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Issue 042 September 2014 www.themover.co.uk

TheMover



**KINGS
TRANSPORT**

40 years from MGB to HGV. Page 26



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TheMover

Contact Details: Editorial

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

Deadline:

The deadline for article submission is the 1st of the month preceding publication.

Contact Details: Advertising

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

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

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LEADER

Why IAM?

Steve Jordan, Editor



When the October issue of *The Mover* hits your desks I will be attending the IAM convention in Orlando along with around 2,000 other members of the global moving industry. But why?

We live in the communication age. We have 24-hour access to information and myriad ways of keeping in touch. People frequently send e-mails across an office rather than walk a few paces to talk face-to-face; youngsters text, Snapchat, Tweet, Instagram and WhatsApp their way through life as if the spoken word has become outlawed; I can even confess to sending my daughter a text asking her to come down from her room for dinner! What's going on?

In October the great and the good of the international moving industry will leave their families, run the gauntlet of airport security, sit cramped on jets for hours, suffer the delights of US immigration and gladly fork out \$200+ a night in hotel bills, to talk to people – something that many seem to spend their lives avoiding. In doing so they will achieve little that could not have been done faster, cheaper and easier online. Or could it?

Why am I going to IAM? Why does anyone go? I suppose it's because, at heart, we are all social creatures. That's why social media has flourished. We like to talk, swap ideas, joke, play and share experiences together. How many conversations have started with "Remember when we were in ..."? If you weren't there, you are out-crowd.

But there's another reason. People like to work with people who are serious about what they do. The very fact that electronic communication is cheap, means that it has a lower perceived value than say, a phone call or meeting. Travelling half way around the globe says "I'm committed to what I do" and "I value the relationship we have". I believe that kind of thing matters. It's like comparing a carefully crafted magazine article, and a blog: they say the same but the published article has more kudos.

There's serendipity too. The chance meeting that revives old memories or makes new acquaintances that might, with a little sprinkling of magic dust, become friendships. It's hard to do that on a computer.

If you are going to IAM, I look forward to sharing a few precious moments with you in the Florida sunshine. If not, maybe you should think about giving it a try next year.

Steve Jordan



Left to right: Ronan Woodhouse, Managing Director and Barry Gilbert, Project Manager.

EMS London becomes a member of FIDI

EMS (Elite Moving Systems) in London has recently been accepted for FIDI membership. The company passed its official audit with zero non-conformances.

The company was started nine years ago by Ronan Woodhouse, Managing Director, and Nick Stevens, Operations Director. Since then it has grown steadily and now employs 35 staff, operating from a modern office and warehouse facility in London's Park Royal.

Since the beginning EMS has specialised in international corporate moving. As well as working directly for its own corporate accounts generating significant outbound tonnage from the UK and via third country moves, EMS has earned a strong reputation with movers and relocation companies worldwide as a reliable, top-quality partner.

Ronan said that many people would have assumed that EMS was a member of FIDI already however it was something they had not got around to doing. "Our Project Manager, Barry Gilbert, has worked very hard with the rest of the team to make sure that all our administration systems are spot on for FIDI," said Ronan. "It's a testimony to his efforts that we passed without any non-conformances."

"Over the last nine years we have been quietly successful despite sometimes difficult trading conditions..."

Ronan Woodhouse

FIDI membership comes hot on the heels of EMS achieving BS 8564, the British Standard for overseas moving. "Over the last nine years we have been quietly successful despite sometimes difficult trading conditions," said Ronan. "With the BS Standard and now FIDI membership we figure it's about time we showed the rest of the world how proud we are of our achievements."

EMS is looking forward to increasingly buoyant trading relationships with other FIDI members and to attending the FIDI conference in Cape Town next year.

Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

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0 - 500cuft	£1.70 per cuft
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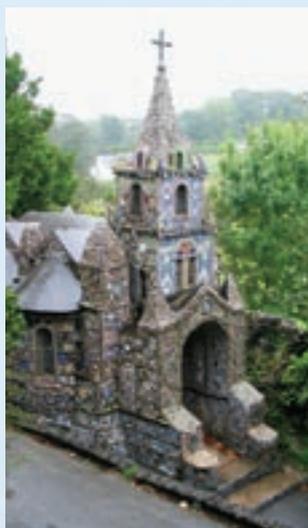


Contact Information:

Adam Palmer - White & Company PLC, Dundas Spur, Portsmouth - 023 92 984 605
Quotes: channelislandquotes@whiteandcompany.co.uk

Steve Hammer - White & Company PLC, International House, Pitronnerie Road, St Peter Port, Guernsey. 01481 736 868 s.hammer@whiteandcompany.co.uk

Grant Binnie - White & Company PLC, 2 St Peters Technical Park, St Peter, Jersey
01534 484 002 g.binnie@whiteandcompany.co.uk



H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
- When shipping goods to The Channel Islands, Customs require three copies of your company's invoice stating country of origin & value - for new effects only
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- Full valued inventory must accompany the shipment at all times
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- Full origin services available on both Islands to FIDI FAIM standard



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NEWS: UK

Roy's Removals joins AIM

Roy's Removals from the Isle of Man has recently become one of the latest recruits of AIM (Alliance of Independent Movers).

In a recent interview for *The Mover* Roy Bracher said that he had joined AIM because it was a new organisation with fresh ideas that would help give his company additional prestige.

"I have enquired to BAR a couple of times over the last year or so but nobody ever got back to me," he said. "However AIM has been very helpful and have already provided me with advice about insurance and documentation and helped me to get backloads."

Roy's Removals is an established business offering removal and storage services, domestic and commercial for local, national or international relocations.



● Roy's Removals.

Special offer from reallymoving.com

The price comparison site, reallymoving.com is offering members of AIM and Move Assured an extended free trial of six weeks for any company that uses its service for the first time. Rosie Rogers, from reallymoving.com said that there is no commitment necessary and companies are accepted subject to the usual company checks on Experian, insurance and agreement to the reallymoving Ombudsman Code of Practice.

● For more information about the offer call Sam on 01727 238126.



● Greater London properties sold in just 43 days on average, in the second quarter of this year.

Properties selling fast in the UK

The average time it takes to sell a property in Britain has reduced to 88 days, 16 days faster (15.38%) compared to the same time last year and the fastest selling time recorded since 2007, according to recent research from Move with Us, the residential property group.

The latest data from the Move with Us Market Review showed that properties in Greater London were selling the fastest in the second quarter of 2014 with an average of just 43 days. This was followed by the South East and East Anglia where the selling times for Q2 2014 were the fastest in five years, taking an average of 59 and 68 days respectively.

At the other end of the spectrum, properties were slowest to sell in the North East where the average selling time reached 138 days in the second quarter of 2014. However, this was still 50 days (26.60%) quicker in a yearly comparison and the second biggest change outside of Greater London since 2007.

Robin King, Director at Move with Us, said: "The market has gained a spring in its step thanks to

increased confidence and more readily available funding bringing more buyers to the market. Faster selling times have now spread outside Greater London and the South East where competition has always been relatively strong compared to areas such as the East and West Midlands where the market has taken longer to recover."

"The average selling time is now almost back to the pre-crash levels of 2007. Due to faster timescales, buyers should do all they can to get ahead of the competition and make sure they secure their dream home. Buyers can get financially qualified and legally prepared when they first start looking to buy. This will help to make sure they don't miss out on their chosen home as they will stand out as a serious buyer and it will have the added benefit of working to reduce timescales."

Region	Average selling time in Q2 2014	% faster	Fastest selling time since
Greater London	43	39.44	May 2009
South East	59	24.36	May 2009
East Anglia	68	20.00	May 2009
South West	79	14.13	May 2009
East Midlands	87	17.14	May 2009
West Midlands	89	14.42	May 2009
Scotland	106	15.20	August 2009
Yorkshire & Humber	110	13.39	May 2009
North West	114	13.64	May 2009
Wales	129	11.03	August 2009
North East	138	26.60	May 2009

Pickfords' Hannah saves customer from deportation

Pickfords Move Co-ordinator Hannah Liebscher-Hammersley received a huge bouquet of flowers from a grateful customer when her actions saved the client and his wife from being deported from New Zealand.

Having moved to New Zealand from the UK, they urgently needed documentation which was in deep storage at Pickfords in the UK. The couple would have been rejected and would have been forced to return to the UK without jobs or a place to live.

Hannah searched the customer's storage container to find the documents and took them to her local Post Office, in her own time, to weigh the package before dispatching it to NZ by courier.

The customer said, "Hannah deserves massive praise for what she has done for us ... she is an absolute credit to your company and we will be forever in her debt."



● Hannah with her flowers.

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Bournes and Reason Global support RBA

On 31 July Bournes company headquarters in Rye, East Sussex held a fundraising quiz night in aid of the Removers Benevolent Association.

The quiz night and raffle raised over £290 to donate to the RBA, a registered charity which was set up to provide financial relief for people (including their widows or dependents) who are, or have been, engaged continuously for a minimum period of one year by any member or past member of the British Association of Removers.

The charity is close to the heart of everyone at Bournes having supported two of its employees recently, including local resident and long-term warehouse employee Terry Cope who everyone was very pleased to see on top form at quiz night, despite being in the last place team who had to console themselves with the Wooden Spoon trophy. Terry, who has been suffering with Crohn's disease since 1993, has just returned to work after 22 months following an 11 hour operation resulting in 237 consecutive days in the Conquest Hospital. Everyone was thrilled to see Terry finally return to work and celebrated with a themed fork lift cake!

The company thanks all the employees who supported the event and Reason Global Insurance who came along to provide support on the night, generously donating raffle prizes. The winning team consisting of Eric Bourne, Tom Bourne and Craig Wood from Bournes and Mike, Sarah and Debbie from Reason Global who donated their £60 prize winnings back into the fundraising pot giving a great boost to the overall fund.



● Terry Cope returns to work.



● The ramps at PPS Midlands' new premises.

New loading bays for PPS

PPS Midlands Ltd has recently installed three fixed loading bays – each comprising a ramp, platform and dock leveller – to give the returnable transit packaging specialist an efficient logistics operation at its new premises near Uttoxeter. The loading systems were supplied by Thorworld.

PPS Midlands moved to its new, larger premises in May to serve its customers with the management, rental, pooling and repairs of all types of returnable transit packaging (RTP). With the RTP concept relying on a rapid cycle of returning the packaging to PPS for washing before redistribution into the supply chain, it was essential that the company established a safe, fast and efficient system of loading and unloading.

As the Marchington site already incorporated three doors for loading, PPS had to find the most cost-effective and user-friendly system to convert these to 'dock level'. Having previously worked with Thorworld, PPS' Operations Director Andy Flynn asked the company to devise a suitable solution.

Thorworld proposed a bespoke system for each doorway, comprising a ramp, platform, electro hydraulic dock leveller, roller shutter door and dock shelters. In contrast to conventional dedicated loading bays, each set-up is simply bolted into space – sparing the need for costly and time-consuming civil works – and can easily be moved to an alternative location if required in future.

The system features modified solid tread-plate decking for improved access; anti-slip surfaces to optimise

“Combining a leveller, platform and ramp into one system ensures that we can load and unload our RTP pallets quickly on to and off the platform ...”

Andy Flynn

traction; access steps and side platforms that provide protected access to operate the leveller; and collapsible dock shelters to keep the rain and wind out.

“Combining a leveller, platform and ramp into one system ensures that we can load and unload our RTP pallets quickly on to and off the platform, without immediately needing to transport pallets off-ramp,” said Andy Flynn, adding that it was also sufficiently flexible to be reconfigured should the need arise in the future. “Thorworld has been excellent throughout the process, from design to installation, and the loading systems were finished on time and on budget to support our smooth transition into the new facility.”

Doree Bonner launches Customer Values

Geoff Watson and Gordon Lyall have owned Doree Bonner for 20 years in November and, to mark the anniversary, have launched what they say is their most important initiative to date, 'Customer Values - The Doree Bonner Experience'.

Six months ago the company embarked on research to establish exactly what its customers wanted from a moving partner and how the company could best meet their needs. Following the research all aspects of operations were reviewed including management, sales, administrative procedures and operations. Training included cultural training with every member of staff to ensure everyone understood and delivered *Customer Values - The Doree Bonner Experience*.

