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Issue 049 April 2015 www.themover.co.uk

TheMover



MOVECORP

The moving sales factory. Page 26

Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

Guernsey & Jersey

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Quotes: channelislandquotes@whiteandcompany.co.uk

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H.M Customs Documentation - Channel Islands

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TheMover

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Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor
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Deadline:

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

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LEADER

Sad losses

Steve Jordan, Editor



I usually try to keep this column fairly up-beat but it's not easy this month having just heard of the death of Roy Church, who we featured in our December issue; and dear Ted Philp, only a few months after he lost his wife, Doreen. The UK moving industry has been blessed by these two statesmen, and we should all feel privileged to have known them and be thankful for all they did: but it's hard to see them go. Their obituaries will be in the May issue.

I didn't really know Roy, but I visited him at his home in St. Ives just before Christmas to conduct the interview. He immediately made me feel at home and treated me as if we had been friends for ever. Indeed, via some of our joint friends, I suppose we had. He was very ill, but never complained and was as jolly and sharp as I am sure he had always been. He insisted on paying for lunch in the local pub. A few days later I received a card, which still sits on my office window ledge. It is hand made and features a picture of spring flowers from Roy's garden. It said how much he had enjoyed the visit and invited me to drop in any time I was in the area. I never got the chance.

Ted, I knew much better. I had worked with him for many years, most closely when we were both part of the BAR's freight negotiation team, the forerunner of the MTC. He was gentle, diligent, courteous, hard when he had to be, and a mine of knowledge that the industry has now lost forever. He had a profound influence on me. In the 1980s, I made my inaugural speech at a BAR conference. I was probably voicing my naive opinion about shipping. As I stepped down from the stage, Ted walked towards me. I was convinced I was going to be slapped down for my youthful insolence. Instead he shook my hand and asked my advice. Extraordinary! Despite being the undisputed king of shipping in the UK at that time he still had the wisdom to know that he might be able to learn something, even from me, and had the grace to make me feel good after a terrifying public speaking ordeal.

That helped me realise the power of public performance. Stand on a stage and you become the industry expert. I have enthusiastically encouraged others to do the same ever since. Thanks Ted.

Steve Jordan



● Left to right: Andrew Jones, Managing Director and Michael Jones, Chairman.

S Jones Containers marks its centenary with record sales

Shipping container specialist S Jones Containers in Aldridge (West Midlands) is celebrating its centenary after a record year.

As a fourth generation, family owned business, the company has evolved into one of the UK's leading experts in the sale, hire, conversion and storage of shipping containers to customers around the globe.

Samuel 'Sammy' Jones started the business as a haulage contractor at the beginning of World War 1. He transported his first consignment by horse and cart – reportedly cases of crockery – from Aldridge railway station to the local manor house, and by 1920 he had acquired his first motor lorry. Over the next 25 years the company expanded into general haulage, operating a large fleet of tipper lorries throughout the UK.

Then in the early 1970s the container revolution arrived in the UK, heralding a new era for the business. The company moved into container transport and established one of the main shipping container depots in the West Midlands, storing, repairing and maintaining thousands of shipping containers every year.

Since then the company has gone

from strength to strength, having diversified into other allied sectors of the shipping container business under the leadership of third generation Chairman Michael Jones and his son Andrew who is now managing director.

Today S Jones Containers is one of the country's leading retailers, hirers and modifiers of shipping containers and self storage under its 'U Can Store It' brand.

"We're completing some wonderfully diverse projects from housing pods for the homeless, to biomass boiler installations for 'green' heating solutions, to pop-up cafés and restaurants," said Andrew Jones. "A great example is the Wahaca Mexican restaurant on the Southbank, London where we supplied eight converted shipping containers. There isn't much we can't do. In our centenary year, we are certainly a very different looking business to the days of my great-grandfather 'Sammy', but I'm sure he would be excited by our progress."

● For more information visit: www.sjonescontainers.co.uk.

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NEWS: UK

MANUAL PASSPORT CHECKS FOR CROSS-CHANNEL TRAVELLERS

Manual passport checks at the main cross-Channel terminals could cause increased traffic delays resulting in congestion, particularly in the Dover area.

It is thought that Operation Stack - where vehicles are held on the M20 motorway - will have to be implemented on a more regular basis.

The new system was introduced on 8 April, 2015, when all outbound travellers leaving Britain will have to have their passports manually checked.

The Director General of the Border Force, Sir Charles Montgomery, has admitted that the technology being used to carry out the passport exit checks has yet to be finalised. The British International Freight Association (BIFA) and industry related trade associations are concerned about this uncertainty and the lack of clarity especially with only eight weeks before the system is set to be introduced. It is anticipated the Border Force will take a pragmatic approach and ensure that the new system is only introduced if the technology has been properly implemented and tested.

The checks will involve operators recording passport information on all travellers and passing the details on to the Home Office, which will use the details to identify immigration offenders.

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Use the search box on www.themover.co.uk.



www.surveego.co.uk.

New value-added service for AIM members

The Alliance of Independent Movers (AIM) has teamed up with SurveyGo (www.surveego.co.uk) to provide members with their own online digital removal questionnaire management tool. The service will be provided free to members.

SurveyGo allows users to send online questionnaires to their customers to gather valuable management information, and to measure and monitor the effectiveness of their service. AIM says that this will allow its members to further demonstrate their company's commitment to continual improvement, a genuine interest in customer care, and to providing a first class service.

The questionnaire business tool comes preloaded with bespoke removal questionnaire templates from which the AIM member can elect to send, with a personalised introduction and their signature. For the AIM member's business use there are also staff feedback and staff training questionnaires included in the template library. The questionnaire tool even allows the AIM member to easily and quickly devise and create their own online survey questionnaires. After a digital questionnaire is sent, and after completion, the AIM customer is automatically directed to the member's website, and the response is returned in real time into the individual AIM member's online account, and displayed in their statistics section for their own confidential business use.

Included - removal templates for customers

Your Recent Removals Quote:

send to receive valuable feedback and useful management information to unsuccessful quotations;

Your Recent Move: send to receive powerful management information regarding your customers' perceptions of your company, service and staff following a move;

How Did You Hear About Us: send to enquiries if you wish to measure and assess the effectiveness of your company's marketing strategy.

Included - HR templates for staff

Employee Satisfaction: get the best from your employees - obtain valuable feedback regarding their perception of your company, identify strengths and weaknesses, goals and aspirations;

Training Questionnaire: send to your staff to assess whether internal or external training learning outcomes were achieved, measure the effectiveness of the training.

The cooperation with SurveyGo is the most recent value added membership service from AIM. The organisation is currently in discussions with other key service providers to provide additional membership benefits.

Lucy Allesbrook heads crate hire for PPS

Lucy Allesbrook, Sales Administrator for PPS Crate Hire, has been tasked with building on the company's success in the removals sector.

Lucy has been busy meeting new faces in the removals industry and building solid contacts with direct clients. She has also recently been elected as the new Area Secretary of the West Midlands Area for the BAR. "It was a privilege to be elected as a fairly new attendee to the meetings, but having built good relationships over the year I was more than happy to accept," she said.

PPS says it plans to focus on growth over the coming years through product investment and customer development. "Lucy has taken ownership of our crate hire service and I know that under her leadership it will go from strength to strength," said Joanne Moss, Managing Director.

Since Joanne first identified the opportunity to enter the crate hire market just over two years ago PPS has made significant inroads into the commercial moving sector. "Using our own branded crates also allows us to offer a more independent approach," said Lucy.



Lucy Allesbrook.

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NEWS: UK

All Moves UK Ltd becomes a member of AIM

Nottingham – based All Moves UK Ltd has become the latest removals company to join the Alliance of Independent Movers (AIM).

The family run business was founded by its current managing director Gordon Rafferty in 2004 as a single van operation and now employs 18 people, including Gordon's wife Kelly and 15-year old son Taylor who takes a keen interest in the marketing side of the business.

The company currently operates ten Luton vans and plans to add an 18-tonne vehicle to the fleet later this year. As well as domestic moves the business undertakes commercial and local authority work and is the main moving contractor for Victim Support in the Midlands and West Midlands.

All Moves UK is already a member of a number of business organisations including the National Guild of Removers and Storers, the Road Haulage Association and *Which?* Trusted Trader.

"I decided to join AIM because I believe it is a new organisation that will stand its course and remain a contender among the other main trade organisations," said Gordon. "If I need advice about something that's new to me, such as shipping or working in Europe, I can pick up the phone and talk to someone with first-hand experience who can help me. That's a great resource when you're running an expanding

business."

AIM founder Scott Rust said, "We are delighted to welcome All Moves Ltd as our latest member and look forward to working with Gordon and his team as they grow their business in the years ahead."

"If I need advice about something that's new to me, such as shipping or working in Europe, I can pick up the phone and talk to someone with first-hand experience ..."
Gordon Rafferty

The Alliance of Independent Movers was created to assist removers of all sizes to grow and expand their businesses while offering their customers a high level of service. For the mover with limited resources, or even larger more established businesses, AIM can offer a wide range of benefits.

● Below: All Moves UK Ltd.



● The Britwrap Reusable Transit Cover.

Reusable low cost mattress cover from UK packaging supplier

Industrial packaging supplier Weir & Carmichael has designed a reusable protective cover for transporting mattresses.

The Britwrap Reusable Transit Cover is a new concept in packaging offering excellent protection during a house move or while in storage and can, according to the company, be used up to 80 times, making it extremely cost effective and environmentally friendly.

The Britwrap cover is a development of a product originally designed for the retail industry to protect kitchen worktops during transit and is now used by many of the UK's top DIY stores.

As well as providing excellent protection, the Britwrap cover also makes man-handling mattresses much easier thanks to hand grips on the sides of the cover. Removers already using the product have found this particularly convenient, especially given the trend towards larger beds in recent years.

The Britwrap covers are made of woven polypropylene in a range of sizes and are much cheaper than conventional quilted covers. Julia Pemberton, Commercial Director of Weir & Carmichael said, "We've recently reduced our prices with the aim of encouraging more moving



● Hand grips make mattress handling easier.

companies to use Britwrap and it's proved very successful. They now cost around a third of the price of a typical quilted cover. The effect has been to change the customer profile from private individuals buying a few covers, to commercial companies buying much larger quantities."

Britwrap is supplied to moving companies throughout the UK and around the world and there are plans to launch more new products for the industry later this year.

● For more information and to order online visit: www.weirbags.co.uk.



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NEWS: UK



● Left to right: Robert Dance, Andrew Pittwood, Lewis Mills, Richard Fisher, Tom Collins and Paul Messer.

Britannia Leatherbarrows tackles the three peaks

The chaps from Britannia Leatherbarrows will be tackling the Three Peaks Challenge this month, all in the name of charity.

