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Issue 053 August 2015 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



**MOVING DAY  
AT BASIL FRY**

Basil Fry's new home. Page 26

# Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

## Guernsey & Jersey

0 - 500cuft	£1.70 per cuft
501-1000 cuft	£1.50 per cuft
1001 - 1500 cuft	£1.30 per cuft

Alderney, Sark, Herm rates on request.



## Contact Information:

**Adam Palmer** - White & Company PLC, Dundas Spur, Portsmouth - 023 92 984 605  
Quotes: [channelislandquotes@whiteandcompany.co.uk](mailto:channelislandquotes@whiteandcompany.co.uk)

**Steve Hammer** - White & Company PLC, International House, Pitronnerie Road, St Peter Port, Guernsey. 01481 736 868 [s.hammer@whiteandcompany.co.uk](mailto:s.hammer@whiteandcompany.co.uk)

**Grant Binnie** - White & Company PLC, 2 St Peters Technical Park, St Peter, Jersey  
01534 484 002 [g.binnie@whiteandcompany.co.uk](mailto:g.binnie@whiteandcompany.co.uk)



## H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
- When shipping goods to The Channel Islands, Customs require three copies of your company's invoice stating country of origin & value - for new effects only
- If goods are from a foreign destination, we need to be advised if the effects are in free circulation or under transshipment
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- The only genuine 'self resourced' daily service to The Channel Islands
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& COMPANY

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# TheMover

**Contact Details:  
Editorial**

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

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**Contact Details:  
Advertising**

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

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

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## LEADER

## It's time the worm turned

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



**T**here is a lot in this issue about the problems at Calais. The problem of 'clandestines', as the politically correct call them, hitching a ride on-board vehicles heading for the UK has been exacerbated by strikes of French ferry workers.

There are two issues here that set my blood into a rolling boil, and that of many others: how can a bunch of ferry workers be allowed to disrupt the only practical route to the UK from the mainland, and apparently commit acts of criminal damage, without being rounded up by the authorities; and secondly, why are truck drivers and the companies they work for penalised because of Europe's governments inability to solve the illegal immigrant problem?

Now I am not clever enough to offer an answer to the problem; I shall leave that to our public representatives who gained office by claiming to know the answer to life, the universe and everything. But I do know it's not the drivers' fault. They are being subjected to intolerable working conditions, their companies are having their profits destroyed, and then they are being prosecuted even if they become aware of a problem and alert the authorities themselves. It's nonsense!

The UK government has announced the building of a 'safe' area at Calais for trucks to keep the criminals out. Thank you. About time. But that's just a sticking plaster on a gaping wound. These 'so called' clever people need to think harder.

One of the cornerstones of the European Union is the free movement of people. It's all very well that the principle exists, but if the means to move and the livelihood of those who do the moving is taken away by militants or government inaction, where is freedom then?

It strikes me that people power is a very strong force. If the public decide that they have had enough, action usually follows pretty smartly. But in the UK, unlike the French, we have a habit of putting up and shutting up. I think it's time the worm turned.

That's why I am asking *The Mover* readers to send me their stories about making the 20-mile trip from Calais to Dover. We will build a dossier and approach government on your behalf. We will be adding our voices to those of other organisations that feel as strongly. I have no idea whether it will work. What I am sure of, however, is that doing nothing will achieve nothing. Please e-mail [editor@themover.co.uk](mailto:editor@themover.co.uk).

**Steve Jordan**



● Mark Robertson, Transport Manager and Joanne Ball, Business Development Manager.

## Quicksilver combines hospitals

Commercial mover Quicksilver has moved several hospital departments, from three hospitals into one specialist emergency care facility. The entire move was completed on time and on budget.

**T**he new £75m Northumbria Specialist Emergency Care Hospital in Cramlington is the first in the country dedicated to providing emergency care with A&E consultants working 24/7 to care for seriously ill or injured patients. It has absorbed elements from three existing hospitals in Northumberland: Wansbeck General Hospital in Ashington, North Tyneside General Hospital in North Shields, and Hexham General Hospital.