A *Customer Values* brochure was produced as a reference document and the initiative was launched to all Doree Bonner staff at presentations held throughout the UK in June.

“We have been delighted with how enthusiastically our staff are endeavouring to deliver *The Doree Bonner Experience*,” said Geoff Watson, Joint Managing Director. “Our customers, both private and commercial, have been extremely impressed by the positive way that we're setting ourselves apart from our competition.”



● A Doree Bonner staff member shows the Customer Values brochure.

TRANSPORT: DRIVER CPC

● Opinion is divided on whether Driver CPC is a positive thing or not.

DCPC: lifesaver or waste of time?

So, how did you get on with your Driver CPC training (DCPC)? Speaking to companies in the UK most say that they are more or less ready for the deadline this month and have made sure that all their drivers have attended 35 hours of training under the scheme. So they are legal, but they are not necessarily happy about it.

Some say that any training is good training and embrace the concept putting the cost down as an investment; others say it is a total waste of money that does nobody any good and is insulting and boring for experienced drivers. Perhaps it's just a question of attitude.

The aim of DCPC is to raise the standards of new drivers and to maintain and enhance the professionalism of existing drivers throughout the European Union, through a continuous update of their capabilities. The UK is recognised generally as having pretty good standards of driving, not all European Member States are the same. The intention was to raise standards generally throughout Europe.

But after years of hand wringing from transport managers, wondering whether they should send drivers for training, during a recession; and years of drivers rolling their eyes in a 'grandma sucking eggs kind of way', are we any further ahead? Are our roads safer as a result of DCPC?

A survey commissioned a year ago by the Driving Standards Agency (DSA) tries to throw some light on it. It received 1,318 responses. Asked whether DCPC could contribute to the objectives of the Directive, just under 70% said it 'could'. The question, however, didn't ask whether they said it 'would'. There was, however, general support for the harmonisation of

training "so that other Member States are at the same level as the UK", but it required 'buy in' from all Member States. Some though, felt that it was all too difficult to enforce.

The UK is recognised generally as having pretty good standards of driving, not all European Member States are the same. The intention was to raise standards generally throughout Europe.

Asked whether DCPC has improved safety on European roads, only 10% thought it had made a significant difference. A similar number said that it had improved the level of professional competence of drivers. Those who were positive said that although the training is not perfect it has increased awareness with drivers. Objectors said that it was irrelevant to their work and many said that they had taken the same course five times to make attaining their DCPC easy.

General comments from the survey included: "It's a waste of time and a tax on jobs"; "Too many drivers from other Member States are buying DCPC cards with no formal training"; and, by contrast, "I believe there should be no exemptions if we are professionally driving in the course of our work".

To find out more, David Jordan, *The Mover's* Deputy Editor, sat in on a DCPC training course to form his own opinion. Although David has never driven a lorry he did run a motorcycle training school for many years so has some knowledge on the subject. On his return he said that the trainer was very good and the students seemed interested and co-operative. The subject for the day was road signs. David took part in a *Who Wants to be a Millionaire* style quiz and was surprised to find that he, who is not a professional driver, fared better than most of the others, who were. "Some people thought that a sign warning of pedestrians ahead meant 'no pedestrians'! It's a pretty fundamental error." If that really does reflect the level of understanding in the UK, that is supposed to be pretty good anyway, perhaps the need for regular training is more acute than some think.

Like it or not, DCPC is here to stay, at least until our friends in Brussels and Strasbourg dream up something else. As the training has to be done, there seems to be little point in just going through the motions. Sitting at the back reading *The Sun* and waiting for the end is just stupid. If it's got to be done, it should be done with some enthusiasm and humility. Nobody is too old to learn.

● **Note: It is a requirement that all drivers of lorries have DCPC from this month. If you don't have one, you must not drive.**

NEWS: UK

Matthew James moves into the limelight

Matthew James Removals and Storage Ltd moved into new premises on the Crossways estate, immediately adjacent to the QE2 bridge on the M25, on 27 July, 2014.



● Exterior and interior of the new premises.

The new place is in full view of the drivers queuing for the southbound toll plaza making sure that all 136,000 daily users of the bridge are fully aware of the company's presence.

The company has moved location from Erith, just a few miles away. The new facility includes extensive offices and a 28,000ft² warehouse offering around one-third more storage space than previously.

"Both the warehouse and the yard area are bigger and easier to use than the site at Erith," said Steve Turner, European Director. "The location also raises our profile because it's so easy to see from the bridge. "Image has always been important for Matthew James. The company has carved out a reputation for itself with its dramatically-painted trucks featuring European scenes and focussing on Matt De-Machen's love of Scania vehicles. Matt's latest creation will be featured in next month's issue of *The Mover*.



● John Sturt (left) and Tony Bailey.

Tony Bailey becomes a director of Bespoke Bodies

Tony Bailey has joined Bespoke Bodies in Warrington as the company's Asset Management Director.

In his new role he will be responsible for working with customers to develop the right vehicle fleets for their needs and for the launch of the company's new Fleet Management Centre that aims to manage whole vehicle fleets from purchase, through its life on the road and on to disposal and replacement. "We aim to provide a one-stop-shop to save the user money and stress," he said.

Tony has been working with Bespoke Bodies for some time as a consultant and had placed a number of orders with the company on

behalf of his own clients. However, as a director of the company he is now able to use his experience in fleet management for the benefit of the company and its customers.

He started his working life as an apprentice with L. Gardner & Sons building diesel engines, joined Smith & Robinson Tankers in 1973 as an HGV technician and for ten years ran his own company, Leston Motors Ltd, supplying fleet services. On entering the moving industry Tony served as fleet engineer for Pickfords for 18 years and managed the company's vehicle purchasing,

fuel and maintenance spend to an annual value of £13 million.

With Whole Vehicle Type Approval coming into force in October Tony will be using all his experience to make sure everything goes smoothly for customers. With this in mind the company has already secured the VCA Conformity of Production and is a member of the VBTA (Vehicle Builders Type Approval) which is securing European Type Approval on most chassis makes and models. This will ensure that there will be no additional delays for customers, and minimise extra costs, as a result of the new regulations. VCA approval is required on all new vehicles built after 29 October, 2014.

As part of its preparation for Whole Vehicle Type Approval, Bespoke Bodies has been working closely with two of the largest truck manufacturers in the world, MAN and DAF Paccar, to help them bring European Type Approved removal vehicles to the market. As a result MAN will be marketing removal vehicles built by Bespoke Bodies in their Trucks To Go division.

As well as new Euro 6 trucks, Bespoke Bodies also offers a range of low mileage Euro 5 vehicles with lightweight bodies such as the company's 7.5 tonne, three-container vehicle that provides a 3.1 tonne payload.

Bespoke Bodies will be exhibiting, and selling, its Euro 6 vehicles at the Movers and Storers Show at Silverstone on 21 and 22 October. These will include a top of the range five container Euro 6 MAN TGM 290 on air suspension with full drawbar capability, and a Bespoke Bodies three container ten tonne Euro 6 DAF LF45.

Britannia Lanes sponsors swimming talent

Britannia Lanes of Somerset has sponsored Charlie Attwood, national and international swimmer as part of the Bridgewater College Elite Athletes sponsorship scheme. Charlie won a gold medal at the 2013 European Youth Olympic Festival in Utrecht, Netherlands. The sponsorship will help him continue competing at a national and international level. Charlie visited the company recently to say thanks.

● Right: Charlie Attwood with Ria and Angus Russell of Britannia Lanes of Somerset and Luke Buckingham, Sports Development Officer, Bridgewater College.



Clockwork Removals in Glasgow joins FIDI

Clockwork Removals in Glasgow has recently been accepted as a member of FIDI having achieved the FAIM (FIDI Accredited International Mover) accreditation.



● Peter Young and Gemma Hendry with the company's newly-acquired FIDI certificate.

Having previously grown their international department, due to an increased demand in global moves, Clockwork has taken what it feels to be the next logical step in obtaining FIDI accreditation. To achieve the accreditation companies need to demonstrate that they are financially stable, that their staff are well-trained and managed and that they have the services, equipment and materials needed to provide a quality international relocation.

During the assessment FIDI examined the company's legal compliance procedures, insurance and risk management and customer feedback processes. The assessment is designed to ensure that all FIDI

quality-certified international moving companies conform to the same strict financial, operational and administrative standards.

"We are thrilled to be part of the FIDI Global Alliance comprising of over 600 international removal companies, across more than 100 countries," said Peter Young, Head of International for the company. "Being part of FIDI now gives us access to even more exceptional service partners all over the world which will in turn increase our quality of services and enable us to successfully move more and more happy customers throughout the world."

Anglo Pacific launches money transfer service

Anglo Pacific has launched what it considers to be a best-in-business money transfer service for its customers.

The company says that its new service has competitive rates, no hidden fees, and the service available online 24/7.

Steve Perry, Chairman of Anglo Pacific said, "Previously we have offered a choice of money transfer services, some of which required customers to open a UK-based bank account before they could make the transaction, but we've decided to streamline the process

with an in-house forex service that does not pose any such limitations."

The service is accessed through the company's website where clients can register and logon to their personal account to view past and pending transactions at any time of day (or night) and overcome any time zone troubles. The service is registered with HM Revenue & Customs (HMRC) for Money Laundering Regulations.



● Left to right: Andy Pitwood, David Bigglestone and Lewis Mills.

Britannia Leatherbarrows supports charity swim

Britannia Leatherbarrows gave their support to the annual Bournemouth Pier to Pier Swim on Sunday 13 July in aid of the British Heart Foundation.

The event is now in its 24th year and is the biggest charity swim in Europe with 2,000 people taking part raising over £150,000 for the charity.

Leatherbarrows' member, David Bigglestone - who underwent a triple heart bypass ten years ago - took part for his fourth consecutive year, completing the challenge in under 45 minutes.

The Leatherbarrows' team not only supported David but also helped at the event by supplying a van and two employees, Andy Pitwood and Lewis Mills, to look after the swimmers' belongings

and transport them between the piers.

Swimmers set off from Bournemouth Pier at 10.00 a.m. braving the open sea and massive jelly fish and swam along the coast to Boscombe Pier, a distance of 1.4 miles.

Every year people of all ages and abilities take part in the event, proving that a healthy lifestyle and keeping fit can be fun. Everyone who completed the swim received a souvenir medal and the money raised will fund essential research into heart disease, the single biggest killer in the UK.

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INSIGHT: RISK ASSESSMENT

● The way marine insurance rates are determined could be about to change.

Assessing the risk

For many movers, assessing the real risks of what they do has been something of an arbitrary process. A new system that Willis has been trialling for the last two to three years has the ability to target risks more accurately. Steve Jordan spoke to Boris Populoh, Senior Vice President, Willis Relocation Risk Group, to find out more.

The mentality of loss adjusting is changing," said Boris Populoh. "No longer does the rate drive the programme, the programme drives the rate."

For most movers, the rate they pay for their marine insurance is based simply on the overall claims loss ratio. At the end of the year their broker sends a statement detailing the premiums collected and claims paid (claims ratio) and announces the consequential rate for the following year. But that is a fairly broad-brush approach which does not provide much information for the moving company about where the claims are arising and what can be done to prevent them. For some years Willis has been working to drill down into that data, particularly for its larger clients, to identify where things are going wrong and provide them with a more accurate insurance rate based upon specific experience rather than generalities.

"Insurance companies collect a huge amount of data about origin, destination, shippers and values," explained Boris. "The next step is to develop reports that actually mean something. Rather than just sending a report that says how many shipments, how many claims and giving a loss ratio, there's much more behind. By analysing the multiple data points relevant to any shipment it's possible to provide much more

in-depth information."

For example, third-party relocation companies work with many movers. By drilling down into the broad data it's possible to provide them with a vendor management service that can accurately identify not only the performance of each supplier, but in what areas of the service individual companies perform well, and not so well. "It's possible that one or two of the movers are causing 30-40% of the losses," said Boris. "If you can't identify those individual providers then the whole programme is penalised and all the providers have to pay a higher rate."