The team will be climbing Ben Nevis, Scafell Pike and Snowdon, the three highest mountains in Scotland, England and Wales, and aim to complete the whole thing, including the driving part, within 24 hours. All money raised will go to Action Medical Research. The six man team will comprise: Robert Dance, Richard Fisher, Lewis Mills, Paul Messer, Tom Collins and Andy Pittwood.

Ben Nevis (Scotland), Scafell Pike (England) and Snowdon (Wales) are difficult climbs. This is not an event for the faint of heart. The course is guided by qualified mountain leaders, but the participants still need to be in good physical shape.

The research work Action Medical Research has performed over the years has affected almost everyone who lives in the UK. It is through its

research that the first polio vaccines and the rubella vaccine were created for those in the UK; another important breakthrough was ultrasound for pregnancy. These are among just a few of the medical success stories that have been created by Action Medical Research.

If you would like to support the lads from Britannia Leatherbarrows, you can donate at: <https://www.justgiving.com/Andrew-Pittwood>.



● Hiking practice: Lewis Mills, left, and Richard Fisher.

FTA supports joint enforcement on border fuel laundering sites

The Freight Transport Association (FTA) has called for law enforcement authorities to make every effort in their attempts to shut down illegal fuel laundering operations following a report by the British-Irish Parliamentary Assembly (BIPA) that the number of border area fuel laundering plants and filling stations selling illicit fuel is 'alarming'.

Seamus Leheny, FTA's Policy & Membership Relations Manager for Northern Ireland, said: "Every effort must be made to prosecute the owners of these fuel laundering sites who supply a minority of commercial goods vehicle operators in Northern Ireland, enabling them to use this saving

to undercut the overwhelmingly compliant and legitimate operators across Northern Ireland."

Fuel represents approximately 40% of operating costs for a haulage company, therefore the illegal fuel trade makes it harder for compliant operators, who purchase their fuel from legitimate sources, to make a sustainable profit, costing the Northern Ireland economy jobs and limiting investment and growth in the local logistics industry.

FTA says the authorities must also pursue the consumers of laundered fuel, thus reducing demand for it and depriving the fuel launderers of their target market.

New MAN road trains for White & Co

White and Company has recently taken delivery of two new MAN road trains to add to its extensive fleet. These vehicles are in addition to the four Scania P230s delivered recently. The road trains were delivered in the rain so are pictured in the gloom of a British winter. "It's one way to brighten up a wet February day," said Ian Palmer, Chief Executive.



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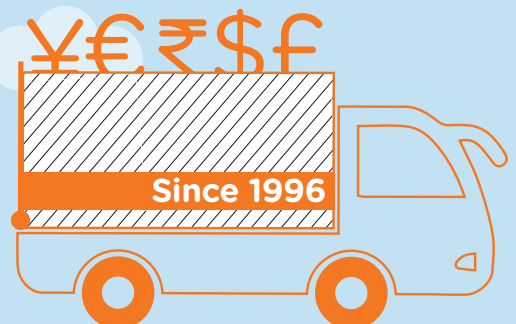
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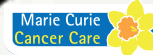


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Closing the gender gap for international assignments

Women in business across the world are being urged to 'go global' to help close the gender gap for expat workers.

Despite improvements in sexual equality in the modern era, statistics show the number of women working on foreign secondments for their company remains surprisingly low.

Numerous studies show that taking an international assignment is not only an adventure but also a way to enhance and fast-track your career; and the UK government has a well-publicised aim to see 25% female membership on boards of FT100 companies by the end of 2015.

Despite that, on average only 16% of people on international programmes for big corporations are women; and that figure has remained largely unchanged for 20 years, with companies not doing enough to break the 20% barrier according to Lisa Johnson, Crown World Mobility's Global Practice Leader for Consulting Services, who is based in New York. "We have done a lot of research and what we're finding is that across many industries, global companies with a wider range of headquarter locations are now investing heavily in strategies to put this right."

Lisa said that their aim is to recruit and retain women in their organisations, especially for senior management positions. These companies see it as a business imperative that has a positive impact on their bottom line – and they are realising that barriers to assignment opportunities for women need to be addressed. "So this is a fantastic time for women to grasp the opportunity, and for organisations to do likewise. Being on an international assignment can be a career-enhancing and life-enhancing experience and there is no longer any reason for women to

miss out."

Jan Gregory, a global account executive at Crown World Mobility is a prime example of how accepting an international assignment can change your career – and change your life.

Jan, currently based in Basel, Switzerland, worked for HSBC for ten years but saw her life completely change direction when she accepted a post to leave England to work abroad with the bank in Malaysia.

"It was a big step for me but I'll never regret it," she said. "I have experienced so much since then. I loved my time in Malaysia and it gave me a whole new level of confidence. Then after five years I decided I wanted to take control and move into global mobility – and I never looked back. I've since worked in Kuala Lumpur, Hong Kong and now Basel. It's not easy to leave a settled role with a big bank, and if I hadn't gone abroad to work I don't think I would ever have done it; I'd have worked for the same company all my life. But I feel very positive about how things turned out."

It doesn't surprise Jan that so few women take on an international move; but she has a very clear message for anyone considering a similar opportunity. "I'd say just do it – take the plunge! It's important to know yourself and what you want from the experience, it's certainly not for everyone. But it's a wonderful opportunity. It helps your career and helps you grow."

Jan said that there are probably a lot of reasons why not enough women take on foreign assignments. "When I was starting it wasn't really encouraged or even talked about as an option. But that is certainly changing now. International schemes in days gone by pretty

much expected you to give up your whole life for work if you moved abroad with the company. The opportunity was offered to people with no ties, who didn't mind throwing themselves into work and forgetting about family and relationships. It was a work fast, live fast environment. A lot of women didn't want that."

But Jan explained that things are different now and a lot more care is taken to ensure people can take their whole lives with them. "It's still hard for many people of course; but the important thing is that women

"Being on an international assignment can be a career-enhancing and life-enhancing experience and there is no longer any reason for women to miss out."

Lisa Johnson

should have the option and feel they can take it if they want it. I'd love to see more women on international programmes and I think companies are very aware now that they need to do more to encourage it."

Lisa Johnson said that some of the ways that companies are encouraging more women to accept an international assignment include augmenting the typical benefits offered to employees moving abroad so that they give more support to an accompanying partner, or provide paid time off around the transition to get the family settled. "It takes creative solutions to identify the traditional barriers to women accepting an assignment and make changes," she said.





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NEWS: INTERNATIONAL



● A 'human 50' created by Crown Worldwide staff to celebrate.

50 years of Crown

Jim Thompson founded the company from a tiny cubicle in Yokohama, Japan, in 1965. The company has now grown into one of the industry's corporate giants with a turnover of more than US\$800m and operations in 265 locations in 60 countries.

Its stable of brands includes Crown World Mobility, Crown Relocations, Crown Fine Art, Crown Records Management, Crown Logistics and Crown Wine Cellars.

Jim marked the anniversary by presenting Mayor of Yokohama Fumiko Hayashi with special tributes to celebrate the founding of his business in the Japanese city. These included a specially-designed Happi coat that incorporates a ginkgo leaf

design, a symbol of longevity in Japan. He also presented an exclusive art work painted by seven-year-old Barbora Mrvisova of the Slovak Republic for the Kids Earth Fund, a charity that raises money to help children who suffer from the result of war, poverty and environmental contamination. The money donated for this artwork will go to a school in Cambodia that supports children with HIV.

"I have always had a special feeling

about Japan and it is a country close to my heart," said Jim Thompson. "So it was an honour to meet Mayor Hayashi, to celebrate our anniversary together and to say thank you to the city where it all began."

Jim said that it was very special to see the company grow into an international business from small beginnings. "It's really a huge anniversary that I never thought I'd see and I'm very proud of all the people that helped us to get to



● Jim Thompson visiting Mayor Hayashi in Yokohama where the company began.

this point," he said. "We will be celebrating the anniversary at all of our offices right across the globe."

Mayor Hayashi, who coincidentally began her own business career in 1965, is the first female mayor of Yokohama, elected in 2009, and is regarded as one of the most influential women in Japan. "Mr Thompson, you and others in your company support in diverse ways those who are active beyond national borders, making various contributions to society," she said. "In Yokohama, there are many young people and companies who desire to step out and become active abroad, as your company did. The city encourages and advises them on studying abroad, starting a business, and business management. I hope your company will continue to grow and prosper."

Crown Worldwide opened its first office in the UK in 1989 and now has bases across the country including in Aberdeen, Birmingham, Bristol, Cardiff, Edinburgh, Exeter, Fareham, Jersey, Larkfield, Leeds, Livingston, London, Manchester, Milton Keynes, Oxford, Peterborough, Swindon and Tyneside.

Each of the company's offices across the world will celebrate in their own way, including taking part in a 'Golden Relay' of events to raise money for charity.

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● President of Kazakhstan, Mr Nursultan Nazarbayev, (left) and Siddique Kahn.

Globalink officially the best in Kazakhstan

Globalink has been awarded the title Best Service Provider in Kazakhstan by the country's president.

The award was made to Mr Siddique Khan, President and CEO of Globalink during a ceremony held at the Independence Palace in Astana in the presence of the President of Kazakhstan, Mr Nursultan Nazarbayev. The Altyn Sapa Presidential Prize is an extremely prestigious award among Kazakhstan-based companies. Selected annually, nominees recognised as leaders contributing to the promotion of their respective industry sectors, are judged based on



● Globalink President and CEO Siddique Kahn.

quality, commitment, excellence, quality management, implementation of international standards and customer satisfaction.

The 293 companies that were registered for the competition were reduced to just nine finalists through a rigorous selection process. Globalink triumphed on the day enabling it legitimately to claim to be the best company in the region.

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The European Connection

Tony Richman



Cyclist safety: a two-way process

Let's first make it clear, I am not against cyclists. Cycling is not only good for the environment and exercise, it's often quicker than public transport in our crowded cities and it can help develop family and social enjoyment.

But, like any form of transport, cyclists need to be responsible for their own safety and that of other road users around them.

There's no doubt that safety of vehicles has increased dramatically over recent years: innovations in technology; special fittings to lorries to increase the safety for cyclists and pedestrians; and, like it or not, legislation banning lorries from certain areas of towns and cities; and the list goes on.

Yet despite these precautions, organisations like DriveSafe and ROSPA highlight the dangers of the road through a variety of frightening statistics such as there being a 10% rise in cyclist accidents or 93% of motorists failing to see cyclists.

Despite all the good work being done to protect vulnerable road users, one factor is often lacking consideration – cyclist culpability.

Whilst travelling, especially on those occasions during dark evenings, I'm often disgusted to see that all the hard work done to raise awareness, by road safety specialists and the industry as a whole, is ignored by a certain type of cyclist.