Quicksilver moved many thousands of items from these three sites, including highly-sensitive and extremely expensive pieces of equipment taking over 100 journeys

and using a 45-strong team.

Joanne Ball, Business Development Manager said, "It was an exciting challenge, and something of an honour, to work on such a high profile project. A commercial move of this size and complexity doesn't come along very often. This one had the added element of moving entire hospital departments without disrupting the work of those departments, and the vital care they give to patients."

David Collard, Managing Director, added: "I'm extremely proud of everyone who worked on the move, and delighted that we played such a key part in the successful opening of this new hospital."

  
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## NEWS: UK

## Vandyman Removals & Logistics joins AIM

Plymouth-based Vandyman Removals & Logistics has joined the Alliance of Independent Movers.

**V**andyman began trading in 2012 and undertakes both commercial and domestic removals in the Plymouth area using a fleet of five Luton vans. The company is also accredited by Carillion PLC to carry out work on its behalf.

Director Mark Willis said, "I met the guys at AIM when I visited the Movers and Storers Show and decided to join; I was impressed with their straightforward approach and honesty. The site inspection was very thorough, they went through everything with a fine-tooth comb and pointed out a couple of areas where we could make improvements, which we have now completed. As a fairly new company, it's good to have someone to call if I need advice and it's also reassuring for customers to know we are a member of a recognised trade body."

AIM founder Scott Rust said, "I am delighted to welcome Vandyman Removals & Logistics to AIM and look forward to working with Mark and his team in the future."

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.

● [www.vandymanservices.co.uk](http://www.vandymanservices.co.uk)



● Vandyman crew.



● Michael Gerson.

## Insider knowledge on the Thatcher estate

An article published in *The Daily Telegraph* on 15 June tells how private papers owned by Baroness Thatcher have been saved for the nation (UK) after her family donated them in lieu of inheritance tax on her £4.7million estate.

**M**ichael Gerson contacted *The Mover*, having read the article, with an interesting reflection from a mover's point of view.

The papers, which include many hand-written notes reflecting on Baroness Thatcher's period in office as the British Prime Minister between 1979 and 1990, have been donated to the Margaret Thatcher Foundation at Churchill College, Cambridge. These were documents that became available only after her death in 2013.

But it now emerges that Michael Gerson, whose company provided moving services for the Thatcher family at the time, was aware of some mysterious dusty cartons in the cellar at Baroness Thatcher's office in Chesham Place, Belgravia, during the final move.

Michael said that unusually Cynthia Crawford (known as Crawfie), personal assistant to Baroness Thatcher, had not provided a figure for insurance for the boxes. "We probably thought that they just could not be bothered to give a figure as it appeared to be irrelevant and we decided to give it a last go," he said. When the figure was eventually declared it was a seven-figure sum. The goods were delivered to Churchill College. "It

appears that nobody wanted to place a figure which could have been taken as a starting point by HM Revenue and Customs for inheritance purposes."

Brian Charles, who was a director of Michael Gerson Ltd at the time added: "I remember this very well indeed as I went to the foundation office to estimate it all and then sort out where everything went – it was quite a challenge. We held a lot of the papers in store before Churchill College was ready to accept them as they had to make the space. There were several deliveries to the college. The value was not disclosed as I tried my best to get the insurance. Now we know what they had in mind and obviously trusted us not to lose or damage anything."

The documents have now been independently valued at around £1million and the heirs' inheritance bill will be reduced accordingly. "As this was a gift to the nation the whole country has benefited from the family's generosity," said Michael.

The arrangement was made under the Arts Council England's Acceptance in Lieu (AIL) scheme. According to the article in *The Daily Telegraph* the scheme was used 23 times in 2013-14 resulting in over £44 million worth of art and other objects becoming public property.