Of course it might not be that an individual mover is having trouble with everything it does. One supplier might be very good into the USA and bad into Asia, or the other way around. By analysing the data it's possible to identify these problem areas and give the supplier the information required to take remedial action. "We don't tell people what to do," said Boris, "we just give them the information they need to make well-advised decisions."

The same thing applies to international moving companies. They need to know where the claims are coming from. Many agent-to-agent relationships are based on friendships. But those friendships might be masking a problem and costing the company money. If it's possible to identify where and how

damage is occurring, companies will have the information they need to manage those relationships more effectively. "If you maintain a relationship that is based on friendship it could be costing you money," said Boris. "But that's up to you. If you are paying 15% more because one of your origin or destination agents is causing you problems, is that a good move for you? It might be if you get good reciprocation but, if you have the information, at least you can quantify what the cost is in real dollar figures."

The information can be useful in other ways too. It is possible to assess the performance of individual packing crews and use that information to develop an incentive programme. By recording a variety of data points it's even possible to cross-reference the claims information for a crew to the potential cause of the damage. Clearly it would not be reasonable to penalise a crew for damage caused as a result of a fire; but poor packing, or mildew damage caused by wrapping damp items would count against them. It would even be possible to change operating procedures or educate crews more effectively using the data collected.

The Willis programme is less than three years old so the process is still in its early stages. Taken to its logical conclusion, information gathered by the insurance company

could be used to manage agency and supplier relationships; develop training programmes; incentivise staff; refine working practices; and even set premium rates for individual shipping lanes. "It's more than just gathering information, it's putting that information into context and making it relevant as an effective management tool," said Boris.

● For more information contact Boris on Boris.Populoh@willis.com.

Boris Populoh

Boris Populoh brings 20 years of broad-based international business, HR and management experience to the international transportation and logistics industry. He has held a number of senior managerial and executive leadership positions with trade and industry groups and holds a BA in International Diplomacy and an MA in Transportation Policy, Operations and Logistics Management.



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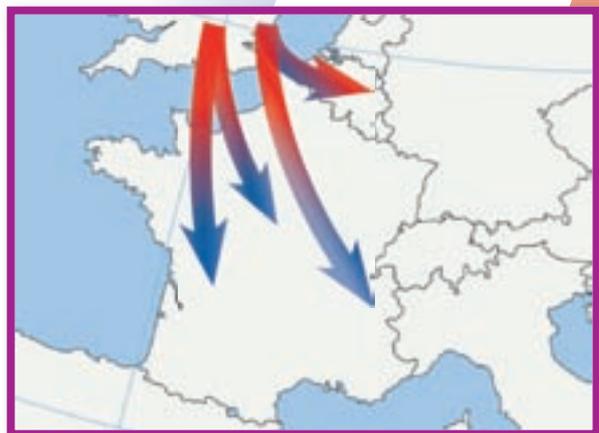
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NEWS: UK

The Learning Zone returns for the Movers & Storers Show 2014

The Movers & Storers Show will take place at Silverstone once again this year on 21 and 22 October. As well as a number of visitor features including the Simpson Packaging Packer of the Year Contest, the Truck Competition and a Pit Stop Challenge, the Learning Zone is making a comeback.



• This year's Movers & Storers Show will feature The Learning Zone again.

For those of you who have never been to the show, the Learning Zone is a free auditorium where visitors can hear presentations, seminars and take part in debates designed to educate and entertain.

The exact programme is yet to be confirmed, but the organisers are working on a number of possible topics including:

- The generation game – how profiling different age groups can boost your sales;
- When things go wrong – how to deal with a Traffic Commissioner Tribunal;
- Buying trucks – when to buy new, and when to choose second hand;
- The skills gap and apprenticeships – how are we encouraging young people into the industry?;
- A survival guide on working with family members;
- DVSA – latest news updates and Q&A;
- How to get ahead of the curve in self storage;
- Trade associations – assessing the brave new world of removals associations.

Discussions are also taking place with a great keynote speaker, so keep an eye on the event website for all the latest news.

The organisers of the show are

also working with Jane Finch from Moving etc... Network to deliver a *Question Time*-style debate entitled *Moving Day Mayhem – Surely Something Can Be Done?* This relates to Jane's campaign to tackle a number of problems facing the industry such as late release of keys, same day exchange and completion, and large numbers of customers wanting to move on the same day. Jane has worked really hard to assemble a panel of the most influential conveyancing and property experts in the UK, including Jonathan Smithers (Vice President of the Law Society), Edward Goldsmith (Chairman of the Conveyancing Association), Mark Hayward (MD of the National Association of Estate Agents), Christopher Haman (The Property Ombudsman) and Paula Higgins (Chief Executive of the Homeowners Alliance).

This is a fantastic opportunity for movers to come along to the show and have their say with some of the key people who can affect their businesses. The organisers say that it's likely to be standing room only, so make sure you get there early.

• For updates about the keynote speaker and other information visit www.themoversandstorers.co.uk.



• www.directsavetelecom.co.uk.

Free or low cost telecoms for customers

Direct Save Telecom has announced a new service that could be useful to moving companies' customers.

The budget telecom provider is offering free line activation and low-cost line installation to new customers who are prepared to sign an 18-month deal.

The company says that this is important as it is a priority for people to get online quickly when they move house. In an effort to do this the company claims that some people may pay more than is required.

Direct Save Telecom has announced it will now reactivate any phone line for free when a customer signs up to an 18-month contract at £1.95/month. The deal includes unlimited broadband usage, free evening and weekend calls, a free wireless router and free set-up. It will arrange the whole process and activate the line on a chosen date or on the next working day. It will install a new telephone line for only £29.95 as long as an 18-month contract is agreed.

For those who are not prepared to sign up for an 18-month deal – such as students or short-term rental customers – the company will install a new line for £118 and place them on a non-contract 28-day rolling deal at £16.95/month.

"We thought it was about time a deal was put in place for UK movers, as line activation and new line installation have been far too expensive for far too long," said Direct Save Telecom CEO, Stavros Tsolakis. "Movers will not be able to find a better deal in the UK."

Surprised at the low cost of this offer *The Mover* checked with the company to make sure the figures are correct. The company has confirmed that these figures are correct and that the figure will not increase after the 18-month contract has expired.

• For more information visit www.directsavetelecom.co.uk.

BTR wins gold from Brookfield

BTR International from Luton recently won the gold award in the International HHG Supplier category at the 2014 Brookfield Forum. The award was presented at the forum in Florida on 25 July.

"This is an amazing achievement," said BTR International's Sales & Marketing Director Kevin Wiczorek. "It reflects the high

standard and commitment of our entire team. We are delighted that our hard work has been recognised in such a prestigious way."

Traci Morris, CEO of Brookfield GRS explained: "The Brookfield Forum is an opportunity to share our best-in-class practices with our entire supply chain network as well as discuss the fast changing needs of the marketplace."

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TRANSPORT: ADVANCED DRIVING



HOW'S MY DRIVING?

With some moving company reps covering 50,000 miles a year or more, the chances of disaster are high if they are not spot-on behind the wheel. Deputy Editor David Jordan dives in at the deep end to find out a few tricks of the trade from IAM.

Most of us think our driving is at least above average, but how can we be sure? I passed my test in the 1960s and haven't taken any training since, so when the Institute of Advanced Motorists invited me to take their Skills for Life course and the IAM advanced test, I decided to give it a go.

It's more years than I care to remember since I passed my driving test, but like most people I've always thought my driving was well above average and that there wasn't much point in taking any extra training. After all, I hadn't had an accident – well not a serious one – during the past 20-odd years and anyway the ones I had had were the other bloke's fault, not mine.

So when the Institute of Advanced Motorists (IAM) invited me to put

my skills to the test with an observed drive I was happy to give it a try. My observer was Alan Pembroke from my local IAM Group and I arranged to meet him at his home in Bedfordshire for my one hour assessment. A couple of days before my drive I bought a copy of the Highway Code, just to brush up on my road signs and stopping distances, not that I needed it of course.

Alan is the Chief Observer at the Beds and North Herts Group and has been a member of the IAM for over 20 years, so I was in good hands. After Alan had checked my licence and insurance we set off, a little nervously, and headed for the A1. The observed drive is not a test - that comes later - so there's no pass or fail, it's just a way of finding out where you're at and to find out what needs to be improved.

That's when I made my first mistake, putting my indicator on when there was no one around to see it, a sort of automatic thing I suppose.

"At the end of the road turn right please," said Alan as we left the housing estate. That's when I made my first mistake, putting my indicator on when there was no one around to see it, a sort of automatic thing I suppose. Advanced drivers drive to a system based on the one the police use, so giving a signal when there's nobody there shouldn't happen. Every move should be carefully considered not done automatically

without thought. Alan was a great instructor/observer and quickly put me at my ease, but it soon became clear I had a lot to learn. Driving too close to the car in front, signalling too late before overtaking on the motorway and not using the wheel correctly were just some of the things I needed to put right.

During the next few sessions – I had eight in all – Alan showed me how to improve my observations, especially on rural roads where, apparently, most accidents happen. He also showed me how to assess the severity of bends and gave me tips on defensive driving, correct positioning, correct use of the horn, and how to anticipate the mistakes other drivers may make that could put me and others in danger. He also introduced me to commentary driving, which is a very good way of improving concentration.



● During the course of his lessons David learned techniques that improved his driving on both motorways and rural roads, as well as commentary driving – a way of improving concentration used by the police.



The police use it during their advanced courses and I really found it helped. Most of all, the course made me think about my driving rather than just doing things automatically and getting hot under the collar when other drivers were inconsiderate or made mistakes.

Soon I was ready to take the IAM test, or Skill for Life challenge as the Institute prefers to call it. The test takes about an hour and a half and is conducted by a police Class One driver – so no pressure! My examiner Steve Spring is a retired police driving instructor who now, for his day job, teaches the local fire brigade 'blue light driving'. Steve met me in Bedford and after checking my licence and making sure I could see where I was going we set off into darkest Bedfordshire. Steve explained that he wouldn't start the test until we'd covered a couple of miles to help me settle in – my efforts to look cool and relaxed obviously didn't work!

Although safety is the cornerstone of advanced driving you are expected to make good progress, dawdling along at 40 in a 50 limit for example is not on, and could cause you to fail the test. Steve directed me along country roads with blind bends and tricky junctions before returning

down fast dual carriageways and 'A' roads and finally back into town.

I must admit I thought I'd done pretty well as we pulled back into the car park for the de-brief. Using his notes Steve took me through every twist and turn of the 40-odd mile route pointing out the good points and the things I could have done better. The good news was I'd passed! I had become an advanced driver, and had indeed gained a skill for life.

Using his notes Steve took me through every twist and turn of the 40-odd mile route pointing out the good points and the things I could have done better.

Many moving company reps spend most of their lives behind the wheel. Some cover vast distances having to battle busy schedules, fatigue, congestion – and bring in the business too. During my training I had learned a lot that would help me stay safe and protect other road

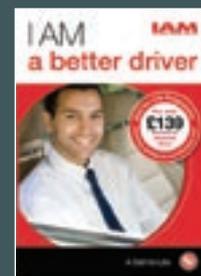
users. Good driving requires the driver to have the right attitude, be observant, show courtesy to others and be able to predict what someone might do next. A simple tip could mean the difference between a relaxed or an anxious passenger, an expensive bump or a near miss, an ambulance ride or a walk away, surviving or not.

I would urge everyone who drives for a living to take extra tuition. It makes sense for employers too: wherever and whenever an accident happens, a hospitalised employee is not earning you money.

● www.iam.org.uk. 0845 126 8600.



● David receives his IAM Advanced Driver certificate from Arthur Cushway, David's local IAM Chairman.



Skills for Life

The Skills for Life course can be arranged through your local IAM group, there are over 200 around the UK. The fee of £139 gives you one year's membership of the IAM, an assessment by an AIM observer followed by as many sessions as you need to prepare you for your advanced test, plus the test fee.

Other benefits include competitive insurance rates through IAM Surety, one year's road side assistance from the RAC, and membership of your local IAM group. Local groups have regular meetings and arrange various activities and driving-related events.

