, Laurie Devlin returned to Williams Moving & Storage in Coquitlam (Vancouver) as a sales consultant having retired from the industry in 2013. Laurie has over 20 years' experience in the moving industry and has been a part of the Williams family for most of that time, where she managed the company's international division.



● Laurie Devlin.

## Edward Bernstein dies

On 23 August, 2014 Edward Bernstein died aged 97.

He followed in the footsteps of his older brother Ben who attended FIDI and the National Association of Furniture Warehousemen and Removers in the early 1950s and took over responsibility for the international moving side of Quaker Moving & Storage of Philadelphia.

He was secretary to the United States of America section of the British Association of Overseas Furniture Removers for over 30

years.

Quaker Moving & Storage specialised in the moving of art and Edward became a collector of art in his own right. He organised the visit of the first Institute study tour in 1973 and the participants universally thought that this was the highlight of the whole tour.

He leaves his wife Dottie, brother Stanley and many nieces and nephews.



● Klaus Zapf, millionaire who lived on 300 euros a month.

## Death of an eccentric

Klaus Zapf, the German millionaire, founder and co-owner of moving company Zapf Umzüge in Germany died unexpectedly of a heart attack on 20 August, 2014 while on honeymoon with his third wife. He was 62.

**M**r. Zapf founded his company in 1975 and built it up to include 14 locations, 600 employees and 60,000 customers per year. However he never drove a truck himself as he had no driving licence.

Klaus Zapf was a political man, who made no secret of his convictions and ensured that his business activities were characterised by his social responsibility. Although he was a millionaire he paid himself only just enough to live and heavily criticised rich people in the country as being 'a gang of irresponsible freeloaders'.

In line with his principles he lived well below his means in a small flat and was well known for his money-

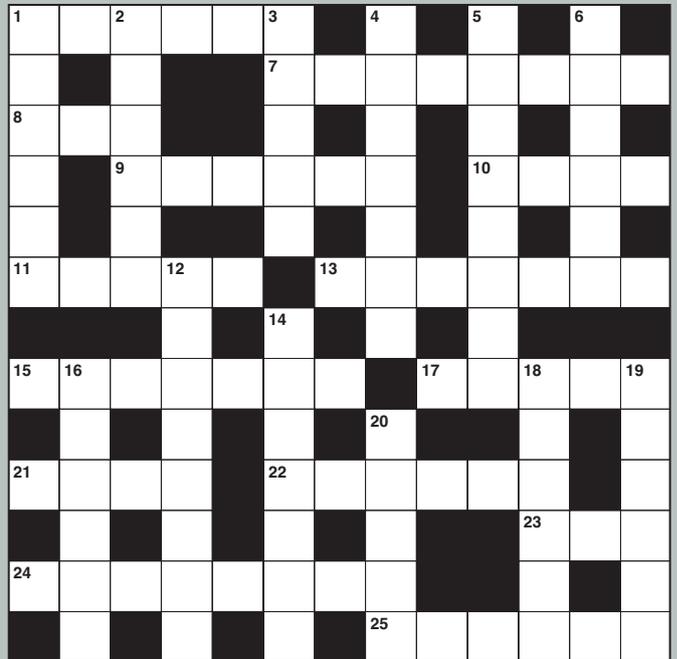
saving schemes such as, shopping for bargains in supermarkets, returning empty bottles and taking advantage of free newspapers. He is reported to have lived on around euro 300 a month. "I don't need money. It just makes us unequal," he is reported to have said.

He looked like a tramp with his long beard and ragged exterior. When the Berlin Wall came down he is reported to have predicted that the capital would move from Bonn to Berlin, leading him to set up a depot there and get the lion's share of the moving business.

The Board of Directors and the entire staff mourn the loss of the man and entrepreneur. "We will honour his legacy and never forget him," they said.