I am sure we've all witnessed:

- Bicycles with no lights – even being ridden while texting and/or wearing no helmet or high-vis clothing;
- Cyclists riding tandem in the road, swerving out and overtaking

each other at random and perhaps even making derogatory signs to motorists trying to get by;

- The 'no hands' bravado;
- Cyclists who think that red lights do not apply to them and that it is somehow OK to be alongside a large vehicle which may be about to turn at a junction.

I came across a report about a study by Autoglass in 2013, which found that 48% of cyclists admitted to being caught without lights or high-visibility clothing when the clocks go back. Worryingly, just 39% regularly wore high-visibility clothing, 42% regularly used headlamps on their bike and 27% regularly used brake lights!

A spokesperson had said: "Cyclists are the only group of road users at increased risk of injury and death on the roads over recent years and 'stealth-cycling' shouldn't be an option."

Of course, drivers can still instigate many key practices to enhance existing safety measures to help combat incidents. As far as trucks are concerned: removing unnecessary 'bling' from the cab that hinders clear visibility; sensible placement of the navigation screens, coffee machines, etc.; and correct setting of the truck's mirrors to ensure that critical areas around the truck are visible to the driver are a must.

We all need to do our bit and cyclists need to take responsibility for their own actions. After all, if a car or truck had no headlights, it would most definitely get pulled over. If cyclists want to be treated as equals on the road, they need to start following the rules like everybody else!

TRANSPORT: PANAMA CANAL



Bigger, better Panama Canal by 2016

Bigger ships will be taking advantage of a bigger Panama Canal when expansion work is completed next year.

With it will come the new Corozal container terminal for the Pacific end which, when complete, will have a capacity of 5.2 million TEUs, a quay two kilometres long and an alongside depth of 16.3 metres. This will double the size of the current container handling facilities (Hutchinson and PSA) which themselves have announced significant expansion plans. In total this is expected to take the total Pacific handling capacity from 4.95 million TEUs/year to around 12 million.

Panama is already established as the largest hub in the Central America/Caribbean region, with an estimated 5.7 million TEU of cargo handled in the country's ports in 2014. Overall volumes

have grown by an average of 12% per annum since 2003, but Panama's Pacific coast transshipment traffic has outstripped the Atlantic side, growing by nearly 20%

... the Panama Canal Authority expects its Pacific coast container port volumes to reach six million TEU after the expanded canal is opened in 2016 ...

per annum in the same period, reaching an estimated 3.1 million TEU in 2014.

According to Drewry Maritime Research, the Panama Canal Authority expects its Pacific coast container port volumes to reach six million TEU after the expanded

canal is opened in 2016, a massive 75% increase on estimated 2014 throughput levels. The timescale for this anticipated increase in demand is not clear though. Drewry estimates, however, that this figure would be reached by around 2024.

In theory the expanded Hutchison and PSA terminals could accommodate six million TEU but adding in Phase 1 of Corozal would give a more comfortable 8.2 million TEU. For the ports on the Pacific coast of Panama, the level of transshipment activity will be driven by the underlying levels of growth in Latin America in particular (along with any changes in liner shipping network patterns). For this sector of the market, other Pacific coast hub ports such as Manzanillo and Lazaro Cardenas (Mexico) and Callao (Peru) will also be vying for a share of the growing market.

There is also a wild card in the pack as

The Panama Canal's largest ever programme of improvements

The Panama Canal Expansion is the largest project at the canal since its original construction. The project will create a new lane of traffic along the canal through the construction of a new set of locks, doubling the waterway's capacity. The existing locks allow the passage of vessels that can carry up to 5,000 TEUs. After the expansion the Post-Panamax vessels will be able to transit through the canal, with up to 13,000 TEUs. The expansion will double the canal's capacity, having a direct impact on economies of scale and international maritime trade.

The programme consists of several components:

- A new, third set of locks;
- A Pacific access channel;
- Dredging to improve navigational channels;
- Improvements to the water supply.

The Panama Canal expansion is based on six years of research, which included more than 100 studies on the economic feasibility, market demand, environmental impact and other technical engineering aspects. Works on the Panama Canal Expansion began on September 2007 at a total cost of US\$5.2 billion.



● Above and right: improvement work under way; below: dredging being carried out during the canal's construction.



well – the potential Nicaragua Canal which, if built, would inevitably impact on both Panama Canal vessel transits and regional container transshipment activity. The project envisages the construction of two deep water ports, one at each end of the canal – Punta Aguila on the Atlantic side with an intended capacity of 2.6 million TEU/year and Brito on the Pacific coast, with a capacity of two million TEU/year and these would surely have transshipment business in their sights.

The maximum size of container ship able to transit the Nicaragua Canal would likely be around 20,000 TEU, significantly higher than the 13-14,000 TEU New Panamax size. The project though remains speculative in the eyes of many observers (despite the recent news that construction work has already commenced), not least because of its US\$50 billion+ price tag.

According to Drewry, the expansion of the Panama Canal will trigger growth in regional transshipment activity and Pacific coast ports should be beneficiaries. The timing and phasing of the new Corozal terminal project will need to be carefully judged though – and a close eye will have to be kept on Nicaragua.



European Roundup

Temporary parking space reservations in Copenhagen

If you need a temporary parking reservation for loading and unloading in Copenhagen, Denmark apply in writing to: parkering@tmf.kk.dk.

Provide details in the application giving: name, address, contact person and a brief description of the problem/requirement and how often the need for loading or unloading will be.

ETRAC publishes its 'roadmaps' towards research on automated driving and urban freight

During its conference on 3 March, 2015, the European Technology Platform for Road Transport (ETRAC) announced the official release of its latest research 'roadmaps' on urban freight and automated driving. A draft of the



● Copenhagen.

ETRAC 'roadmap' addressing automated driving, a globally recognised field of road transport innovation, was revealed during the conference. A new ETRAC task force was created to gather experts from industry, research institutes, and national and local public authorities to address

definitions and 'roadmaps' to develop, test and deploy automated driving solutions.

The electronic versions can be accessed at <http://ow.ly/JRwqa> for the ETRAC roadmap on urban freight and <http://ow.ly/JRwMy> for the ETRAC draft roadmap on automated driving.

Distance-based road charging

EU Transport Commissioner Violeta Bulc has unveiled plans to develop a Europe-wide road charging scheme. In the proposal, the charging of cars and lorries for road use based on distance driven would be optional, allowing Member States to not participate if they did not wish to. The aim is to promote more efficient use of roads through a pan-European road charging scheme by providing common rules and removing technical barriers, which will lower costs and facilitate its introduction. Commissioner Bulc has stated that charges should be "exclusively based on the number of kilometres actually driven and should not be time-dependent".

See page 31 for the full story.

● EU Transport Commissioner Violeta Bulc.



Graebel gives staff time off for volunteer work

Graebel has announced the launch of a voluntary paid time off (VPTO) programme that will pay each employee for up to three days a year to take part in voluntary work. The announcement was made by Mary Stoik Dymond,

Senior Vice President of Talent at Graebel Companies, Inc.

Graebel says that community service is important to work-life balance and has encouraged its staff to focus their efforts with recognised non-profit organisations that help at-risk youth or environmental programmes in their communities.

"We want to encourage our employees to support their communities through volunteer work," said Mary. "Graebel teams of volunteers

will support philanthropic work to sustain the environment and cultivate our youth, core key elements in our CSR programme. Wherever our people live and work, it is our hope that this VPTO programme will help them pursue philanthropic activities of their choice individually, as a team or both. We are very proud of their dedication to serve their communities, and we are pleased to reward them for their personal contributions with this benefit."



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How the Energy Union Package affects transport

The European Commission (EC) has decided on a European Energy Union Package to try to maintain sustainable energy supply through harmonisation and consolidation of the 28 Member States' energy markets.

The package seeks to provide cheaper energy to the EU's citizens and businesses and improvements in the energy supply chain.

As far as the transport industry is concerned, the package is set to speed up changes in making transport more efficient and less of a burden to the climate. To reach this goal a number of actions are being drawn up. With reference to the forthcoming Road Transport Package, the EC is emphasizing the need for taxes for use of infrastructure, better use of Intelligent Transport Systems (ITS) - such as efficient route calculations, and demand for energy efficient and clean vehicles. The latter also relates to decarbonisation in the industry and transition to alternative fuels.

The current situation in the EU shows that 94% of transport relies on oil products, of which 90% is imported. Emphasis is put on the need for an increase in fuel efficiency and reduction in CO₂ emissions for heavy duty vehicles.



● The current situation in the EU shows that 94% of transport relies on oil products, of which 90% is imported.

With regard to alternative fuels that might contribute strongly to the reductions, the EC will take further action to provide the swift deployment of the necessary fuel infrastructure. Furthermore, the European Commission will prepare a comprehensive Liquefied Natural Gas (LNG) strategy.

● More information about the Energy Package can be found at: <http://ow.ly/JXRmy>.



● UniGroup Singapore celebrates the Chinese new year.

The year of the Goat

UniGroup Relocation Singapore and Hong Kong celebrated the Lunar New Year with traditional flair.

In Chinese customs, prior to the Lunar New Year, Chinese families decorate their living rooms with vases of pretty blossoms, platters of oranges and tangerines, and a candy tray with varieties of dried sweet fruit. On the walls and doors they put poetic couplets and happy wishes written on red paper.

So to keep up with tradition, both UniGroup offices put up decorations to celebrate the Chinese New Year. On returning to work after the Lunar New Year holiday, everyone greeted each another: "Kung Hei Fat Choy" or "Gong Xi Fa Cai!" which literally means congratulations and be prosperous. A great way to kick start the year of the Goat.

Cartus opens in Sao Paulo

Cartus Corporation recently announced the opening of its new service centre in Sao Paulo, Brazil. To celebrate the opening, Cartus executives held a ribbon-cutting ceremony and open house on February 24, 2015. Cartus is also celebrating its 60th anniversary this year.

"The new service centre in Sao Paulo is another important initiative for Cartus," said Ian Payne, Executive Vice President of Cartus and leader of the Brazil project team. "This is a natural expansion for us, as we already have significant experience in this market. In 2014 alone, Cartus managed over 1,300 assignee transfers both into and out of Brazil on behalf of our global relocation clients."

Including its Brazil service centre, Cartus now has 19 global service centres located throughout the Americas, Europe, and Asia. Last year, Cartus assisted over 171,000 relocating

customers in nearly 150 countries.

Ranked as the seventh largest economy in the world, Brazil has become a critical strategic market in Latin America for Cartus.

"Our Brazil service centre will serve the needs of some of our largest global clients," said David Pascoe, Senior Vice President, who will have responsibility for the new office. "The expansion will significantly benefit our clients by helping us better meet their specific relocation interests not only in Brazil, but throughout Latin America as well."