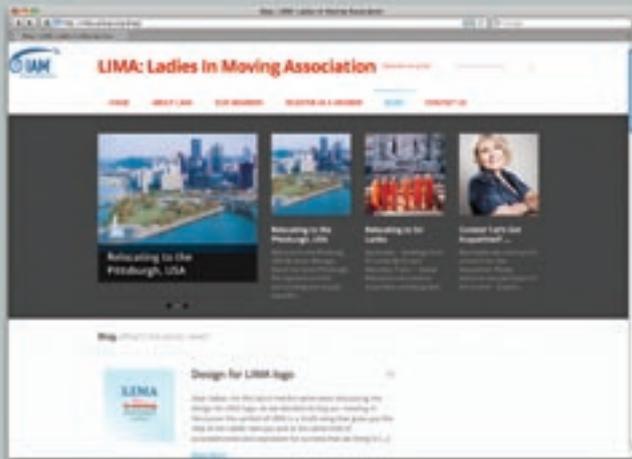
International IAM Groups

The IAM has groups in many other countries around the world. Visit www.iam.org.uk and click on 'Local Groups' to find a branch in your area.

NEWS: INTERNATIONAL

Growing organisation for women in moving

LIMA (Ladies in Moving Association) is a rapidly growing organisation, formed in 2012 after the IAM conference in Washington DC, intended to provide support for women who move to a different country because of their husbands' new assignments.



The organisation, founded by Marina Svetlichnaya from ARCO in Moscow and administered by Alexandra Borokova from Interdean in Moscow, meets annually: it last met at IAM in Vancouver and intends to meet again in Orlando this October. Members of LIMA may post information free of charge about their companies and the services they provide on the organisation's website.

Since its formation LIMA has been able to provide a wide range of advice for women on the move. This included someone who wondered if the climate in Brazil would be dangerous for her son with asthma; a woman who was

anxious about the safety of moving to Abijan; a lady enquiring about the cost of accommodation in Paris; and someone wondering whether it is a good idea to take a bike to Moscow.

LIMA's website says that the organisation is looking to establish contacts with local Women's International Clubs in different countries and to participate in charity activities.

Currently LIMA has around 150 members and a growing LinkedIn membership. Members include: Asian Tigers Mobility, Worldwide Movers Africa, BTR International, Santa Fe and Gosselin Group.

Anyone wishing to join should go to: www.lima-group.org.



● Left to right: Ross Pun, AON Hong Kong Limited; Iyla MacIntyre, Forum for Expatriate Management (FEM) and Steve Lewis, President of the HK Chapter.

UniGroup hosts FEM HK Chapter event

The event at the Hong Kong Chapter of the Forum for Expatriate Management was entitled *Is your mobility policy considered basic, standard or premium?* and was intended to help companies understand the main issues and how other companies were reacting to them.

Steve Lewis of UniGroup is the President of the Hong Kong Chapter of FEM. He kicked off proceedings by introducing Katherine Wong from AIRINC (Associates for International Research, Inc). Katherine spoke on the trends of global mobility and policy allocation in Asia based on AIRINC's mobility outlook survey.

Her presentation looked at: the participants of AIRINC's Mobility Outlook Survey, the demographics of global mobility programmes, the trends of global mobility programmes, policy allocation, the challenges, and how global mobility programmes and policy cope with these challenges. Employees from various organisations of different industries such as oil and gas,

financial services and manufacturing participated.

Over the next 12 months, 47% of the surveyed organisations anticipate an increase of international assignees, 39% predict no change leaving 14% expecting a decrease. Katherine said that the three main factors that affect the mobility programmes of Asian companies are: the need to expand business overseas, growth in developing countries and cost reduction efforts. She added that the main challenges that affect global mobility programmes are recruiting, retaining and repatriating international assignees, cost management, tax and compliance, internal process and talent management.

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Biofuel for transport consumption down 6.8%

EU consumption of biofuel for transport decreased 6.8% in 2013 compared to 2012, according to data released last month. Analysts say the fall – the first since Europe legislated for greater consumption in 2003 – was largely due to regulatory uncertainty.



● Clearing non-agricultural land to grow biofuel crops can lead to increased CO₂ emissions.

The European Parliament and Member States have yet to reach an agreement on EU biofuels policy reform to address the issue of indirect land-use change (ILUC), whereby extra CO₂ emissions are released when non-agricultural land is cleared as a result of growing demand for biofuels.

Energy ministers have so far proposed a cap at 7% on the amount of food crops which can be used as biofuels and count towards the EU renewable energy target. Weak reporting requirements for ILUC remain, however, and ministers also want weak national sub-targets for advanced biofuels.

The Biofuels Barometer study carried out by EurObserv'ER found consumption of biodiesel, which has high ILUC emissions, actually fell 8%, while bioethanol saw a 3% decline.

Spain saw one of the biggest drops in biofuel consumption from 2.1 million tonnes of oil equivalent (Mtoe) to 1.0Mtoe last year. In February it cut its 2014 biofuel target from 6.5% to 4.1%. Germany, the largest consumer of biofuel in Europe, saw

its usage decline 9.2% to 2.7Mtoe last year as a partial tax break for biodiesel came to an end.

In contrast, a number of countries increased their consumption. In Sweden, a European leader in advanced biofuel production, consumption actually rose 37% to 0.8Mtoe. Its road fuel incorporation rate is the highest in the EU. The UK and Denmark also saw rises, while France, Austria and Belgium held steady.

The message appears to be that it's not smart to promote biofuels that increase emissions as biodiesel does.

The message appears to be that it's not smart to promote biofuels that increase emissions as biodiesel does. This realisation should result in an EU policy that only promotes biofuels that really deliver greenhouse gas emission reductions.

The European Connection

Tony Richman



Road noise emissions to be reduced

Earlier this year, the European Parliament (EP) voted in favour of a European Commission (EC) proposal to decrease vehicle noise. Noise limit values will ultimately be decreased by 4 dB(A)* for cars, vans, buses and coaches and for trucks by 3 dB(A). Altogether, this is expected to reduce vehicle noise nuisance by some 25%. Despite increasing traffic, noise emissions limits for vehicles have not changed since 1996. The limits values will be decreased in three steps: The first step will apply two years after publication of the final approval of the proposal, followed by the second step in five/seven years and the third step in ten/12 years.

In addition, a new and more representative test method to measure sound emissions will ensure that the sound level of vehicles under street driving conditions does not differ from the type-approval test results. This test method is recognised internationally, making it easier for vehicle manufacturers to export outside the EU.

Finally it is proposed that electric and hybrid electric vehicles be fitted with sound generating devices which would make these cars safer for pedestrians and visually impaired people.

The World Health Organisation has concluded that reduction of traffic noise is essential to improve the health and quality of life of Europe's citizens.

The deal reached by the EP and the Council is the follow up of the proposal made by the EC back in 2011.

New noise limits measured with a new test method

The noise levels of new vehicles will be measured by a new and more representative test method.

To this end, so-called additional sound emission provisions (ASEP) will be included in the test procedure. These are preventive requirements which will ensure that the sound emissions of a vehicle under street driving conditions will not differ significantly from what can be expected from the type-approval test result for the relevant specific vehicle.

'Acoustic Vehicle Alerting Systems' for electric vehicles

So-called 'Acoustic Vehicle Alerting Systems' requirements are aimed at ensuring that only adequate sound devices are used which will also lead to a harmonisation of the technology. The fitting as such will be mandatory for all electric and hybrid electric vehicles after a transitional period of five years. This is aimed at increasing road safety and avoiding road-accident injuries.

A global benefit

Having the same basic rules throughout the EU will make it easier to buy, sell and use vehicles in any Member State – and will help to ensure equal health, safety and environmental standards across the EU.

With this proposal the current EU rules applicable to noise emissions from vehicles will be updated and further aligned with internationally recognised UN standards. This should enable improved market access for European car manufacturers in those third countries which are contracting parties to the UNECE Agreement of 1958 and thus boost the competitiveness of European industry.

*A-weighted decibels [dB(A)] are an expression of the relative loudness of sounds in air as perceived by the human ear.

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BUSINESS: NEW MEMBERSHIP ORGANISATION



● The new organisation will grade removal companies so that home movers can make an informed choice.

Moving etc... membership organisation

Moving etc... is launching a new membership organisation at the Movers and Storers Show at Silverstone on Tuesday 21 and Wednesday 22 October.

The Moving etc... staff will be working on behalf of removers to promote premium-paying member companies to the public and the property industry. They will also actively campaign via a strategic marketing plan on behalf of movers, to educate the public so they get the message to contact removal companies weeks before their move is due to take place, thereby enabling the customer to better budget and prepare for their removal day.

Moving etc... also plans to lobby the government, estate agents, mortgage lenders and conveyancing solicitors to highlight some of the problems removers experience every day and change the property buying and selling process. "It's not enough to just educate the public so they know which removal company to choose for their move," said Jane Finch, the founder of the new membership organisation. "Banks, solicitors and estate agents need to become aware of the impact their industries have on ours, with late handover of keys, same day exchange and completion and short notice between exchange and completion. Not to mention cancelled moves due to delayed completion, or turned away work because the move falls on a day when the remover is fully booked."

Getting the right message across to the public has been a problem for many years, and lots of movers complain that their membership organisation doesn't do enough to create public awareness. Jane Finch believes this is an easy problem to tackle. "You just need to have a good marketing plan and strategy in place," she said. "Consumers don't do a Google search before they go out and buy a jar of coffee or a tube of toothpaste. You know the brands



"This is a very exciting venture and definitely something fresh and new that our industry desperately needs..."

Mark Ratcliffe

before you buy, because they have created awareness through their marketing."

So why is Jane launching a new membership organisation? She said that non-trade association members had given her valid reasons for not belonging so she feels she now knows what they are looking for. She believes that in the UK there could be as many as 20,000 removal companies, including man and van

operations, and many of them want to belong to something. "It's human nature to want to either belong - or rebel," she said. "But even the rebels want to be a part of something. To fight for and work towards something they believe in. To have a common cause."

At the heart of the new organisation is a grading system that aims to put companies in one of up to ten categories depending on whether they are new starters, multinationals,

or somewhere in between. Members will be graded according to their training procedures, health and safety, vehicle maintenance records, ability to carry out the job correctly, pricing structure, insurance claims, staff feedback and sustainability as a business, as well as their level of service to the public. They will also be graded according to customer feedback. "The new grading system will allow removers to know exactly

where they sit on the scale and what steps they have to take to move up to the next level, and eventually even what type of person is missing from their team which is stopping them from moving forward."

In charge of the grading system will be Mark Ratcliffe, the newly appointed Grading Committee Chairman. Mark has spent 30 years in the industry with A.1 Removals and, more recently, The Small Moving Company. After joining BAR in 1997 he became the Sussex Area Secretary and, later, its chairman. This month Mark launches his new company Mark Ratcliffe Moving & Storage. "I am delighted to be joining Jane Finch and the team at Moving etc... This is a very exciting venture and definitely something fresh and new that our industry desperately needs," said Mark. "Everyone can see there are major differences between removers, and having personally experienced both huge expansion and major downsizing, it is so obvious that we need a practical way for removal companies to be graded. It will create transparency, fairness and clarity, both for the people in our industry and more importantly the customers we are all trying to sell our services to."

Jane explained that the first phase of the grading system will be launched at the Movers and Storers Show. "It will enable members to gather their customer feedback into the online system. They can do this by leaving feedback cards for customers to complete and post back to Moving etc..., or directly through the system where the client completes a survey online which collates all the information on the website in the form of customer reviews." The reviews could be viewed by other members of the public, enabling them to contact the mover of their choice. "The consumer will be able to search the website extensively, finding movers in their local area or their destination area very easily," said Jane.

The second phase of the grading system will be industry feedback which will be launched in 2015. The grading will be based on both sets of data.

"Being able to identify the company's strengths and weaknesses means Moving etc... can better support movers and aid them by developing training programmes and business mentorship thereby raising standards across the board, not just for those who meet the criteria," said Jane.



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European Roundup



● Renault Zoe.

European electric vehicle sales double

Electric vehicle sales in Europe doubled again in 2013 for the fourth consecutive year, with more than one in every 20 new auto-buyers in the Netherlands and Norway opting for battery-powered cars, according to analysis of official data by the Transport and Environment (T&E) environmental think tank.