# Puzzles



### ACROSS

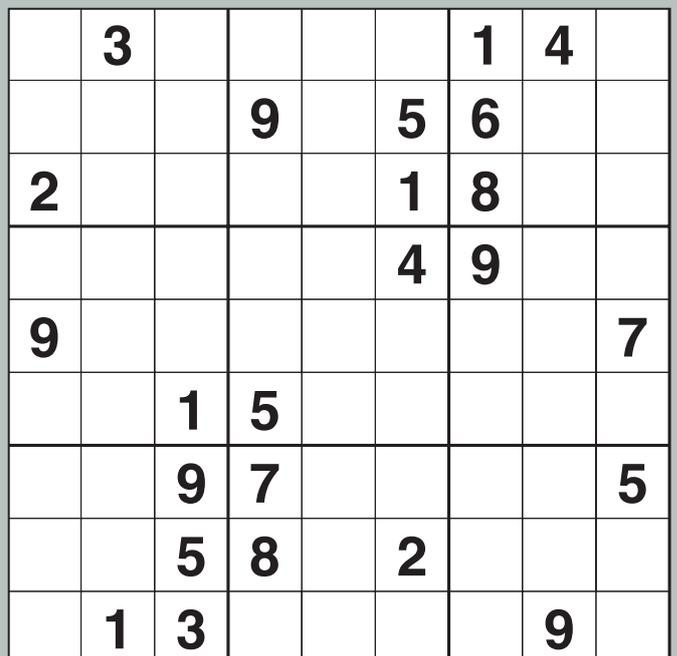
- 1 Domesticated llama (6)
- 7 Figure of speech (8)
- 8 Healthy (3)
- 9 George \_\_\_\_: composer (6)
- 10 Energy and enthusiasm (4)
- 11 Invigorating medicine (5)
- 13 Swam like a dog (7)
- 15 Stonework (7)
- 17 School tests (5)
- 21 Catherine \_\_\_\_ Jones: Welsh actress (4)

- 22 Missing human interaction (6)
- 23 Untruth (3)
- 24 Flower sellers (8)
- 25 Recluse (6)

### DOWN

- 1 Have an impact on (6)
- 2 Large snake (6)
- 3 Media (anag) (5)
- 4 Language spoken in Rome (7)

- 5 Supplemental part of a book (8)
- 6 Write a music score (6)
- 12 Great adulation (8)
- 14 Ingenuous (7)
- 16 \_\_\_\_ Berrabah: member of the Sugababes (6)
- 18 Shelter; place of refuge (6)
- 19 Soundless (6)
- 20 Grind teeth together (5)



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# DiaryDates

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

### IAM 52nd Annual Meeting

7 – 10 October, 2014, Orlando, Florida, USA

### FEDEMAC General Assembly

21 – 22 October, 2014, Reims, France

### CSD Annual Congress,

21 – 22 October, 2014, Reims, France

### The Movers & Storers Show

21 – 22 October, 2014, Silverstone Racing Circuit, UK

### Annual Meeting, Professional Group Moving Companies (ASTAG)

24 – 25 October, 2014, Werdenberg, Switzerland

### IMC 4th convention

28 – 30 January, 2015, Vietnam

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# Did you know?

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

Banana plants 'walk' up to 40 centimetres in a lifetime.

'Photograph' is Greek for 'writing with light'.

More than 150 million Scrabble sets have been sold in 29 languages since 1948.  
30,000 games start every hour.

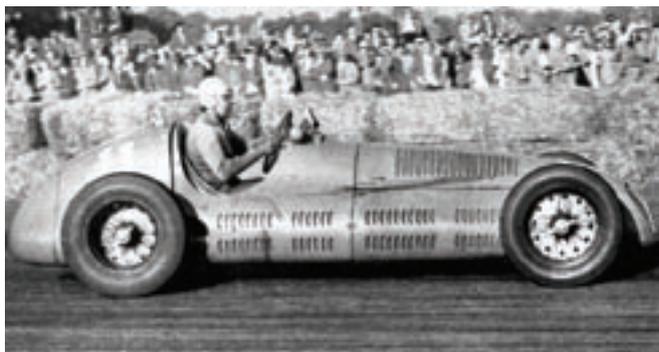
Snakes do not have eyelids or earholes. They detect sound by resting their head on the ground and feeling the vibrations.

In 2007 new measurements showed the Amazon had overtaken the Nile as the world's longest river.

An adult jellyfish is called a medusa.

Fireworks have two fuses: one to ignite the gunpowder and another that burns slower, creating a well-timed explosion.

On 2 October, 1948 the first RAC International Grand Prix was held at Silverstone. With only hay bales, ropes and canvas barriers for protection an estimated 100,000 people flocked to see Luigi Villorosi beat a field of 22 others in his Maserati.



## Puzzle solutions



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

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

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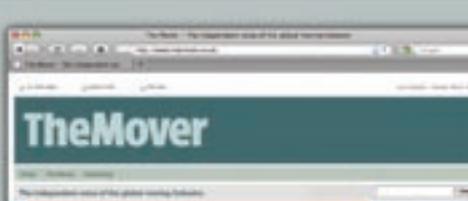
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