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Walking with Zac

An interview with Tony Allen, by Steve Jordan.



Tony Allen was one of a small team of revolutionaries who, in the 1970s, transformed the way the moving industry uses and buys packing materials, etc. At 73 he's been retired seven years, but he's still a busy man. One of his many joys is walking; in fact he's writing a book entitled *Walking with Zac* in which he tells of his thoughts and conversations while out with his daughter's border collie. I went along to eavesdrop.

It was raining heavily when I arrived at Tony and Jan's house. But although the weather was cold the welcome was warm: Tony standing at the door even before the car's engine had stopped spinning; and Jan closing down a phone conversation to give me a hug. I have known them both for a long time and it was great to see them again. This, I thought to myself, I am going to enjoy.

Tony Allen is a man of many talents. He is good at business; persuasive; a brilliant public speaker and raconteur with an equally highly developed, and rare, ability to listen; he's as interested as he is interesting; a comic; a naturally gifted musician; and now, it seems, he's kind to animals too. If cloning were legal there would be a clamour to have him moved up the queue.

Music was one of his early passions. As a child he taught himself to play the piano and can get a decent tune out of most instruments. He is one of those lucky people who can play any tune in his head, without music, and loves to do it. "Music has always been important," he said. "It's a good means of communication."

He played tea chest bass in a skiffle group called The Vampires while at school, some of whom went on to fame and a rock-and-roll lifestyle in a band called Johnny Kidd and the Pirates who had a No. 1 hit with *Shakin' All Over* in August 1960. Tony didn't fancy a life on the road and he'd met Jan by this time anyway, so he chose a proper job instead. He still plays ukulele with his mate Barry from those days though.

The executive life

Tony's entry into the packaging industry was unconventional, but typical of him. He worked for Unilever for a time who

sponsored him to do a business communication and marketing degree at the University College London (UCL). "Marketing was something that very few people had heard of in those days," he explained. "I learned a few buzz words which stood me in good stead for a time." He ended up working for a large paper manufacturer which was owned by the Swedish government. By 30 he was UK sales manager.

"One day I was called into the chairman's office," said Tony with his tell-tale glinting eye. He was being promoted to European sales director with a great salary, a lavish expense account, an oak panelled office, and a non-contributory pension. Then came the ultimate executive perk. "He opened up his right-hand drawer and produced a key. I remember the sun reflecting off the green agate on the key fob as he gave it to me." It was the key to the executive toilet; according to Tony an Aladdin's cave with perfume and showers and concealed lighting. "It was about then that I decided to leave. It just wasn't me so I left in a final flush!"

The idea

That's when the idea hit. He realised that there were plenty of companies that needed cardboard cartons, but in quantities much smaller than manufacturers wanted to supply. "So Jan and I set up a company called Challenge Packaging. We worked from the back bedroom and were perfectly content." With two children at home, Simon (7) and Jane (4) it was a big risk.

To get the business started they chose 20 different sizes of boxes, bought 2,000 of each, then sold them in smaller batches to whoever would buy. The business worked. One day he made a cold call on Bert Broster at Overs of Camberley. Tony knew there was a potential market with moving companies to replace the ungainly tea chest but had no idea how big it might become. It was only the very large companies who could afford to buy in bulk. "I told Bert that if we could get a few companies to club together to buy around 2,500 boxes between them I thought I could make it work." He did and it did work. One of those initial companies was Trenchards of Bournemouth.

BAR Services

David Trenchard, who was working in the family business at the time and would later go on to take over Leatherbarrows, was caught by the idea. He and a number of others were members of a study group which had been created to investigate the potential for bulk purchasing. He asked Tony to a meeting with Joe Luxford, Derek Blatchford and himself to talk

about the possibilities. Between them they put together a proposal to BAR showing how the Association could take advantage of the purchasing power of its members. Tony presented the concept at a BAR conference. "BAR thought it was a good idea but was not in a position to fund it," said Tony. "So David, Joe and Derek put their own reputations behind

"So Jan and I set up a company called Challenge Packaging. We worked from the back bedroom and were perfectly content."

Tony Allen

it. BAR allowed it to be set up and gave it their support and a limited company was formed. Jan and I got the job of running it." BAR Services was born in 1977 as a not-for-profit organisation and has been self-supporting ever since. Shares in the company were initially held in trust on behalf of participating members.

David, Joe and Derek and a whole host of directors and members came up with a seemingly endless flow of ideas and Colin Quarrington, BAR's PR consultant at the time, was a great help with his promotional expertise. Hugh Wilson, Brian Mitchell and later Robert Syers, consecutive BAR general secretaries, were very supportive. It was a symbiotic relationship. BAR subsequently received a transfer of the shares in BAR Services making it a wholly owned subsidiary.

"We introduced lots of products that were virtually unheard of at that time," said Tony. "Mirror packs, wardrobe cartons, paper blankets, were all developed on the request of members. BAR Services was the ultimate marketing organisation: listening to customers and developing

the buying power of BAR Services made them attainable for everyone. The industry could now move forward. The days of tea chests and old blankets were over.

Making it work

Tony and Jan had, by accident really, fallen into an industry that would give them a good living, many friends and tremendous joy. Once you are in it, you don't want to leave. Tracey Boisvert was BAR Services' first employee: she still works there. Miranda Hyder and Ali Cowie who run the business now, have been there almost as long. Jane Treharne, their daughter (and Zac's mum) has also been a long serving employee. It is, perhaps, this family feel that keeps the business close to the heart of the industry. Even the BAR Services chairmen had a habit of sticking around in their voluntary roles. "Since we started there have only been five chairmen: David Trenchard, Geoff Upsdell, Peter Barrett, Anthony Robinson and John Luxford," said Tony. "It's just a great organisation. Chairman and directors give their time entirely free of charge. And it never ceases to amaze me how they are prepared to share their own best ideas for the good of the industry."

Tony used his colourful personality to promote BAR Services in a variety of, sometimes unconventional, ways. He was always first on stage to volunteer for a presentation or to do something silly if necessary. BAR conferences in those days were, perhaps, less serious than

Editor's Note:

If you would like to hear more from Tony Allen, take a look at his new regular feature in *The Mover*: 'And finally ...' on page 46.

"BAR Services was the ultimate marketing organisation: listening to customers and developing products to meet their needs."

Tony Allen

products to meet their needs." BAR Services also developed the concept of modular cartons that would fit together perfectly to make the best use of space in vehicles and shipping containers. "Ted Philp from Pickfords did a lot of work to help us decide what the sizes should be." Own brand cartons were also rare until



PROFILE: TONY ALLEN

they are now with a regular diet of fancy dress parties, sing songs, games and even stage plays. The business got done, but a laugh was never far away. Wherever there was fun, Tony was in the thick of it.

He will tell you, with the slightest provocation, of the memorable nonsense of which he was frequently part. The launch of a new bee logo for BAR Services was one such example. "I shall never forget Joe Luxford walking into the BAR conference carrying a box to Arthur Askey singing *The Bee Song*. It was hilarious and got the message across too."

There were many more: when the lounge bar closed and both Tony and the grand piano he was playing were carried out so he could continue; the presentation he made when the projectionist dozed off and he had to ad lib; playing blues with the saxophonists from the Edwin Starr Band in Jersey long after the cabaret had finished; the game of truth and lies he chaired that went completely wrong bringing hoots of laughter from the audience; and the day when the band didn't turn up at all so he, Tony Richman



"BAR is like a village. You put a foot wrong and it goes all around. How I got through without too much drama I don't know."

Tony Allen

and a few other willing helpers took to the stage and kept the party rocking. "One of my favourites was when I made a presentation and invited my guest to join me. Reg Allen (Harrow Green) then sat on the stage wearing a parrot's outfit, nodding and gesticulating appropriately. I explained that there had been a misunderstanding. I had asked to be accompanied by the then BAR Services Chairman Peter Barratt and not Peter Parrott! I then continued to give my speech seemingly unperturbed. Very silly, but funny."

"BAR is like a village," said Tony. "You put a foot wrong and it goes all around. How I got through without too much drama I don't know."

Retirement

Tony retired in 2007, when he still loved the business. Why retire? "There comes a time when an old codger becomes a brake on a company." His retirement came as no surprise to the rest of the team. He had told them five years before when he would step down. "If people see you as a log jam they feel they have nowhere to go," he explained. "They knew when I was going so could start thinking about how they would continue. Then people find their own level. They were most capable of taking over and I am delighted at what they have achieved since."

Now he is as busy as he ever was, but doing things differently. He plays the ukulele, works for a local charity called 'Jigsaw South East' that works with bereaved children; has a football team of grand and great grandchildren, and spends a lot more time with Jan, sometimes at their place in Portugal.

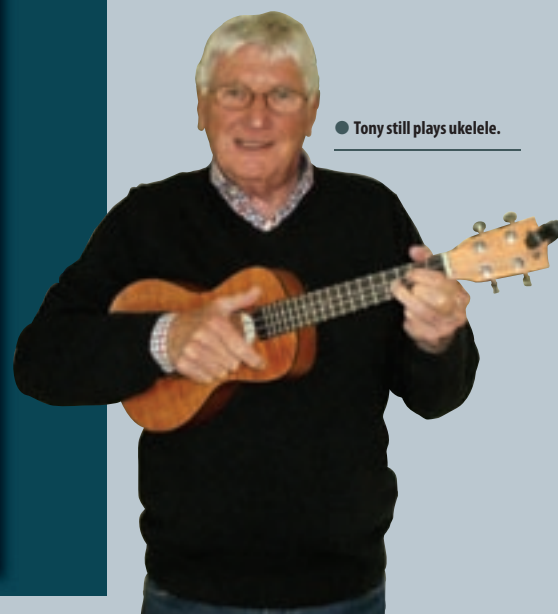
Oh yes! And he walks very long distances with Zac. I can't wait to read the book.

Jigsaw South East

Jigsaw is a charity working to support children and young people through trauma, loss and bereavement. It brings them together especially when they feel alone and different, so that by sharing their experiences they can develop ways to move forward in their lives. The charity aims to give young people a voice, empowering

them to make their own decisions about their lives. It helps young people to express their views about local, regional and national policies and, in doing so, improve their own lives.

If you would like to join Tony Allen in supporting Jigsaw take a look at www.jigsawsoutheast.org.uk.