50,000 plug-in vehicles were sold across the EU in 2013 – 0.4% of all car sales – with the market set to grow to 100,000 vehicles by 2015, 500,000 by 2021 and 1 million by 2025, if the trend continues.

A quarter of the world's electric cars are now sold in Europe but the USA and Japan represent the largest global markets, with a flexible mandate helping California to achieve a 4% market share. In 2013, the three best-selling car electric models were all new market entrants – the Renault Zoe, Mitsubishi Outlander and Volvo V60 plug-in. In contrast, best-selling models from the previous year such as the Opel Ampera, Peugeot Citroen iOn and C-zero saw sales fall considerably.

EU standardisation

An EU annual standardisation programme has identified numerous strategic priorities across many services and products for European standardisation in 2015. These include: test standards for the secure monitoring of toll systems and for profiles of information exchange between Service Provision and Toll Charging activities; a revision of the test standards forming the basis of satellite-based electronic tolling systems; the profile standard for Dedicated Short-Range Communications-based (DSRC) electronic tolling; an additional standard on DSRC to allow the transmission of data from a moving vehicle to an enforcement police officer on the roadside; and on-board weighing systems for trucks.



● DSRC-based tolling.

Violence towards drivers in Calais

The state prefect of the Pas-de-Calais département has hit out at growing violence towards truck drivers by an increasing number of migrants seeking passage to the UK.

The French authorities estimate that 1,200 - 1,300 refugees have gathered in Calais, a rise of 50% over the past few months, and this

has triggered a turf war between different nationalities, in particular Sudanese and Eritreans.

The different migrant groups have their own 'territory' around the port in proximity to where trucks are parked before leaving for the UK. When a new group attempts to muscle in, violence is the result. The more difficult it is to get to the UK, the more tensions will increase among migrants. This has led to truck drivers facing a greater risk of intimidation and violence from individuals desperate to get across the Channel.

Germany lowers 'Maut rates'

From 1 January 2015, the German Toll rates for trucks (MAUT) will decrease. The reduction of toll rates is accompanied by expansion of the toll road network. Moreover, the minimum weight limit for the German toll is lowered to 7.5 tons (this will start in July 2015). It is important that trucks are correctly registered by Toll Collect with the appropriate Euronorm. Incorrect registration can be expensive. See the table opposite for a comparison of the old and new rates.

Planned Lkw-Maut prices starting 1 January, 2015 per kilometre in Eurocent

Number of axles	Up to three			Four or more		
	New	Current	+/- (%)	New	Current	+/- (%)
A (Euro 6)	12.5	14.1	-17.2	13.1	15.5	-15.5
B (EEV + Euro 5)	14.6	14.1	+3.5	15.2	15.5	-1.9
C (Euro 4 + PMK3)	15.7	16.9	-7.1	16.3	18.3	-10.9
D (Euro 3I + PMK1)	18.8	19	-1.1	19.4	20.4	-4.9
E (Euro 2)	19.8	27.4	-27.7	20.4	28.8	-29.2
F (Euro 1 + 0)	20.8	27.4	-24.1	21.4	28.8	-25.7



● Charges for foreign cars using German roads could be in place before 2016.

Germany closer to charging foreign car drivers for roads

For years Bavarian politicians have been pushing for highway user fees for non-German cars. Now they may have come closer to their goal.

On 7 July, the German transport minister presented plans that should be turned into legislation before the beginning of 2016. They foresee the introduction of mandatory vignettes for passenger cars (€10 for ten days, €20 for two months, €100 for one year) for using the complete German 600,000km road network. Though non-German cars are the target of the operation German cars will also be formally

subject to the fee. But de facto they will not pay for the vignette as its price of some €100 will be deducted from the annual vehicle tax.

Independent from the EU implications, many people, including several German politicians, believe that highway user fees are not an optimal method of financing the construction and maintenance of highways. Unless it is done electronically, which will be possible only on the main highways, the

collection is expensive, especially when applied and differentiated to millions of cars.

In Germany the government expects to raise some €600 million in fees, the collection of which may cost up to €200 million, a huge amount. Germany is also likely to become less popular with its neighbours which could lead to tit for tat reactions. Those opposing the scheme suggest that the most cost-effective way of charging highway users the cost of road construction/maintenance is through fuel taxes; the basis of this view being that this is the fairest way to charge vehicles for the wear and tear including air/noise pollution that they cause.

These opponents also claim that is by far the cheapest and most productive method of financing the road infrastructure. It is estimated that Germany would only have to increase the average tax rate per litre fuel by 5% to obtain the extra fiscal revenues the government hopes to achieve by putting in place new bureaucratic machinery. A substantial share of non-German road users would also pay fuel taxes during their stop-overs in Germany and thus contribute to what the German transport minister has unfortunately called the "equity gap". If it were to pass the many obstacles of the German political and legislative machinery the EU competition guardians will then also need to review it before it should ever become a European reality.



● The Water World themed bouncy castle.

UniGroup builds castles in Hong Kong

The French International School (FIS) in Hong Kong recently organised a school fair to celebrate its 50th anniversary with UniGroup taking an active role.

It was a bright sunny day, perfect weather for the occasion, as a thousand visitors attended. UniGroup Hong Kong organised a 'Water World'-themed bouncy castle and a Carton Box Castle game. The game involved the use of 60 large cartons and 30 small ones to build a castle. The cartons were joined together so that children could crawl around the castle. According to Kaelyn Choo from UniGroup, the children loved it. "It was the most popular game in the fair," she said.

Bill Graebel finalist for top CEO award

CR Magazine (*Corporate Responsibility Magazine*) in the US has chosen Bill Graebel, Chief Executive Officer of The Graebel Companies, Inc. as a finalist for its 2014 Responsible CEO of the Year Award.

Each year since 2008, CR Magazine has awarded deserving chief executive officers from companies, non-governmental organizations (NGOs) and the government — for having excelled at delivering on their commitments to corporate responsibility.

Bill is among a dozen leading CEO finalists who were selected through an open nomination process, and winners will be selected by the Editorial Board in consultation with past honourees. Results will be announced during the Forum Awards Dinner in New York City on 9 October, 2014.

There are 20 finalists for the award including the CEOs of many household name companies – John P. Bilbrey from The Hershey Company, Rob DeMartini from New Balance, Marillin A. Hewson from Lockheed Martin, and John Veihmeyer from KPMG – so Bill is in good company.

"I am honoured and humbled to be in the midst of such a renowned group of global leaders who have demonstrated a commitment to conducting business responsibly," said Bill. "When appointed to CEO in 2007, my goal for our global organisation was to adopt the United Nations' corporate social

responsibility model; and, for the company to be recognised as the employer and supplier of choice in our industry. Indeed, this honour embodies that objective and is a tribute to the dedication and passion of our global workforce. Around the world, our people put into practice social responsibility initiatives every day. Truly, we have the best people supporting the best companies' relocation needs on the planet."

Bill Graebel has also been announced as a finalist in the EMMA's in the category of Global Mobility Professional of the Year in the Americas, by the Forum for Expatriate Management (FEM).



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PROFILE: KINGS TRANSPORT AND REMOVALS



Kings Transport and Removals

It was more than forty years ago that Steve King started his Transport and Removals Company. Steve Jordan went to see him to find out his story.



● Top inset, left to right: Directors Steve King, Rob Evans, Martin King and Keith Borrett; main pic: Steve King; above: company logo on the premises at the North Weald Aerodrome; left; much of the company's business comes in the shape of road haulage.

The inspiration came from a chance meeting in Harlow in 1974. Steve offered to transport stock for a well-known baby-care company, despite his only vehicle being an MGB sports car. The sports car was sold in favour of a Ford Transit and Kings Transport Services was born.

From the modest beginning the company has grown, changed, ridden economic roller coasters, and succeeded amid tough competition. It's a company that has built up a good reputation within its local community but has also embraced the transport industry providing haulage and storage for many household name companies.

It was transport that Steve provided to the businesses in Harlow when the company started. But that left vehicles idle at weekends and he was quick to spot the opportunity of making some extra income doing

“There’s not much you can do to stimulate removals business if people aren’t moving. But there are always transport contracts around if you are prepared to work hard enough to get them.”

Steve King

removals on Saturdays and Sundays. Although the company has always stayed loyal to its haulage roots, the moving business has remained important to this day.

Having started life in Harlow, the

PROFILE: KINGS TRANSPORT AND REMOVALS

to focus more on the transport side at that time," said Martin. "There's not much you can do to stimulate removals business if people aren't moving. But there are always transport contracts around if you are prepared to work hard enough to get them." Things started looking up, but then came the next blow.

"Many competitors in the market may have chosen the opposite approach to maintain profits. It's all too easy to compete on price and drive profits down."

Steve King

The LEZ (Low Emission Zone) was introduced within the M25. The company was located immediately outside the LEZ so it could hardly step a foot out of the yard in anything but a Euro 3 vehicle. "I don't think we had any compliant vehicles at that time," said Martin. He explained that the company had always prospered without using credit. Steve had a principle of buying only what he could pay for. But the coming of the LEZ changed all that. The entire fleet had to be changed.

There was little choice but to get more business. Steve and his trusted business partner, Keith Borrett were out driving and running the business while Martin was knocking on industrial estate doors for all he was worth looking for haulage business. "It was a difficult time," said Martin, "but eventually the contracts started to come in."

Steve explained that the company was able to see significant expansion and sustain stability when becoming a franchise for Palletline, the pallet distribution network. Today the franchise represents a large proportion of the company's business and Steve recommends any company to give it a try. "There are many requirements and standards to be met, but if a company is well run, with good, knowledgeable staff, Palletline would welcome applicants in the right areas," he said.

With the removal side now picking up, and transport contracts aplenty, it is now time for Kings Transport and Removals to strategically plan for the future - learning from the

past. Quality of service, company efficiencies and risk reduction are just some of the company's objectives.

"Our company has always provided good service but now wants to go further by adding premium offerings to removals ensuring our customers a truly pleasant moving experience," said Martin. He also highlighted the importance of investment and training of staff to maintain quality. "Many competitors in the market may have chosen the opposite approach to maintain profits. It's all too easy to compete on price and drive profits down. We would rather lose the occasional job but make sure we do a really great job on the ones we win - making the correct margins for a sustainable business. We like to encourage a self-fulfilling prophesy of repeat business, referrals and recommendation."

Steve and directors also feel that to maintain quality and maximise profits, efficiencies and best practice is needed. It was decided that gaining the accreditation ISO 9001 was a solid starting point. With this accreditation, the company also met many requirements needed to tender for and win larger contracts such as Sainsburys and Sony that brought prestige and recognition to the company.

"Our company has always provided good service but now wants to go further by adding premium offerings to removals ensuring our customers a truly pleasant moving experience..."

Steve King

Risk reduction is also a key objective focussed on to ensure the company is well prepared should another economic roller coaster return. Kings is spreading its risk across various products (domestic and commercial moves, transport and storage) and different client types. The company has also poured its profits into a property company to reduce its tax burden and provide a buffer should capital be needed in the future.

The company is doing well now, but despite all the hard work and business acumen that has gone into the business, Steve puts his love of sport as one of the main reasons for success. Steve played football for Bishops Stortford and has been lucky to remain friends with so many he met during his time there. All directors play golf competitively amongst other sporting activities they enjoy. Steve said: "Football, and sport in general, not only encourages teamwork, but fosters an attitude that failure is not an option, a mentality not to be beaten, keep going until you succeed. It is a great leveller and a common interest amongst many. Once you start talking about sport, relationships (and therefore business) will flourish."

The directors would like to thank their staff for the hard work and support during the tough, and prosperous times, especially Jason, General & Warehouse Manager and long-standing loyal employee.

● www.kingstransportltd.co.uk

North Weald Aerodrome

North Weald Aerodrome was established during WW1 by the Royal Flying Corps, the forerunner of today's RAF. The airfield played an important role in the defence of the United Kingdom during the Second World War.