## New owner for Pearson Home Moving

Logistics specialist Stephen Hayward has recently acquired Pearson Home Moving from Grahame Winter of The Vogue Group.

**S**tephen Hayward has held a number of senior roles within the Logistics Sector including those of MD of Palletline PLC during its formative years, and MD of Christian Salevesen's UK transport business. "This is a great business with terrific growth potential, based on delivering outstanding service to customers, and I am proud to be the new owner of a business moving towards its centenary year in 2017 with youthful vigour," he said.

Pearson operates its international fleet from Middlesbrough where the business was founded, and also runs a Sales Centre based in Sutton Coldfield. Commenting on the change of ownership, Frances Reed, Managing Director of Pearson said: "This is an incredibly exciting period in the timeline of our company. Stephen has tremendous energy and is truly inspirational. Our team encompasses almost 100 staff at the two locations and every employee is fully committed to driving the company forward under Stephen's stewardship."



● Stephen Hayward, Owner/Director.



● Left to right: Juan Pedro Villalón, Account Manager, Spain; Niels Buijs, Head of The Netherlands and International Manager; Joe Yoffe, UK Account Manager.

## New lead generation service launched in UK

Dutch online marketing agency Yonego has launched a new lead generation service for the UK removal industry.

The service - [www.compareamover.co.uk](http://www.compareamover.co.uk) - went live in June and has already attracted over 100 removals companies from around the country. Yonego has been operating a similar service in the Netherlands and Belgium for a number of years and has achieved a dominant position in the market. Removal companies are able to register on the system free of charge and only pay for the leads they receive from their selected postcodes. The service covers domestic, commercial and international moves. Customers looking for a mover complete a simple form and are then contacted by a maximum of six companies in their area.

As an online marketing agency Yonego uses a number of online techniques to create brand awareness and drive customers to

the [compareamover.co.uk](http://www.compareamover.co.uk) site. A marketing team led by UK Account Manager Joe Yoffe is contacting removal companies in areas not yet covered and also servicing key accounts.

Joe Yoffe said, "It's been very exciting setting up the UK and liaising to work with the best removal companies in the market. Having the experience from the Dutch and Belgium markets, headed by Niels Buijs, has been invaluable in creating a successful platform for consumers and companies to utilise. It was extremely rewarding to see the first consumers use the site and move house through one of our clients."

Yonego has recently launched a similar service in Spain and plans to expand into other European markets in the near future.

● [compareamover.co.uk](http://compareamover.co.uk).

## New vehicle for Cyril Worth and Son Removals

Cornwall-based Cyril Worth and Son Removals has added a new vehicle to its fleet. The truck is a DAF CF 65 2011 model with 300bhp. It is Euro 5 and has a cubic capacity of 1,800ft<sup>3</sup> and has a super space cab and rear air suspension.

The DAF is a used vehicle bought from a DAF dealership; Harris DAF at Thurrock. The truck's cab has full leather interior with a wood dash and top skylights as well as a fridge. The company had the truck fully tie railed and resprayed in its livery. In addition, the truck has been equipped with back rear perimeter lights and LEDs on the mirrors.

This truck is an addition to the company's fleet of four vehicles and will serve local, national and European moves.

## John Mason International enjoy a family day out at Chester Zoo

Staff and their family members enjoyed a day out at the award winning Chester Zoo on Saturday, 6 June. The family day out was in response to feedback from an employee engagement survey where members of staff were encouraged to put forward suggestions for the company. A summer family day out was a popular suggestion and will now become an annual event.



● John Mason International staff at Chester Zoo.



## White & Company takes delivery of new Montracon trailers

White & Company has recently taken delivery of four new 105cm Montracon trailers. They were delivered from Montracon's factory in Market Weighton, East Yorkshire and will operate from depots in Portsmouth, Southampton and Knaresborough.

The new trailers are the latest addition to White & Company's fleet of 172 HGVs and will be used

● New Montracon trailers at Knaresborough depot.

mainly for European work. The company undertakes runs to most European countries with regular trips to Austria, Belgium, France, Spain and Switzerland.