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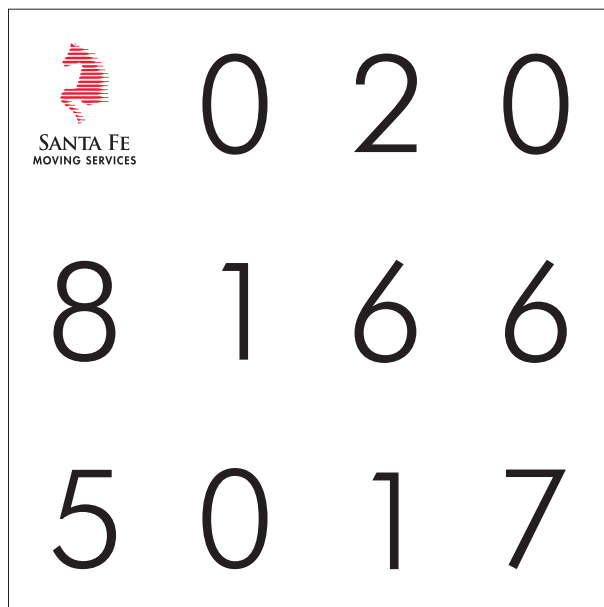
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PROFILE: MOVECORP

A visit to Movecorp, one of the industry's thriving upstarts.
By Steve Jordan.

I didn't know Movecorp as I sat in the interminable traffic jam on the M1 in the shadow of a fire engine, that couldn't make any progress either. I had heard about the company. I knew it had been sufficiently successful to ruffle a few industry feathers, but I didn't know how successful and I didn't know how it had been done. I was determined to find out.

Two and a half hours late and thankful that I had only been delayed by the motorway crash not involved in it, I arrived at the Movecorp office in deepest Walsall. The façade was modern plate glass giving a clear view of the banks of sales coordinators working furiously within (a clue to what was to come). On the forecourt, the refurbished Reliant three wheeler that many will remember caused a stir on the Movecorp stand at IAM in Vancouver in 2013.

Once inside I was faced with a vibrant, buzzing place with constant chatter from a dozen simultaneous phone conversations. The room was airy and bright; the mood, intense.

Darren French, greeted me. He doesn't have a job title. Apparently he does lots of things. He took me through to a small office that was temporarily doubling up as a training room during refurbishment where I was introduced to James Tennant, the Managing Director.

James and his partner Matt Belleini started Movecorp in 2007; a time of endless optimism and legendary ignorance of the financial baseball bat that was about to smack the whole commercial world around the temples. Not a good time to start a business? "It was OK for us," said James. "We just grew into the business. We didn't have much in the way of overheads to fund or assets to lose. It was probably the ideal time for us." James had some experience of removals but he'd never been out on the vans. His expertise was sales, in particular the art of generating enquiries via the Internet. Matt had no removals experience either but he did know transport. "We both wanted to start a business and we got on well," said James.

Niel Stockley, who had experience in corporate sales was one of the company's first employees. He used his contacts to secure some corporate contracts. Meanwhile, the Internet was working hard generating private enquiries. At first all the work was subcontracted to packing crews. As time went on, Movecorp employed its own crews using the subcontractors as trainers. James and



The mystery of success

"We never say no to anything. You never know where a job may lead. It could be a trunk this month and a whole household next."

Darren French

Matt were on the road too, learning the ropes.

At first they just had a couple of Luton vans, then came a 7.5 tonner. James remembered there was then an unexpected knock at the door. "It was a salesman from a body builder," said James. "He had a Mercedes Actros with a draw bar trailer that was a cancelled order. He wanted £79,000 for it. I didn't even have a driver, but I went to the bank, borrowed

the money and bought it anyway. We were then able to start running our own groupage services into Europe." Movecorp has bought another every year since.

Today, just eight years later, Movecorp has around 20 office staff, 31 vehicles and can put together over 30 road crews with its own trained staff. The company generates something like 3,000 enquiries a month. It's been a roaring success despite the worst recession in living memory. So how did they do it? I was intrigued.

Puzzlingly Darren and James said it was all down to hard work. Well, nice try chaps but I know plenty of movers who work really hard and don't have anything like the success Movecorp's had. There was more to it than that. I kept digging. "You have to have the right staff," said Darren. He has only been with the company

● Above, left to right: James Tennant, James Mallett, Darren French and Matt Belleini.

PROFILE: MOVECORP



● Left, left to right: Matt Belleini, Michelle Hughes, James Tennant, Victoria Gaunt, James Mallett, Sophie Chapman and Darren French; below left: James Mallett with the TV screen that shows how sales coordinators are performing.



is done right. "New contracts take a lot of time and effort to get," said Darren. "We can't afford to lose them because of shoddy workmanship. They are just too valuable."

As a public declaration of its service quality, Movecorp has embraced Standards, is a member of trade associations including BAR and IAM, and uses them to the full to generate new business. The company has recently won three tenders for Dudley Council.

Movecorp has used the medium of the Internet to help build its business. But James Tennant knows that this mass medium, and the associated social media, is both a blessing and a curse. "We have worked very hard to build a good reputation," he said. "But the Internet is not just for us to embrace, it's for the public too. I know if we let our standards slip we can lose that reputation overnight."

But so far Movecorp has kept up its standards. Deep sea groupage containers flow in and out every week with Australia and the USA as key destinations; the company provides a regular road service to most European destinations including Switzerland (that is avoided by some); all vehicles are fitted with telematics to ensure the most efficient load planning; 60% of the company's work is corporate; Movecorp has added DSP services to its portfolio; and rather than being a customer of the major groupage operators, Movecorp has become a competitor with around 30% of its containers full of trade work.

"There's lots of other exciting stuff we are chasing," said James, understandably reluctant to tell the world about it right now. "Our main focus is corporate and government work but airfreight is becoming big for us too. The key is to stay flexible and always be open to new ideas."

James accepts that he has had some luck along the way. The day Darren French knocked on his door looking for a job was one of those occasions. But most of his success has been hard work and everyone knows that the harder you work, the luckier you get.

Sometimes people don't like a new kid on the block. Movecorp has occupied that spot in the UK moving industry for a while and has, no doubt, ruffled a few feathers. But eight years on the company has been a success story. Why? For me, the mystery is solved.



"We didn't have much in the way of overheads to fund or assets to lose. It was probably the ideal time for us."

James Tennant

for two years himself but brought with him 12 years' experience on the road and a further 18 in sales. "But we don't always look for experience, it's more about attitude. We need people who have the motivation to push enquiries and get the most out of them." They also acknowledge that it has been James' experience with Internet marketing that has been critical in generating the level of enquiries the company now achieves. "We never say no to anything," said Darren. "You never know where a job may lead. It could be a

trunk this month and a whole household next."

I was then introduced to James Mallett the Sales Director. It was then that the fog of confusion began to clear a little. James runs a sales factory. A dozen or so sales coordinators spend their days on the phone, responding to enquiries, chasing leads, providing on-the-spot quotations, giving a fast response, and closing deals. Every coordinator is measured real time: how many calls inbound and outbound; call duration; and the value of booked jobs. Names and statistics are displayed for all to see on two continuously changing TV displays. There is no hiding place. They even have secret shoppers every month. Nobody knows who will get the short straw. Now I know what Darren meant about attitude: that cauldron of competition wouldn't suit everyone. But it works for Movecorp. "It's just a question of making sure you are in a position to take advantage of every opportunity that comes along," said James.

But it's not just the office staff who are under pressure to perform. The road crews are trained not only in moving skills but in the PR side of the job too. Customer service is key. Bonuses are related to customer feedback reports. There's a full-time quality manager who can drop in on any job any time, and a full-time compliance officer to make sure everything

NEWS: INTERNATIONAL

FEDEMAC Summit to be held in Riga

The first ever annual summit meeting held by FEDEMAC will take place in Riga, Latvia on 18 September, 2015.



● Riga, Latvia, venue for FEDEMAC's first annual summit.

The Summit will discuss the issues faced by the European moving industry as a result of legislation emanating from the European Union.

FEDEMAC, the Federation of European Movers Associations, was created in 1959 as a response to the development of the European Economic Area. With the establishment of a common market, movers across Europe united to work together towards common goals. Today, FEDEMAC represents the interests of around 3,000 professional moving companies in 24 Member States as well as in Norway and Switzerland.

FEDEMAC's main function is to represent the interests of the removal

industry at EU level. It has worked to voice the concerns and issues that members face and has found over the years that the concerns are increasingly international in nature.

"The challenges we face are no longer limited to national level or even at continent level, our industry can no longer look only at its own backyard," said Gabriela Dimitrova, Head of European Affairs for FEDEMAC. "Globalisation and the increasing mobility of workers means that individual companies are affected by legislation made in different countries. It has become necessary for organisations in the moving industry to work together internationally to tackle those challenges."

"The aim of the Summit is to initiate better exchange of best practices amongst international removals associations across the world," said Gabriela. "Despite our cultural and political differences, our overall goals remain the same. Sharing our knowledge and experience would be beneficial for all. As an industry we constantly face new challenges, therefore FEDEMAC believes that those challenges would be better addressed and faced if all stakeholders involved are united."

FEDEMAC would like to encourage discussion of issues such as customs clearance requirements across the world, the image of the removals industry and an ISO Worldwide Standard for international moves.

"These are only a few amongst many others where exchange of best practices would be beneficial to our industry as a whole," said Gabriela.

"Active dialogue, the development of mutual cooperation, the exchange of information and resolving common interests together, are key to the future success of our industry," said Aivara Usans, President of FEDEMAC. "Increased communication between organisations of national and international level is imperative for our industry."

"Our goals and issues can only be addressed with the active cooperation as well as constructive debate with major organisations such as the United Nations, WCO, the European institutions, etc.," said Gabriela. "Therefore FEDEMAC will ensure that the Summit is attended by several representatives of international organisations to widen the spectrum of the discussion outside of our industry."

FEDEMAC believes that the Summit will be the beginning of an enhanced cooperation between all international removals associations that will contribute to the economic growth of the industry by tackling all common issues and achieving common goals.



● Gabriela Dimitrova.

Adam Lowy speaks at GMS awards dinner

Global Mobility Solutions recently hosted its 2015 Forum and Awards Dinner to honour members of its Premier Alliance Network who have shown extraordinary dedication to customer service throughout the year.

Armbruster Moving of Mayflower Transit received the Platinum Partner of the Year award, while Unipack Global Relocation accepted honours for International Partner of the Year. Atlas Van Lines providers V. Santini, Inc and

Lytle's Transfer and Storage were awarded Silver and Gold Partners of the Year, respectively.

The theme of this year's forum was 'Service Unplugged', a nod to the fact that great customer service begins at the personal level. The event was held on 2 February at the Hotel Palomar in Phoenix. Hal Becker, bestselling author and renowned expert on customer service and sales, delivered the keynote address.

Following Hal Becker's keynote speech, a Global Mobility Solutions

Client Q&A Panel was held, where partners' top priorities were discussed in depth. Guest speaker Adam Lowy, founder of Move For Hunger, offered some compelling remarks on how the relocation industry, and GMS in particular, has made tremendous strides towards ending food insecurity.