RAF Hurricanes and Spitfires based at North Weald saw action over the beaches of Dunkirk and in the Battle of Britain in 1940. After the war the aerodrome became home to the now disbanded Black Arrows aerobatic display team and was later used by both the Royal Navy and British Army, before being sold to Epping Forest District Council in 1979.

A museum located at the former RAF Station Office holds a display of photographs and artifacts along with military vehicles and historic aircraft.

North Weald Aerodrome remains open as a civilian airport with over 20,000 aircraft movements a year.



company moved to various locations in Bishops Stortford before moving to its present premises on a prime site in the corner of the historic North Weald Airfield. Its address, Merlin Way, pays testimony to the engines that powered the Spitfires in the Battle of Britain and changed the course of the war in 1940. It's an affluent place where people can afford to buy what they want and it is possible to make reasonable profits for a job well done. But its location has not always played into Kings' hands.

Martin King, Steve's son, joined the company from the banking industry ten years ago. It was a poignant time for him to become involved particularly in view of the challenges that were just around the corner. He had only been with the company a short time before the recession kicked in. "It was the only recession that hurt us," said Steve. "We were very close to going under."

At that time the company was heavily involved in removals but the property market collapsed. "We had

NEWS: INTERNATIONAL

Fit for moving

Arpin Group, the parent company of Arpin Van Lines in the USA, has been named by *The Providence Business News* as having among the healthiest employees in the state of Rhode Island, for a second year.



● Healthy Arpin employees at the beach.

A rpin employees have been getting healthier every year since the company began implementing a series of wellness initiatives. Arpin conducts annual screenings and wellness clinics to assess biometrics such as blood pressure and glucose levels. All of the initiatives are designed to identify early onset of health problems and stress factors so that employees can seek care and advice before they become serious. "The goal of the Arpin wellness programme is to educate employees and motivate them to take the steps necessary to prevent long-term

health consequences and improve quality of life," said Christina Sarza, Director of Human Resources at Arpin Group. "We are proud to support our employees and their families by keeping them healthy and strong." One of the Arpin wellness initiatives is a programme developed to encourage employees to obtain a health assessment, biometric screening and annual physical. These incentives include a company contribution to their health savings account (HSA). The company gives a discount on the premium if an employee completes additional health initiatives.

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● H.E Ahmed Mahboob Musabih, Director General of Dubai Customs (right) and ATCUAE President.

UAE to introduce TIR

The UAE is to introduce the TIR System across its territory. The guarantee agreement was made on 24 June.

Dubai and Abu Dhabi customs will benefit initially from TIR and similar agreements with the remaining five Emirates expected to follow in the coming months, with ATCUAE (Automobile and Touring Club of the UAE) seeking to have TIR fully operational in the near future. Transport times and costs across the region are expected to be reduced, including through the ports of Abu Dhabi and Dubai. Electronic pre-declarations to customs, real-time traceability of TIR carnets and efficient risk management through the TIR System will also help make border procedures faster, more secure and user-friendly. Truckers making use of the TIR procedure must first obtain an internationally harmonised customs document, referred to as a TIR

carnet. TIR carnets are issued by national road transport associations. This customs document is valid internationally and as well as describing the goods, their shipper and their destination, represents a financial guarantee. When a truck arrives at a border customs post it need not pay import duties and taxes on goods at that time. Instead the payments are suspended. If the vehicle transits the country without delivering any goods, no taxes are due. If it fails to leave the country with all the goods, then the taxes are billed to the importer and the financial guarantee backstops the importer's obligation to pay the taxes. TIR transits are carried out in bond, i.e. the lorry must be sealed as well as bearing the carnet. The security payment system is administered by the International Road Transport Union (IRU).

Airline freight rates to stabilise

Most airline heads of cargo expect volumes to increase and pricing to remain stable or improve over the next 12 months, according to IATA's Business Confidence Index published in July. The survey revealed that airline yields had dropped more slowly than expected and the general outlook improved. Respondents reported growth

in air freight volumes over recent months, which is consistent with freight data and the resumption in growth in business confidence and world trade volumes. The survey of airline heads of cargo and CFOs confirmed that the outlook for cargo volumes remained positive, with 56% of respondents expecting an increase in demand over the next 12 months.

Unions in row over sleeping arrangements

International road freight operators and union representatives have hit out against what they see as a protectionist new law in France preventing truck drivers sleeping in their cabs during rest times, claiming it was not thought through and has security, cost, and competition implications.



● Sleeping in cabs during designated weekly rest periods in France could now lead to a jail sentence.

In a bid to improve compliance with labour legislation in the road haulage sector, particularly non-compliance or 'dumping' regarding working-hours restrictions, France has introduced a law prohibiting drivers from sleeping in their vehicles during designated weekly rest periods, something that had been allowed under EU regulations. Failure to comply could lead to a year's imprisonment and a fine of €30,000.

Earlier this summer, Belgium also modified its legislation by imposing penalties on drivers for the same infringement, although the maximum fine is much lower at €1,800.

The International Road Transport Union (IRU) has described the moves as 'worrying national protectionist measures' and called on the EU and Member States to act.

IRU general delegate to the EU, Michael Nielsen, said: "As EU legislation is unclear on weekly rest time in vehicle cabins and the fact that the EU does not consider it to be a serious infringement, these announced penalties are completely unacceptable." He added that the enforcers themselves do not even know the exact conditions related to the enforcement of these new laws adding to the legal uncertainty in the EU on this issue.

Allegations are being made that

France had adopted a protectionist stance, with this change in the law reflecting French suspicions that it is mainly foreign drivers' working hours that are well beyond the legal limit. There is, however, a concern that separating a driver from his

"As EU legislation is unclear on weekly rest time in vehicle cabins and the fact that the EU does not consider it to be a serious infringement, these announced penalties are completely unacceptable."

Michael Nielsen

truck raises a fundamental security issue. For want of dedicated parking facilities for trucks at hotels, a driver might have to walk some distance to find accommodation, returning the next morning to the vehicle, possibly to find neither freight nor diesel!

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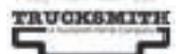


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LEGAL: CONSUMER CONTRACTS REGULATIONS

● The new regulations will affect distance and off-premises contracts.

Consumer Contracts Regulations – are you compliant?

On 13 June, 2014 new legislation came into force which will have a material effect on many companies operating within the removals industry.

By Jon Bartley, Partner: IP, IT & Commercial, Penningtons Manches LLP.

Although many of the core obligations in the Consumer Contracts Regulations previously applied (through the Distance Selling Regulations 2000 and the so-called 'Off-Premises Regulations' 2008), the Regulations significantly strengthen existing obligations and introduce new requirements. Most removals companies will enter into 'distance contracts' or 'off-premises contracts' with their customers. Companies that never meet consumers prior to conclusion of the contract (e.g. where quotes are provided and contracts concluded online or by telephone) will be entering into distance contracts and those concluding contracts following a visit to the customer's home to price up a job are likely entering into off-premises contracts.

In both cases, the trader is obliged to provide certain pre-contract information in a clear and comprehensible manner, and the scope of information has increased under the Regulations. With off-premises contracts, the pre-contractual information, and a copy of the signed contract or confirmation of the contract, must be given on paper, unless the customer agrees to

receive the information on another 'durable medium' (such as e-mail). For distance contracts, confirmation of the contract must also be provided on a durable medium but not necessarily on paper. For the first time, there is a requirement to provide certain pre-contractual information to contracts that do not qualify as distance contracts or off-premises contracts (e.g. where the customer places an order during a visit to the company's premises), but there is more flexibility in the way in which companies provide this information.

One of the most significant issues for businesses is the right of consumers to cancel distance and off-premises contracts during a cooling-off period. The Regulations extend this period from seven days to 14 days (although it can now be over 12 months if the pre-contract cancellation information is not provided). It is debatable whether the right to cancel applies to companies operating in the removals industry, as one of the contract types exempted from the right to cancel are contracts for the 'supply of ... transport of goods ... if the contract provides for a specific date or period of performance'. If removals industry

associations have not yet clarified the application of this exemption to the sector, it is important to do so, given the significant commercial impact of the cancellation provisions. If the right to cancel does apply, specific information regarding the right to cancel needs to be given at the pre-contract stage, and now a model cancellation form, set out in a schedule to the Regulations, must be provided, although the consumer is not obliged to use this form in exercising the right to cancel. In the event that a contract is cancelled, all payments made by the consumer must be reimbursed within a period of 14 days, shorter than the previous 30 day period.

In many cases, removals companies will need to provide their services within the 14 day cancellation period. They can address this risk by ensuring that they provide the pre-contract information on cancellation and that the customer expressly requests that the services be provided within the cancellation period, and acknowledges that once the services are fully performed, their right to cancel will be lost. If this is done, the customer cannot cancel once the services have been performed and if the customer cancels before the

services have been fully performed, the trader can charge a proportionate fee based on the services supplied prior to the cancellation, and the total fees agreed. Therefore, if the right of cancellation applies, it is important to ensure that you can show an audit trail of information provided and express requests and acknowledgements given by the consumer.

In addition to the above obligations, the Regulations require that for online contracts, certain information be provided at the start of the ordering process and immediately before the order is placed. There must also be an explicit acknowledgement that in placing the order, there will be an obligation to pay, including labelling the order button 'Order with obligation to pay' or similar language. If this simple change is not made, the consumer is not bound by the contract even if they confirm the order. There is also a ban on pre-ticked boxes for additional services that require payment, to ensure that consumers are only charged for additional services if they expressly consent to the charges.

Although the requirements of the Regulations can generally be addressed through changes to terms and conditions, website pages and business practices, companies should ensure they are compliant with the Regulations to avoid unnecessary loss of revenue, regulatory action or in certain cases, criminal prosecution.

Jon Bartley

Jon is a partner in Penningtons Manches' IP, IT and Commercial team, based in London. As a commercial, technology and data protection lawyer, he advises corporate clients on a broad range of contractual projects and compliance issues, and has spoken at seminars and given Radio 4 interviews on the government's current consumer law reforms.



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NEWS: ON THE ROAD



● Sections of the M1 and M3 will become smart motorways as a means of reducing congestion.

Faster journeys for Britain's drivers

Construction is going to start on the M1 and M3 as part of three major schemes to cut road congestion.

Three new major motorway schemes on the M1 and M3 will cut congestion and give Britain's drivers smoother, quicker journeys Transport Secretary Patrick McLoughlin announced on 8 July, 2014.

Construction will now start on the M1 junctions 28 to 31 in Derbyshire, M1 junctions 32 to 35a in South Yorkshire and on the M3 at junction 2 to 4a in Surrey.

The new schemes are central to the government's long-term economic plan and part of £24 billion of investment in the road network by 2021, which will see spending tripled to £3 billion each year on England's key highways and motorways.

Smart motorways convert the hard

shoulder to a running lane to boost capacity and smooth traffic, operating either permanently or during busy periods. Overhead variable message signs inform motorists of changes in speed limits, queuing and lane closures, while staff in regional control centres use CCTV to monitor incidents and keep motorists safe.

These schemes will boost capacity by a third and improve journey times up to 10% through the M1 schemes and 15% on the M3, where average speeds are currently 45mph during rush-hour. The national speed limit on these sections will remain at 70mph.

The Highways Agency previously consulted on proposals to limit speeds to 60mph between 7am and 7pm

seven days a week because of the potential effect of the new schemes on local air quality.

However, the Transport Secretary has rejected this approach as the government's preferred option for managing the problem and has instead asked the Highways Agency to rigorously investigate alternatives as work progresses on the schemes in the next 12 to 18 months. If any proposals continue to include varying speed limits, they must only apply when absolutely necessary. In particular, the Agency must look for alternatives that maintain the 70mph limit wherever possible, particularly when traffic tends to be lighter, such as at weekends and outside of peak commuting hours.

In the meantime, as with all smart motorways already in successful operation, the Highways Agency will take the necessary legal powers to enable them to vary the speed limit from the routine 70mph at certain times.

Patrick McLoughlin said, "Let me be absolutely clear, I want all motorways to run at 70mph. While it sometimes makes sense to use variable limits to keep people moving, blanket reductions are not acceptable."

"Smart motorways are an effective and cost efficient way of increasing space on our roads, cutting jams and speeding up journey times and I am pleased to announce the start of work on these schemes".