White & Company has 16 depots in the United Kingdom including Jersey and Guernsey in the Channel Islands.



● Cyril Worth and Son's DAF 65.

**BUSINESS: BRANDING**

# Branding basics

In a world where effective marketing can be the difference between success and failure, branding is a key element, and it's only likely to become more important.

By Simon Taylor, Freelance Graphic Designer.

**B**randing is how a business distinguishes itself from its competitors. It communicates the core values, business ethos, heritage and other key elements that make up its personality. One of the key ways in which a brand is communicated is through the visual identity. The visual identity comprises graphic elements, such as the logo, corporate colours, company typefaces and key marketing messages, such as advertisement straplines.

These elements need to be applied in a consistent way across relevant media including the website, advertising, company stationery, workwear and vehicle livery if the brand's integrity is to be maintained. A well applied visual identity will help to create an impression of efficiency and professionalism which will build confidence with the public. If a brand isn't applied consistently, its effect is reduced. If it appears a company isn't organised enough to manage its own appearance, then people may not be confident when it comes to trusting it with their worldly possessions.

Like other industries, the moving industry has its big name players that everyone has heard of. They are able to maintain a high profile because they have the dedicated resources to fully exploit the value of effective branding. Then there are the smaller, regional, rather than national companies. They have lower profiles and generally fewer resources than the big boys. For example, a typical family-run business usually won't have a marketing department. The marketing will be the responsibility of someone who has

numerous other duties that make up their job description, and consequently issues like branding will not be near the top of their list of priorities. This doesn't mean that they can't benefit though. Branding is scalable. Selecting a few key elements to which a company applies its visual identity, and ensuring that the application is consistent, will still improve its perception with the public.

**If it appears a company isn't organised enough to manage its own appearance, then people may not be confident when it comes to trusting it with their worldly possessions.**

The company logo is the heart of the visual identity, and it's vital that it is fit for purpose. If resources are limited when it comes to branding, getting the logo right will always be money well spent. There appears to persist in the moving industry an impression that a company name, signwritten onto the side of a truck or van, and reproduced on, for example, printed stationery and workwear, will serve as a logo. Only extensive market research can establish if this approach provides effective branding or not, but it's doubtful. The big players certainly don't seem to think so. Today's brand-conscious consumer is far more likely to be persuaded by a design that's the result of a considered process to create a device that communicates the ethos and personality of the company.

Once the logo is in place, other elements will need to be established. Colours and typefaces that also reflect the company's personality and are congruous with the logo are elements that are simple to apply consistently. Vehicle livery provides a great opportunity to promote a brand, as every truck or van is a potential mobile billboard. Other elements that are primarily customer-facing, such as workwear, printed promotional material and the website, are also cost-effective means of promoting the brand. The list of elements suitable for visual branding is long, and budgets are often small, but getting the basics right is always good business.

Of course good branding isn't always visual and remote. It can be in the way the phone is always answered politely and within a given space of time, the way a crew arrives for a job looking smart and behaving in a courteous and helpful manner or the efficient way an estimator gathers information and prepares an estimate using a smartphone app. It's as easy for a small mover to implement these practices as it is for a very large one – easier in some cases.

Whatever form it may take, the key thing to remember about branding is that consistency is paramount. It helps to build confidence in the mind of the public because it's an easily understood way of demonstrating a company's professionalism and helps generate an impression of trustworthiness and reliability.

● **Simon Taylor can be contacted on:**  
[talk2ilike@btopenworld.com](mailto:talk2ilike@btopenworld.com)



# THE MOVERS & STORERS SHOW 2015

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NEWS: UK

## CLILT publishes 'Driver Shortage Crisis' report

The Chartered Institute of Logistics and Transport (CLILT) has published findings from a recent survey by its benchmarking club Logmark, on the current driver shortage.