Steven Wester, President of Global Mobility Solutions said, "Our 2015 forum and awards dinner was an opportunity to celebrate and recognise exceptional service within the Global Mobility



● Global Mobility Solutions President Steven Wester (right) and Executive Vice President Mike Setze (left), with Move For Hunger founder Adam Lowy. Photo: PRNewsFoto/Global Mobility Solutions.

Solutions' Premier Alliance Network. I'd like to personally congratulate this year's winners, who have consistently demonstrated the highest standards in customer service."



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PROFILE: SAMER DARWISH

STANDING UP TO THE CHALLENGE



● Samer Darwish.

Samer Darwish, founder of Darwish Logistics Syria and DXI Logistics UAE has had more than his fair share of setbacks during 40 years in the logistics and removals industries. Here he tells the story of how despite working in one of the world's most volatile regions he has built two of the most successful transport companies in the Middle East.

My passion for logistics began when I was a little boy living in Syria in the 1970s. My uncle, whom I admired very much, was a customs broker in Damascus and it was my close relationship with him that started my enduring love for the logistics and removals industry that has survived for over 40 years.

As a Syrian I dreamed of relocating to the prosperous region of the Gulf to pursue my career, and at the prime of my adult years I did, packing up with me drive, passion and determination. After working hard for two or three years I managed to land a key position in Kuwait's number one freight forwarding and moving company. I increased revenues and expanded the company's operations gaining tremendous support and trust from the shareholders. At that time I felt the sky was the limit and my challenges were over, but as Martin Luther King once said, "The ultimate measure of a man is not where he stands in moments

of comfort and convenience, but where he stands at times of challenge and controversy."

It was in August 1990 when things were about to get really challenging. A friend phoned me at 3am imploring me to pack

I was at a crossroads: should I stay and risk the lives of myself and my family for the sake of my career, or abandon everything I'd worked for and retreat to a safe place?

my things and leave immediately as the Iraqi army was invading Kuwait and an attack was imminent. At first I laughed and said "that's absurd", but as we all now know this was no practical joke.

I was at a crossroads: should I stay and risk the lives of myself and my family for the sake of my career, or abandon

everything I'd worked for and retreat to a safe place? The choice was obvious and after a hasty family meeting we left for Damascus, Syria - back to where my dreams had begun.

I was a father of two and desperate to provide for my family. I managed to find an entry-level job at Nazha Freight Services, a freight forwarding and removals company at a very low salary. Despite being criticized by many, I blocked the voices from my mind and clung to the belief that my glass was still half-full and not half-empty. I reasoned that Syria was an under developed country with limited know-how and capabilities, but with a strategic geographic location within the Levant region. It was a great opportunity to shine and compete with other firms and individuals.

After ten more years of hard work my ambition took me to a whole new level of achievements. I was able to buy out the company and form what is now Darwish Logistics. I expanded its services and opened a presence in the UAE, and joined the most prestigious trade associations and networks in the industry.

But the challenge and hard work didn't end there and this wasn't to be the happy ever after story of my career and business. At the peak of Darwish Logistics' development and reputation came the Arab spring and the outbreak of the Syrian Civil War in 2012.

Again I found myself relocating as a result of war from a developing country to the UAE, a highly dynamic and competitive market particularly within the logistics business.

This time our reputation and the support from all our logistics partners lessened the burden I'd had to carry in the past when starting from scratch. Today, I know that to succeed all you take with you is the lessons learned from the hardships you face and the sweetness you experience from your own accomplishments. Never give up, it's not over until your passion and ambitions are too.

Till the next chapter.

Samer Darwish

EU unveils distance-based road charging plan for all vehicles

Plans to develop a Europe-wide road-charging scheme have been unveiled by EU Transport Commissioner Violeta Bulc.



● Violeta Bulc.

In the proposal, the charging of cars and lorries for road use based on distance driven would be optional, allowing Member States to not participate if they did not wish to.

The aim is to promote more efficient use of roads through a pan-European road charging scheme by providing common rules and removing technical barriers, which will lower costs and facilitate its introduction. Commissioner Bulc has stated that charges should be "exclusively based on the number of kilometres actually driven and should not be time-dependent".

At present EU countries have many different schemes for road tolls. In France, Spain and Italy, highways have tolls (péages), while some others have time-based charges (vignettes) for cars and lorries. Germany, Poland and Austria have kilometre-based charges for lorries but not for cars and other passenger vehicles.

The announcement also comes as Germany is preparing to charge all vehicles (a charging system for

The aim is to promote more efficient use of roads through a pan-European road charging scheme by providing common rules and removing technical barriers

lorries is already in place) for the use of its autobahns, although German citizens would be able to deduct these costs from their annual car tax. The European Commission is understood to be concerned at the proposal, which would discriminate against foreign drivers.

The idea for a system based on common rules is also linked to the need for compatibility of all the different technical systems at present in place and being developed, discussions on which have been ongoing for some years.

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NEWS: ON THE ROAD



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Michelin has developed a new tyre that can be used in summer and winter with no loss of performance.

It looks like it might be the answer to the prayers of hard-pressed salesmen trying to battle the ice and snow to get to another survey; or the managing director in his high powered, rear-wheel drive luxury model that won't get off the drive if there has been a snow flurry.

The Michelin CrossClimate claims to adapt to different climatic conditions to combine the advantages of summer and winter tyres. It features an innovative tread compound that allows it to find a little friction on the smoothest road surface while reducing heat build up and improving fuel consumption; and a unique V tread pattern with new 3D interlocking sipes optimises grip on snow.

The company says that 65% of European motorists use summer tyres all year jeopardising their safety in snow and ice (20% in



● The CrossClimate's V tread pattern.

Germany, where regulations require winter tyres to be fitted); 40% leave their seasonal tyre change to the last moment; and some drivers use their winter tyres all year round which reduces braking efficiency and increases fuel consumption.

When the Michelin CrossClimate is launched in May 2015 it will be available in 23 sizes that cover 70% of the European market. More sizes are to be launched in 2016.

Slow down on the Forth Road Bridge

According to the *Dunfermline Press*, nosey drivers slowing down on the Forth Road Bridge to look at the new Queensferry Crossing have caused Transport Scotland to drop the speed limit.

David Climie, of the Forth Replacement Crossing Team, told Holyrood's Infrastructure and Capital Investment Committee that there are plans to cut the speed limit of the Forth Road Bridge from 50mph to 40mph in the spring. He said, "We decided that we would have the limit in operation right over the Forth Road Bridge as well because we have noticed that traffic is slowing down as people look at what we are doing."

"There is no doubt that people have been distracted, so it makes sense to have the 40mph average speed limit to control the traffic flow right through that entire area," said Mr Climie. "However, the difference that is caused to

"... we have noticed that traffic is slowing down as people look at what we are doing."

David Climie

someone's travel time by the three miles of the 40mph limit is less than one minute, so I think that the impact will be insignificant."

Mr Climie added that previous experience showed that average speed cameras helped traffic to flow rather than inhibiting it.

● The Forth Road Bridge.



UK truck sales up

The commercial vehicle market has continued to grow for the ninth consecutive month, up 23.2% to 24,570 units. Truck registrations have increased 38.6% to 2,518 units, led by pent-up demand in the market. The van market continued its trend of impressive growth, up 21.7% to 22,049 units.

"The truck market posted a strong return to form in January. Changes to Euro Standards and Type Approval Regulations in 2014 affected demand last year, and now we are starting to see a return to business as usual," said Mike Hawes, SMMT Chief Executive. "The number of vans registered this month has once again

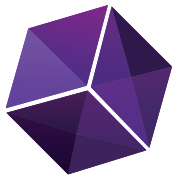
increased, reflecting raised levels of business confidence and demand for a range of efficient, well equipped models. Successes in both markets have seen the total commercial vehicle market grow significantly for a ninth consecutive month."

● Right: van sales increased by 21.7%.



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PROFILE: DARREN HAYWARD

Moving at the sharp end

The Mover often interviews the owners and senior managers of moving companies, but Darren Hayward has been on the road with Burke Bros for 30 years and is one of the company's longest serving removals men. Here's his story.



Darren Hayward first joined Burke Bros in 1985 when he was 19 years old. Now, at 49, he's still loving the removals industry. "When I first left school I wasn't sure what I wanted to be so I started off in a factory," Darren explained. "I must admit I hated it!" Having concluded he wanted a more active job, and not one where he was just stuck in the same place, he joined Burke Bros as a porter, working hands-on serving the customers.

His first day wasn't quite what he'd bargained for. It was hard physical labour. As Darren recalls: "To start with I hated the job as I hadn't realised how demanding it was going to be and I remember Gary Burke (Burke Bros' Managing Director) wouldn't even let me have a cigarette break."

As Gary and the crew knew what Darren would be feeling the next day, when he didn't appear for work, they drove the van round to his house, knocked on the door, got him out of bed and persuaded him to join them on the next job. He hasn't looked back since. "We knew, from our own experience, that he'd be physically tired," said Gary. "You've just got to break through that initial pain barrier and get on with it."

These days, as an experienced foreman, Darren is responsible for coordinating the move on the day, dealing with the customers and

giving them a plan for what's happening. This involves complex logistics and leading the team to ensure the move is a smooth and well-coordinated success. "I also enjoy making sure the newbies and younger removals guys are being well trained, particularly in their softer skills, like customer care, which is as important today as the actual packing and lifting," said Darren.

Having completed over 7,000 work days, Darren's moved thousands of

out they were valued at £20million yet it would all fit into the back of a small van.

"Darren is one of the most reliable men you could ever wish for, even if it's an early morning start, which is sometimes as early as 4 or 5am," said Gary.

"I just got used to it over the years, but if you start early, you get to finish early," said Darren. "We always unload a lot quicker than loading, so when you finish a job, in a faraway

have a lot of stories to talk about, and some things I couldn't possibly reveal. But you have to have a laugh. I always have a smile on my face throughout the day and have some good times with the crews. It makes the work a lot easier."

Darren's keen to encourage other young people to work in the removals industry, as long as it suits them and they're willing to work hard. Darren said: "I always feel a sense of satisfaction when youngsters learn over the years and develop into really good removal men."

Darren recalls doing removals for British Telecom and the Police Force in the 1980s. "I've moved all sorts of offices including big banks and crown courts," he said. "The biggest office moves I've been involved in were moving the General Post Office to their new headquarters, which took six weeks. I've relocated Dunlop to their new Birmingham headquarters and Goodyear from Wolverhampton to Birmingham too. But the biggest move was an engineering firm which took us 56 truckloads from North Acton to Telford."