These three schemes will be constructed as quickly as possible to reduce the impact on those who use the motorways and live near them. Drivers should see an improvement in their journeys when the M1 schemes commence operation from autumn 2015, and when the M3 scheme opens to traffic in 2016.

DRIVERS COMPETE FOR VAN EXCELLENCE DRIVER OF THE YEAR 2014

The sun shone brightly at Bruntingthorpe Proving Ground on 10 July as the 12 finalists in the FTA Van Excellence Driver of the Year 2014 competition demonstrated their professionalism, knowledge and driving skills on the demanding course.

Drivers were put to the test through five separate tasks designed to test their overall ability behind the wheel. Six elements of the competition examined driving skills (fuel economy and driver behaviour), manoeuvring ability, the drivers' risk awareness, legislative knowledge, and ability to identify pre-use defects of the vehicle. The drivers were scored on each element of the competition and ranked based on their scores.

The competition was won by Cameron Weir from information protection and storage specialist Iron Mountain.



● Cameron Weir of Iron Mountain (right) receiving his award from sponsors James Davies of Manheim (centre) and Mark Lovett from Leaseplan.



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Double sleeper.
5 container body.
Skirts. Ramps and table.
In stock.



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New 5 container removal body.
Air suspension all round.
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with skirts and ramps.



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NEWS: ON THE ROAD

TheMover COVER SHOT COMPETITION 2014



We all love taking pictures, so this summer we thought we'd set our readers a challenging photo assignment ... and just to make it interesting, there are exciting prizes to be won for the best entries!

We'd like you to shoot a cover picture for *The Mover*. The subject is up to you, but whatever you choose it must reflect the spirit of the moving industry and of course attract the attention of our readers.

Remember, your picture will need to be in hi-resolution, so shots from mobile phones probably won't cut the mustard, although any modern digital camera should do the business - provided you get it right.

Your entry must reach *The Mover's* office by 30 September and the winners will be announced at The Movers & Storers Show at Silverstone in October.

First prize:

Your picture on the cover of the December edition of *The Mover*, plus a fabulous Christmas hamper.

Second prize:

A £75 voucher to spend at M&S on Christmas goodies.

Third prize:

A £25 M&S voucher.

There are a few rules, please read them carefully:

- The closing date for entries is 30 September, 2014.
- All entries must be digital images and be in a square format (220mm x220mm), no prints will be accepted.
- Only one photo per entrant.
- Photos taken by professional photographers are not eligible.
- The decision of the editor is final.

Please send your entries to: editor@themover.co.uk
Get shooting!



Your moving industry image could appear on the the cover of *The Mover's* December issue.



● Increasing the limit to 50mph is intended to cut congestion.

Speed limit for HGVs to increase to 50mph

Transport Minister Claire Perry has announced that the speed limit for HGVs will be raised from 40 to 50mph from early 2015.

The move is part of a package of measures to cut congestion, reduce dangerous overtaking and help get the country moving. A consultation on plans to raise the limit on dual carriageways from 50 to 60mph was also launched in July. Heavy goods vehicles over 7.5 tonnes are currently stuck at 40mph on single carriageway roads in the UK, a speed limit set in the 1960s and at odds with other large vehicles on the roads.

Geoff Dunning, from the Road Haulage Association, said, "This evidence-based decision by ministers, to increase the limit to 50mph will be strongly welcomed by hauliers and their drivers. The current limit is long out of date and the frustration it generates causes unnecessary road safety risks."

However road safety charity Brake has reacted angrily to the move. Julie Townsend, Deputy Chief Executive for Brake said, "We are disappointed and concerned by this announcement. Put simply,

when vehicles travel faster, it takes them longer to stop, increasing risk. It is very well evidenced that increases in speed equal increases in crashes and casualties. At the same time, the road safety justification for this move is dubious: we are not aware of evidence it will help tackle risky overtaking, which should be addressed through other means. Pronounced speed differences between traffic can pose a risk, but the way to address this is by preventing car drivers going too fast, not speeding trucks up. The minister says she wants to get the country moving, but we ask at what cost to road users and the environment?"

The change in speed limits will bring England and Wales in line with other European road safety leaders, such as Denmark and Norway. Depending on the consultation responses, the increase for dual carriageways will come in at the same time as those for single carriageways. The existing limits continue to apply until the change has been put into effect.

@ Comment

What do you think? Is Ms. Townsend right with her somewhat utopian opinion, or will this relaxation stop dangerous overtaking?

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

Lorry and trailer annual test fees reduced

Fees for annual vehicle tests on lorries, trailers and buses carried out at an Authorised Testing Facility (ATF) fell by an average of 3.5% on 1 October.

This means that customers not using DVSA test facilities will no longer contribute to their running costs. The change follows a public consultation. Over 80% of tests are now done at ATFs, which are usually privately owned businesses where a Driver and Vehicle Standards Agency (DVSA) examiner conducts the tests.

Fees for tests at DVSA sites will increase by an average of around 18.5% to reflect the loss of subsidy. DVSA plans to provide at least 85% of annual tests from ATFs by 31 March, 2015.

DVSA Chief Executive Alastair Peoples said, "There are now well over 400 ATFs across the country, and our strategy of providing bus and lorry testing at third party sites

is already giving customers the choice of using a more convenient, local option. By realigning fees we are now making this even more cost effective for customers."

Editor's Note

From 29 October, 2014 all new commercial vehicles must comply with Whole Vehicle Type Approval and be tested appropriately. The body building industry anticipates that this could increase vehicle costs and cause delays if Vehicle Certification Agency (VCA) testing stations become overworked. Although obtaining their own type approval for each chassis is expensive, some vehicle body builders in the UK have made contingency plans to ensure that they can still supply the vehicles their customers need. See *The Mover* next month for a full report.



● Over 80% of annual vehicle tests are now carried out at Authorised Testing Facilities.



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NEWS: PRODUCT



www.companymileagelogger.co.uk

New company mileage app for business journeys

A streamlined version of the GPS-powered Company Mileage Logger app has been launched for drivers who use their own car for business trips.

The user-friendly app, developed by automotive software specialist, DCML, records car journeys and will e-mail an accurate route and mileage summary using its 'export' function.

The new version is ideal for company employees, sole traders and SMEs, enabling them to record business journeys and manage any travel related expenditure. It also helps employers handle tax deductible expenses.

The app is available to anyone with an iPhone or iPad who uses their car for business trips. A free ten-journey trial version is available, which can be upgraded to the unlimited version for £1.99.

The new Company Mileage Logger features:

- GPS tracking for accurate mileage;
- Very simple operation;
- Repeat trip function;
- Choice of manual or GPS tracking;

• 'Export' e-mail facility via a CSV Excel file containing journey details. Vince Powell, Managing Director of DCML said, "For those who want that little bit less hassle in their lives, this new version is ideal. It could not be easier to operate, is very accurate and comes with a couple of very neat features. It's focussed towards the individual rather than the business. The full Company Mileage Logger is a service, not just an app. It provides a time-saving package for the business, especially fleet managers, HR staff and financial controllers."

www.companymileagelogger.co.uk

Got an event coming up?

Put it in the online events diary – just e-mail nikki@themover.co.uk



Evo dollys and skates

A new company has entered the furniture skate/dolly market, with a manufacturing unit based in West Mersea, in Essex.

Evo Supplies Ltd started in November 2013, taking over the existing business of Evo Projects Ltd that served the moving industry for the last decade. The owner of Evo Projects, Ainsley Burrell, emigrated with his family to Perth, Australia, and is now serving the Australian removal market. The new company is owned by Greg Dunn and run with the aid of his Office Manager Debbie Munson and Production Manager Bill Haughan.

Greg said that his popular skate is the 590mm square, 18mm plywood board, with 100mm blue elastic castors, with a carrying capacity of 450kg spread load. "Braked castors

are becoming increasingly popular, most recently used on Juliet's bed for the Bearwood Opera's upcoming production of *Romeo & Juliet*," he said. "The skates are covered in fluted rubber matting to protect the cargo from scratches. They are available in plain plywood base and also with company logos on white plastic-covered base, or the slightly cheaper option of logos on a pale knot-free spruce board."

Evo Supplies also sells moving blankets, webbing, sack trucks and pallet trucks.

For more details, please visit the company website at www.evosupplies.co.uk.



Evo Supplies Ltd skates.

New website and pricing for Quartix

Vehicle-tracking specialist Quartix has launched a new UK website, www.quartix.net. The company says that the new website has been designed to enhance user experience and ensure visitors are constantly kept up to date with product developments and company news.

Quartix has also announced a new pricing structure that it claims provides greater flexibility with more competitive prices and a larger choice of contract lengths.

www.quartix.net





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NEWS: PEOPLE



● Left to right: Deborah Dull, Global Account Manager; Chere' Kitts, Operations Manager West Coast Regional Office and Jennifer Murr, Director of Client Services.

AIReS makes staff changes

AIReS in the USA has made a number of staff changes and two new appointments.

Deborah Dull has joined the company as a Global Account Manager, based at the Gulf Coast Regional Office. Lisa Cianflone has been employed as an Account Manager to service clients in the North-Eastern US. And there are new positions at the company for Michael Bulebush, Vlad Kaminsky, Chere' Kitts, and Jennifer Murr.

Deborah spent 24 years in multiple roles with increasing responsibility in relocation management. For the past 19 years, the focus of her career has been in sales and business development. She has also served on the Mobility Magazine Editorial Advisory Committee and the Worldwide ERC® Global Workforce Symposium Planning Committee.

"The incredible people and the aggressively innovative approach to AIReS' business model is what brought me on board," she said.

Lisa Cianflone has had 18 years in the mobility industry, specialising in client services and account management. "AIReS invests in their people and make you feel part of a great company," she said.

After joining AIReS in 2013 Michael Bulebush has been promoted to Director of Infrastructure Services and Data Security. In this new position, he will have overall responsibility for the company's growing business support system, including technological and security decisions, implementing growth strategies, and overseeing AIReS' expanding global facilities and locations.

Michael will continue to build a strong, customer-focussed infrastructure, while increasing efficiency across all aspects of IT operations. In addition, he will maintain senior management responsibilities for data security, IT driven marketing opportunities, system logistics and information technology.

Vlad Kaminsky has been promoted to Director, Information Technology & Applications.

He joined AIReS in 2004 as a software developer after working at U.S. Steel's Information Technology Center. During his ten years at AIReS, Vlad took increasing leadership and management responsibilities from project manager to team lead, most recently, as an

application development manager.

Chere' Kitts has been promoted to the position of Operations Manager of AIReS' West Coast Regional Office (WCRO). Chere' began her career with AIReS in 1994 as a relocation specialist in the WCRO office and has advanced through several positions within AIReS including regional operations team lead, operations manager and business process manager.

Completing the reshuffle, Jennifer Murr has been promoted to Director of Client Services. Jennifer joined the company in 1997 as a relocation specialist. She then helped to pioneer the roles of program manager and PM team leader, defining many of the steps and processes that are still in place today. In her new role, she will continue to oversee the output and performance of AIReS' Consulting Services department and will assume responsibility for the company's Immigration and Quality departments. She will also take an active role in client service, supporting the new client implementation process, ensuring consistency.

Mark Herrington becomes BAR VP

Mark Herrington, Network Sales Manager from Pickfords, has been appointed Vice President of BAR (British Association of Removers).

The appointment is for a term of two years after which the vice president usually assumes the BAR presidency.

Mark has been actively involved with BAR for the last five years having been chairman of the BAR Commercial Moving Group (CMG) Council from July 2011 until May 2013 and sitting on the BAR Board

of Directors.

According to Pickfords, Mark's new position means he will be visiting all BAR Regional Area Meetings at least once during his two-year term, to understand what is affecting them regionally, listen to their ideas for moving the industry forward and then taking these views back to the Board to

help create future policy.

"I'm really proud to be representing Pickfords at the BAR," said Mark. "I am looking forward to helping to shape the future with my fellow Board members, our joint objective is to drive improved quality throughout the industry."



● Mark Herrington.

Tony Mohan appointed UKWA chairman

UKWA – the United Kingdom Warehousing Association – has announced the appointment of Tony Mohan as the Association’s new chairman. Tony has taken over from John Maguire, who had held the role since 2011.