When asked to sum up the industry in a sentence or two, Darren said: "It's a strange industry. When you go from working on a job in Kensington Palace to the next job moving someone in a council house on benefits, you get to experience all walks of life."

"I've moved international footballers such as Rio Ferdinand, Robbie Keane and Steve Bull and football managers like Gordon Strachan, Dave Jones and Gareth Southgate."

Darren Hayward

people, including famous celebrities. "It's been amazing the different types of people I've had the pleasure to move," he said. "I've moved international footballers such as Rio Ferdinand, Robbie Keane and Steve Bull and football managers like Gordon Strachan, Dave Jones and Gareth Southgate." He's even moved furniture and effects from Kensington Palace to France.

Among the most memorable items he's moved was a collection of paintings, by a world famous painter. He couldn't believe it when he found

location, the rest of the night is yours."

In fact, the travelling is Darren's favourite part of the job. He said: "You can be in a different city every week, which means I get to see places that I wouldn't otherwise see working in a factory." Having travelled to countries all over Europe he fondly remembers the fun he's had in Alicante and Benidorm, Southern Spain, during his weekend rest periods.

He's gained quite a reputation for being one of the comedians amongst the team. "Being in this industry you

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MATTHEW JAMES
GLOBAL RELOCATIONS

NEWS: ON THE ROAD/PEOPLE

New powers to tackle drug driving

A new law to make it easier for police to catch and convict drug drivers took effect on 2 March, 2015, in England and Wales.



● Eight drugs commonly used for medicinal purposes are covered by the new law.

Motorists who get behind the wheel after taking illegal drugs face a criminal record, loss of their licence for at least a year and a fine of up to £5,000. The legislation makes it illegal to drive with certain drugs in the body above specified levels, including eight illegal drugs and eight prescription drugs. People using prescription drugs within recommended amounts will not be penalised.

Police forces will have access to new screening equipment to test suspected drug drivers. Officers can screen drivers for cannabis and cocaine at the roadside. They will be able to test for these and other drugs including ecstasy, LSD, ketamine and heroin at a police station, even if a driver passes the roadside check. New devices that can test for a greater number of drugs at the roadside will be developed in the future.

This new law, coupled with the testing kits, will make it quicker to identify those driving under the influence of drugs and help the prosecution of drug drivers. It remains an offence to drive when impaired by any drug, including medical drugs. Road Safety Minister Robert Goodwill said: "This new law will save lives. We know driving under the influence of drugs is extremely dangerous; it devastates families and ruins lives. The government's message is clear - if you take drugs and drive, you are endangering yourself and others and you risk losing your licence and a conviction."

The law covers the use of eight drugs commonly associated with medicinal use that are sometimes abused, and that have been set at higher limits based on the available evidence of the road safety risk and to reflect their use as medicines. These are:

- Morphine used to treat pain – opiate/opioid-based medication will metabolise (chemically change) into morphine and show in a blood result;
- Diazepam;
- Clonazepam;
- Lunitrazepam;
- Lorazepam;
- Oxazepam;
- Temazepam used to treat anxiety or inability to sleep;
- Methadone used to treat drug addiction.

Amphetamine used to treat attention deficit hyperactivity disorder (ADHD) and Parkinson's disease is also planned to be included within the offence shortly, subject to Parliamentary approval.

New research conducted by THINK! revealed that 20% of those surveyed knew someone who had driven after taking illegal drugs. Almost half of those surveyed (49%) said that as a passenger, they would not feel comfortable asking a driver if they were under the influence of illegal drugs. Of those who admitted to driving under the influence of illegal drugs, 55% said they did so because they felt safe to drive and 60% revealed they had previously driven a car when they were unsure if they were still under the influence of illegal drugs.



● Mark Scullion.

Mark Scullion becomes president of Suddath Workplace Solutions

Suddath Workplace Solutions has appointed Mark Scullion as president of the wholly owned subsidiary of The Suddath Companies.

Since 2012, Mark served as both managing director of Suddath Workplace Solutions and general manager of the Jacksonville branch of Suddath Relocation Systems. With this promotion, he will be singularly focussed on the Workplace division to build on the momentum he initially generated to accelerate growth opportunities and expand the local, national, and global markets.

Mark has been in the moving business for 20 years and has high achievement in the areas of operational excellence, customer service management, profitability, personal sales performance and visionary leadership. Since joining Suddath® in March of 2011, Mark has led the strategic expansion and product development of the

workplace business. Under his direction, Suddath has added multiple high-profile global clients and significantly expanded its workplace service offerings to include space planning, office furniture, relocation and furniture management and integrated solutions that combine all of the newly enhanced workplace services.

"We are extremely pleased to have Mark formally assume this critical leadership role for Suddath Workplace Solutions," said Mike Brannigan, Executive Vice President and Chief Operating Officer of The Suddath Companies. "His lifelong experience in this industry and demonstrable record in sales achievement, operational quality and business development fit well with our strategic vision and goals."

Conor Hughes joins Momentous

Conor Hughes is the new move manager for Momentous Relocation. Conor is new to the relocation industry after 16 years of working in both retail and hospitality. Conor will work as part of a growing move management team. Conor is very proud to be joining the Momentous team in Baker Street and is looking forward to applying his years of customer service experience.



● Conor Hughes.



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NEWS: PEOPLE

Crown World Mobility appoints Eva Esbo

Crown World Mobility has appointed Eva Esbo as its new regional business development manager for the Nordic and Benelux regions.

Eva will be responsible for generating new business for Crown World Mobility, working closely with local business development managers and branch staff to grow the business's current service portfolio.

Chris Fogarty, Business Development Director for the UK, Ireland & Northern Europe at Crown World Mobility, explained: "With her extensive experience in the global mobility sector, Eva is a fantastic addition to our team at Crown World Mobility and her appointment reflects the continuing growth of Crown World Mobility. Eva will be crucial in the development of our current client portfolio within the Nordic and Benelux regions – two countries where we are seeing an increasing number of relocations."

Prior to her appointment, Eva was head of global mobility within

Group HR at MTG AB, and head of international assignment and mobility at Swedbank AB. Eva is fluent in Swedish, English, German and French.

"I'm delighted to be joining Crown World Mobility at such an exciting time for the company and looking forward to the challenge ahead," she said. Eva's new position follows Crown World Mobility's recent appointment of Barrie Gilmour as the new head of sales for the UK & Ireland.



● Eva Esbo.



● Lisa Bailey.



● Emily Ptak.

Lisa and Emily move with AIREs

Lisa Bailey, CRP and Emily Ptak have accepted new roles at AIREs' West Coast Regional Office in Huntington Beach, CA, having previously spent years working with corporate clients and transferees at AIREs' Central Regional Office in Pittsburgh, PA.

Lisa assumes the role of client service manager and will manage client relationships, direct client programme implementation, and provide ongoing assistance and training for the Operations service team. She previously served as a programme manager in AIREs' central regional office for three years.

"There are constantly new positions being created at AIREs; I like that my future with the company has the ability to change and evolve as we grow," she commented. Ms Bailey holds her CRP® designation through the Worldwide ERC®.

Emily has taken on the role of account manager, having previously served as the sales and client relations coordinator in AIREs' Central Regional Office, supporting the efforts of the sales and marketing teams. She joined AIREs with a background in customer service, having been referred by a current AIREs client, and spent two years as a relocation specialist.

In her new role, Emily will be working with clients and calling on prospects in Southern California, Arizona, New Mexico, Nevada, and Utah.

"I look forward to being a resource and bringing value to my customers, both internal and external," she said. "I look forward to contributing to AIREs' growth by bringing in new business. And I also look forward to my personal growth, and continuing to learn and expand my knowledge and skills."

Business development for Crown Records Management

Crown Records Management appointed Graeme Austin as its new business development manager.

Graeme has over 20 years of experience selling financial software and information to corporates. He will start by promoting the company's IM6 analysis that provides comprehensive evaluation of an organisation's digital and paper-based records and information management systems.

"Graeme is going to play an integral role taking the new services we offer to market," said Chris Fogarty, Business Development Director. "He has a wealth of experience in business consultancy and we are excited to welcome him to the team."

Graeme has primarily worked in



● Graeme Austin.

the wholesale financial services sector and most recently in product management as a marketing communications consultant, advising SMEs across a number of industry sectors including financial technology.

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Steve Webber takes the helm at Maidmans

Maidmans is delighted to announce the promotion of Steve Webber to the position of director at Maidmans Moving and Storage Ltd.

Steve has worked in the removals industry for over 33 years and has a wealth of experience that encompasses all aspects of the removal industry. Steve was honoured to accept his new role and looks forward to continuing with the development of such a well-established and successful company.

Steve said: "I am very excited to take the helm at Maidmans and I am going to use my knowledge and expertise to build and develop this tried and tested brand. The last year has been very busy and we now have to build upon this to ensure we keep up the momentum, our core strengths are our reputation and the quality of service that we provide which must be maintained whilst moving and expanding into new areas to ensure continued growth. I am also very lucky to have inherited



● Steve Webber.

such an amazingly loyal team to assist me."

Steve has recently overseen a successful move to new premises at Willis Way, Poole enabling Maidmans to expand its business. The Poole-based company, which has won BAR's Domestic Mover of the Year twice, is now able to offer an on-site archive storage and a secure shredding facility together with a much larger domestic storage unit.

Ben Ivory honoured at Worldwide ERC

Benjamin Ivory, Senior Vice President and Managing Director of Graebel Relocation EMEA, has been awarded the 2015 EMEA Region Meritorious Service Award at the Global Workforce Summit. The honour was in recognition of his many years of contributions to the global mobility industry and the Worldwide ERC®.

The annual conference was held in London at the Lancaster London Hotel. According to the Worldwide ERC® recognition announcement, the Meritorious Service Awards are granted annually to those who have contributed significantly to the Worldwide ERC® organisation through such activities as speaking at conferences, writing 'mobility' magazine articles, and serving on committees or in an advisory capacity.

Ben, who has been with the global relocation and mobility

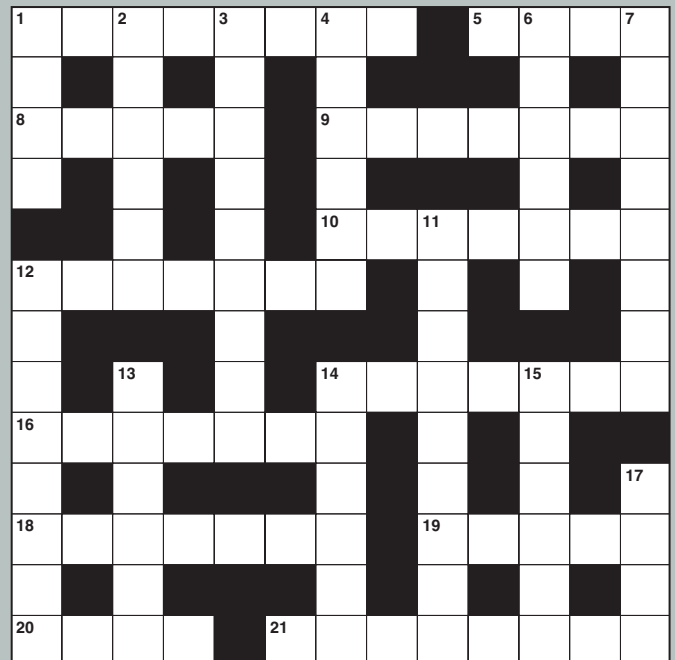


● Ben Ivory.

management company for almost thirty years, will also be recognised during the conference's annual awards luncheon at the National Relocation Conference this May in Las Vegas, Nevada, USA.

Puzzles

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ACROSS

1 Horrific (8)

5 Clothing (4)

8 Large mast (5)

9 Lottery (7)

10 Tallest species of penguin (7)

12 A child beginning to walk (7)

14 Aircraft with two pairs of wings (7)

16 A curse; wicked look (4,3)

18 Opposite of morning (7)

19 Showery (5)

20 Plant of the pea family (4)

21 Food enhancer (8)

4 Talk idly (6)

6 Love affairs (6)

7 Cambridge vs Oxford event (4-4)

11 Medley of dried petals (9)

12 Not pleasing to listen to (8)

13 Probable (6)

14 Pleaded with (6)

15 Birthplace of St Francis (6)

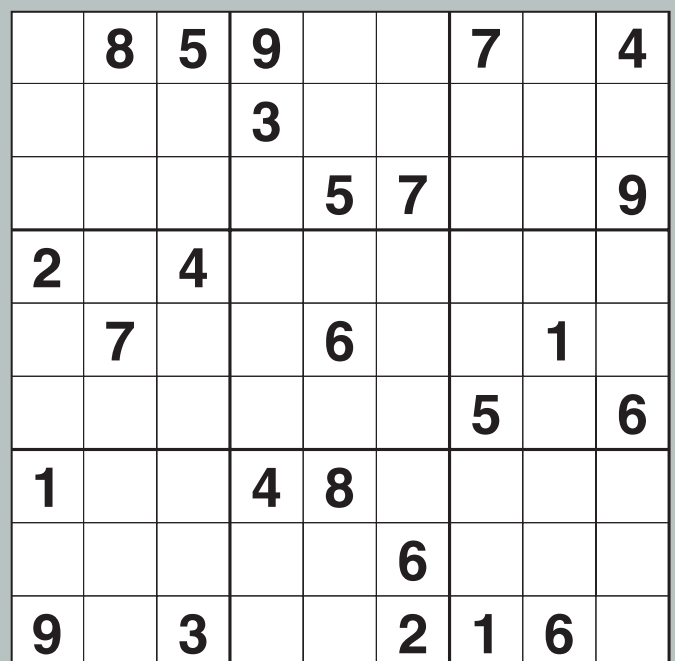
17 Extravagant publicity (4)

DOWN

1 Hats (4)

2 Away from the coast (6)

3 Overwhelming majority of votes for one party (9)



NEWS: PEOPLE/YOUR COMMENTS

Debbie Milakis takes over pricing and procurement at Suddath

Suddath International has announced the appointment of Debbie Milakis to senior director of pricing and procurement.

Debbie has been in the industry for 29 years, has a strong background in ocean and air forwarding, and considerable experience in supplier development, vendor management, and contract negotiations. In her new role, Debbie will oversee all rates, pricing, and selection of Suddath vendors and partners in the global relocation agency network.

"With Debbie's depth of experience and vast knowledge, we are excited to have her on the Suddath team as we continue to

provide superior service to our international clients and partners," said Steve Crooks, President of Suddath International.



● Debbie Milakis.

YourComments

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

The European Connection

The Mover, February 2015, page 21

Bill Webb

Webbs International Removals, Mallorca

It is no secret that these countries do have a black economy, it would be fruitless trying to deny it, but, if I hear once more a spokesperson or company that harks on about this economy being the downfall of our industry, I might just explode. Some of the biggest players in the removal industry are the worst offenders. Some of these companies have issues abroad that would embarrass any back street Man and Van organisation. So just leave the halo in the cupboard!

Editor's Response

In his article, Tony Richman didn't suggest the black economy was the downfall of the industry or that it was only small companies involved. He merely said it had a negative impact on the activities of legitimate operators, that the EU was trying to do something about it and that the moving industry needs to play its part.

Editor

Geoff Pygall Obituary

The Mover, February 2015, page 16

Trevor Kidd contacted *The Mover* to offer his appreciation for the article on Geoff Pygall who died recently. Trevor told of his experience while working for Pickfords in the 1970s. He was based in Leeds and had been instructed to report to Enfield for a meeting with Geoff.

Despite his car having been broken into that morning, the seats slashed and the tax disc stolen, he embarked on the journey, not wanting to keep Geoff waiting. To add to his woes the wheel bearing collapsed at Leicester Forrest East (a testimony to 1970s cars no doubt). Still undaunted Trevor hired a car to continue the journey which promptly snapped an accelerator cable and sent Trevor hurtling down the road at 70 mph with no means of stopping. "Fortunately the motorway wasn't as congested as it is today," said Trevor.

Luck allowed him to survive. After the AA came to the rescue, Trevor continued on his journey but arrived 2.5 hours late: Geoff had gone to another meeting. Trevor met Denis Oliver instead who took him out to dinner, no doubt to calm his nerves.



"Your article regards the life of Geoff Pygall brought this memory flooding back," said Trevor. "To this day I have a strong affinity for my colleague at the big P, and have fond memories of my time there. It was a real privilege to work there at that time. Under him, Pickfords used to look after youngsters, who were prepared to work hard. On training courses, you were put into good hotels and were fed extremely well. The training courses were state of the art stuff. My university. All impressive stuff for a youngster aged 26."

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Congratulations to Marian Elbro from Luker Bros who correctly spotted Philippa Robinson last month. Philippa is still attending conferences and hardly looks a day older. This time can you identify the rather puzzled young man in the middle? E-mail your answer to editor@themover.co.uk.

Did you know?

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

Great Britain is the only country that issues stamps without its name printed on them, the profile of the monarch appears instead.

Every two minutes, we take as many photos as all of humanity took during the 1800s.

France was still executing people by guillotine when *Star Wars* came out. *Star Wars* premiered in May 1977 and the last execution by guillotine took place in September of the same year.

Most people can't lick their elbow.

Over 75% of people who read the above point will try to lick their elbow!

Peanuts are one of the ingredients in dynamite. Dynamite is made from nitroglycerin which is made by nitrating glycerol, and glycerol is made from peanut oil.



Puzzle solutions

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16 May, 2015, Berkshire, UK

BAR Annual Conference

21 – 23 May, 2015, Belfast

German Association of Movers

and Logistics (AMÖ) MöLo

International Trade Fair

18 – 20 June, 2015, Cassel, Germany

The Movers & Storers Show

15 – 16 September, 2015
Silverstone Racing Circuit, UK

FEDEMAC 1st Moving Industry Leaders Summit

18 September, 2015, Riga, Latvia

FEDEMAC General Assembly

18 – 20 September, 2015, Riga, Latvia

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Tony Allen: And finally...



Things ain't what they used to be!

Apparently it's part of the human condition that we generally yearn for the good old days, and that's for a world that existed 30 years ago. Yes, 30 years! Don't ask me why it's 30 years, but that's what the scientists say. Of course this works fine unless you are 30 years old, or perhaps slightly older as we remember very little from our younger childhood; the only memory I have from being under five is being stung by a bee (charged me £50 for a jar of honey).

So we can assume that anyone up to say 35 years old is OK in the present. Although maybe not. Come to think of it; you don't actually have to have been alive during those halcyon days to want to go back to them. By the way, did you know that the word halcyon is ancient Greek for kingfisher? So maybe, even then, people would dream of happier times spent sitting by a river watching kingfishers feeding (probably 30 years earlier).

Why have I acquired this atavistic preoccupation with time? Well it probably started the other day when I said to my son that time appears to go so quickly that I seem to spend all of my life eating breakfast. The one thing that we all have in common is that we are getting older, and what we don't have in common is that some of us don't realise how quickly time goes until it's too late.

Let me put this another way. When I was about 19, I was given a leaflet about pensions by a company I was working for at the time. I can literally remember thinking that reaching 65 was so far away that it would simply never happen: Pension? I've got better things to spend my money on, music, alcohol, clothes, etc. The optimism of youth – and perhaps the reason why few of us make adequate provision for the future.

What about the moving industry? It certainly has changed, and quite rapidly. Technology has had a dramatic effect on the way we work. I was quite late to having a mobile phone and can remember saying that I was going to get through life without one. "The road to hell is paved with good intentions." I simply could not do without mine now, to the point of driving my other half mad. I even had a ring tone that said 'Hello handsome' - although it caused me a degree of trouble when I was sitting on a bus next to a rather large and masculine weightlifter type, and my phone rang. I soon changed it to an old fashioned ring tone: safer!

And what happened to the fax machine?

One minute it was the essential tool for commerce; sold for hundreds of pounds; answered all of our problems; and the next moment in came the Internet and e-mails. Bye bye fax!

So were things better for movers 30 years ago? I think it's fair to say that we certainly look like a more modern industry. Vehicles and equipment are better, company profiles are better. But I've a suspicion that if we went back 30 years we would be amazed at how many basics are still the same. The interesting thing is that there is a timeless quality to the removal industry. The basic ingredients are still the same: vehicles, labour, materials and that's not going to change as long as people live in houses.

Do we make as much money in real terms as we did 30 years ago? I doubt it. I remember a mover once saying to me that when his father ran the company he put three children through private school, had a big house in the country and had very expensive holidays. Whereas as far as he was concerned Well I suppose in some ways this reflects a higher proportion of a company's profit going to the employees in terms of income and benefits and also perhaps changes in the tax regime. Then there are hire vehicles and more people able to drive and so on and so on.

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But the question is: would you really want to go back to how business was 30 years ago? I very much doubt it; there's much to be said for today's business environment and much less of the 'us and them' mentality.

If you asked the same question of me I'm afraid I would have to say yes – but only so that I could buy a large quantity of Microsoft shares!



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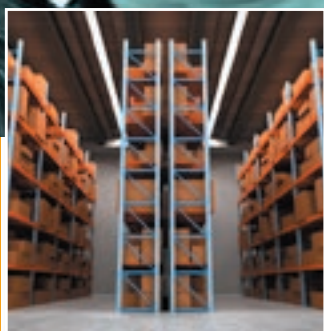


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