Tony Mohan joined Bibby Distribution in 1988 and has held various positions within the business, from operational roles through to the business development function.

Tony commented: “I am delighted to be playing a part in UKWA’s development and am looking forward to contributing to the Association’s ongoing success as it faces up to the challenges of the modern logistics industry.”

Roger Williams, UKWA’s Chief Executive officer, said of the appointment: “Tony brings a wealth of third party logistics industry experience to the UKWA chairman’s role which will prove highly beneficial to the Association and our members. I would also like to thank John Maguire for his tireless work on behalf of the Association during his time as chairman.”

“Tony brings a wealth of third party logistics industry experience to the UKWA chairman’s role which will prove highly beneficial to the Association and our members.”

Roger Williams

Founded in 1944, UKWA has over 600 members providing storage and third party logistics services, and represents the industry to both commerce and government.



● Eduardo Gou.

OBITUARY Eduardo Gou

Mr Eduardo Gou, President of Mudanzas Gou, México died on 23 July, 2014, at his home in Mexico City from lung cancer. Eduardo was the third generation of his family to run the company that was started in 1900 by his grandfather Francisco. He took over the running of the company in 1975 when his father, Eduardo senior, died. Eduardo was a founding member of LARM, the relocation organisation for Latin America.

Eduardo was a gentle, quiet ambassador for the international moving industry. He will be greatly missed by all who knew him.



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TheMover

YOUR COMMENTS

Your Comments

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



● *The Mover* Editor Steve Jordan asked whether readers preferred to read the magazine in electronic or hard copy form. There were plenty of replies.

Re: To print or not to print

The Mover, leader column, July 2014, page 4

David Bunting Ex-BAR President

Hard copy for me every time! Keep up the good work. The magazine is a great read. And couldn't agree more with your Leader in the June issue. A position I expressed in my own inimitable style to the "powers that be" before the A.G.M. in Glasgow.

electronic or paper format. The general perception is that the older you are, the more likely you are to want to read it in hard copy form.

All the points you've made are valid, and it's purely a question of balance. Although it's inevitable, I try to resist the ageism that's brought into the argument, but using that balance, I'm 100% for keeping it as a hard copy. I can't imagine reading a magazine on an iPhone.

You probably answer calls about six or seven times whilst trying to read the magazine on a phone; you can't share it simply with people, or leave it in the reception to read; it's no where near as easy to dip in and out of the magazine. I'm not sure that people would want to share your laptop, having taken it into the loo with you!

We've read magazines in hard copy by habit, and of course the more it's around the other way that you read iPads and portable laptops by habit, the same applies both ways. But it's easier to digest in full, to retain, to share, and to access (that's especially true when flying).

So my view and vote would be to keep the hard copy. However, I've

Trevor Kidd Kidd's removals

I do like holding a paper magazine. It is a lovely feeling, and in particular, your mag!

Paul Evans Momentous Relocation Limited

I read your last Mover magazine with interest, and of course I've often read the differing views on whether a magazine should be

no doubt at all that in years to come, that may well change. But in the meanwhile, I'll only stick to what I can pick up, touch, and put in my back pocket.

Just my own personal view, of course. Hope that contributes to your decision making going forward.

smaller businesses, (which make up the majority). I see the value of inspirational pieces, but many movers will be thinking "Just show me the trucks".

I may be wrong, of course.

Bertrand Harsch Harsch

On return from Holiday abroad, I just read your excellent magazine and can tell you that I much prefer to read it on paper rather than online: online is great for short infos but when it comes to reading a book or interesting articles in magazines or newspapers, paper remains my favorite support.

All the best to you and your team!

An Overlooked Resource

The advertising section, 'the MarketPlace' is undervalued, in my opinion. I regularly see small movers, (on social media) asking others to recommend companies that move to specific locations in Europe and beyond. You may be missing out by not promoting the MarketPlace on social media.

In summary: *The Mover* is a great magazine and I would rather go to a book-burning than picture my coffee table without it.

Editor's response

We always try to appeal to all parts of the market however, I think you are right, the bigger companies do get involved in more things so there's more to report. What I would really like is for the smaller movers to send me their thoughts too so they can be more equally represented.

I think you are right about the MarketPlace. It is a valuable resource that is under-used. Where else can you advertise your services for £40/month? There is a balance though with promoting on social media as that's not essentially what it's for. We could ramp it up a bit though.

You can swat flies with an iPhone, but the flies usually come off best.

Ed

Steve Huggins

Alliance of Independent Movers

I've just read this month's *The Mover* and wanted to offer my feedback.

My thoughts on the value of a hardcopy magazine are as follows.

- As someone who spends most of his time looking at a screen, I enjoy a change of media and relaxing with a good read. I'm still reading, but it feels like a change from the norm.
- You can't swat flies with an iPhone or PC.

Target market

Something else occurred to me while reading this month's issue.

I spend a lot of time thinking about what smaller movers want to read in the weekly AIM newsletter. Much of the newsletter is shameless self-promotion, but there are often pieces that apply to movers of all sizes. To keep the attention of the smaller mover, I try to keep it relevant to smaller companies. (All previous newsletters www.aimovers.org.uk/news/)

In *The Mover*, most of the articles are more relevant to larger companies, (in my opinion) and therefore of less interest to the

Find anything ever published in *The Mover*.

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OBITUARY Roger Muir

Roger Muir died recently aged 68 following a heart attack.

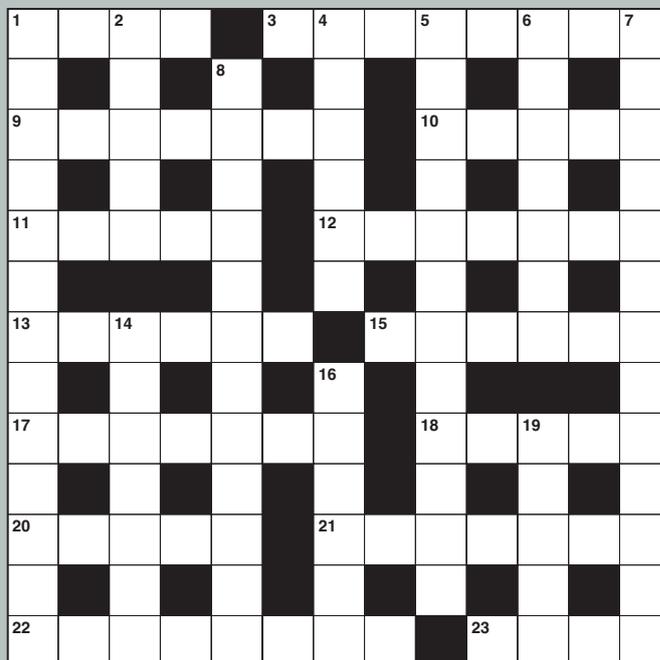


● Roger Muir.

Roger was just a few years into retirement and was enjoying life to the full. Prior to his retirement he had been general manager of Interdean Scotland based in Interdean's Aberdeen office. He had a long and successful career in the moving industry beginning with a sales role in the Far East for Four Winds before returning to his native Aberdeen where he enjoyed many years in senior

management positions for Four Winds, Trans Euro, Team and Interdean. Roger was greatly liked and respected by staff and moving industry colleagues around the world. He was one of life's true characters and will be sorely missed by everyone that had the pleasure of knowing him.

Puzzles



- ACROSS**
- 1 Enclose in paper (4)
 - 3 Importance; stress (8)
 - 9 Opposite of shortest (7)
 - 10 Lentil or chickpea (5)
 - 11 Pastoral poem (5)
 - 12 Went in (7)
 - 13 Measure of capacity (6)
 - 15 Taxonomic groupings (6)
 - 17 Farm vehicle (7)
 - 18 Maladroit (5)
 - 20 Assert that something is the case (5)
 - 21 Crush underfoot (7)
 - 22 Travelling too quickly (8)
 - 23 Fitness centres (4)
- DOWN**
- 1 Supporting canes (7,6)
 - 2 Irritate (5)
 - 4 Affair; topic (6)
 - 5 Conjectural (12)
 - 6 Spend lavishly (7)
 - 7 Loyalty in the face of trouble (13)
 - 8 Flared (of trousers) (4-8)
 - 14 Discharge from a hole in a pipe (7)
 - 16 Positively charged atomic particle (6)
 - 19 Not containing anything (5)

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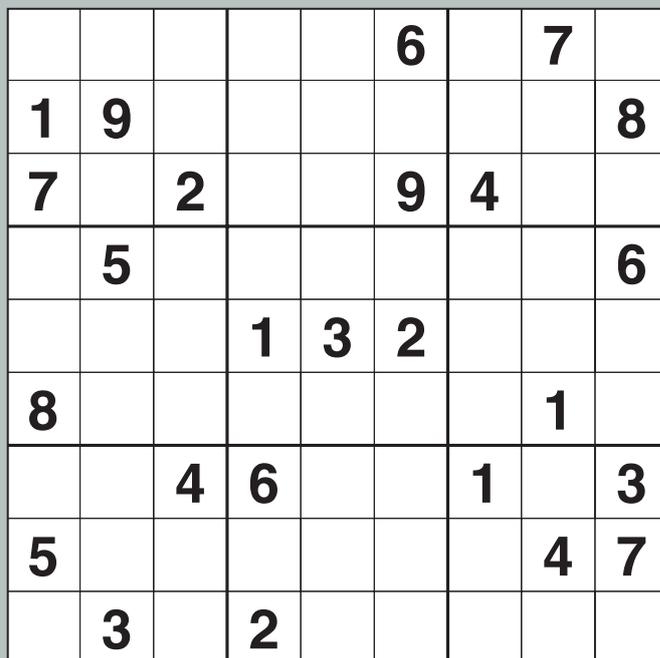
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The White & Co Mystery Mover



Congratulations to Bertrand Harsch from HARSCH, The Art of Moving in Geneva for correctly spotting Pierre Manara from Kehrli + Oeler in last month's competition. This time you will need to identify the extremely happy chap to be the proud winner of the White and Company Red and Black watch. Answers please to: editor@themover.co.uk.



DIARY DATES

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DiaryDates

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

Moving etc... Kings Langley Network

Tuesday 16 September, 2014, 6.30pm – 10pm
The Rose and Crown, High Street, Kings Langley, Hertfordshire WD4 9HT

Moving etc... Camberley Network

Wednesday 17 September, 2014, 6.30pm – 10pm

The Ely, London Road, Blackwater, Camberley, Hampshire GU17 9LJ

Moving etc... Eastbourne Network

Thursday 18 September, 2014, 6.30pm – 10pm

Venue TBC, please contact for details

Tickets cost £20 each. To book your place please e-mail events@movingetcnetwork.com or visit www.movingetcnetwork.com for more information

DMF General Assembly

13 September, 2014, Silkeborg, Denmark

FEDESSA Conference & Trade Show 2014

1 – 2 October, 2014, Stockholm, Sweden

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

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DID YOU KNOW?/PUZZLES

Did you know?

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

In 2009 scientists searching for the Loch Ness Monster came up empty handed, however they did find over 100,000 golf balls.

Sleeping through winter is called hibernation, while sleeping through summer is called estivation.

The Sami people of northern Finland used a measure called Poronkusema: this was the distance a reindeer could walk before needing to urinate.

"Hey Jingo" is a magician's call for something to appear, it is the opposite of "Hey Presto" which calls for it to be gone.

A group of ferrets is known as a 'business' of ferrets.

A chiromancer is another word for a palm-reader.

Vampire bats have an anticoagulant in their saliva that stops blood from clotting while it is being sucked out. It's called 'Draculin'.

Glaciers are the largest reservoir of fresh water on the planet, storing an estimated 75% of the world's supply.



Puzzle solutions



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

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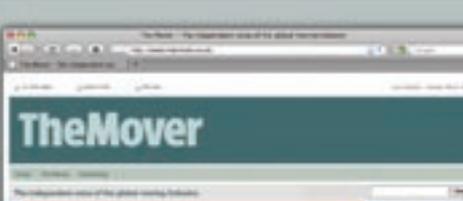
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