Over 100 companies took part in the survey and the Institute will use the findings to inform the debate. Some of the key findings of the survey include:

- 74% of members surveyed stated that their organisation is experiencing a driver shortage;
- The survey revealed that the driver shortage is a UK-wide issue;
- 61% of those surveyed revealed that they use agency workers regularly throughout the year;
- 51% of organisations surveyed have failed to recruit drivers over the last 12 months;
- The average age of the participant's driver was revealed as 47 years old;
- 58% of organisations surveyed are not recruiting any trainee drivers;
- 22% of those surveyed do not finance Driver CPC for their drivers

and 56% do not provide in-house training for goods vehicle licence acquisition;

- Nearly 60 members claimed that industry image and perception is a significant factor in the driver shortage;
- 89% of those surveyed think the government is not doing enough to highlight and deal with the driver shortage crisis;
- 80% claimed it is the responsibility of business to find solutions to the issue.

The full survey results can be viewed on the CLILT website [www.ciltuk.org.uk](http://www.ciltuk.org.uk).

The Chartered Institute of Logistics and Transport is the independent international professional body for individuals and companies associated with logistics and transport. It has over 33,000 members in over 31 countries worldwide.



● The barge carrying the masts being piloted through the harbour.

## World's tallest masts leave Portchester

Moving the world's tallest freestanding composite masts through some of the tightest channels in Portsmouth Harbour was always going to be a challenge.

However, with the expert help of pilots from Portsmouth International Port the 'oversized' load safely started its journey to Keil in Germany.

Manufactured by Magma Structures in Portchester, the masts are destined for a super yacht. The masts have taken over 70 people, three years to develop, test, design and build. Working with heavy lift specialists Mammoet, the team from Portsmouth International Port spent weeks carefully planning the move, one of the most unusual and memorable ever undertaken in the harbour.

Lead pilot for the manoeuvre, Nick Hardesty, explained, "The move was particularly challenging as the barge used to carry the 100 metre masts was 69 metres long and 16 metres wide. In certain sections the Portchester channel is only 20 metres wide, with yachts

**"In certain sections the Portchester channel is only 20 metres wide, with yachts moored either side, so it required particular care and attention."**  
Nick Hardesty

moored either side, so it required particular care and attention."

Harbour Master Rupert Taylor said, "This move demonstrated a good example of working with multiple organisations within the area, carefully planning the move to minimise disruption to other harbour users, whilst carrying out the move safely."



SHOULD YOU HAVE TO  
FIT IN A BOX?





● Ride for the Roses 2015.

## Voerman rides for roses

To support the fight against cancer, Voerman will be participating in the 18th edition of the Ride for the Roses on 6 September, 2015. Employees will be riding 100km in the epic event and receive a rose at the end of the run. The rose is a symbol for a new day for everybody.

To raise awareness Voerman will join the masses of over 11,000 people who will cycle and raise money for KWF Kankerbestrijding (a Dutch foundation that collects money to support research against cancer).

If you want to support Voerman please go to: [www.ridefortheroses.nl](http://www.ridefortheroses.nl).

## Got an event coming up?

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



## Former removal men turn successful lead generators

Cardiff-based lead generation specialist Compare My Move only began trading in 2013 but is now one of the UK's leading players in the industry.

Before starting their new venture Marc Benger and Dave Sayce ran their own moving business for five years and are now using their expertise to provide home movers with quotes for a range of moving services.

"We used a number of lead generation companies when we were in the moving business and decided that when the time was right we would start one ourselves," said Marc. "Having worked in the industry we understand the business very well and I think that gives us an advantage over our competitors – we're not simply a sales organisation."

In the very early days Marc and Dave set up their own website but it soon became clear that they needed professional help. "We contacted a company in Cardiff called Sugar Creative Studio," said Marc. "They were very keen to help and although they hadn't

worked on similar sites before they took it on as a project and did a brilliant job; we still work with them today."

Being an IT-based service, things

**"Having worked in the industry we understand the business very well and I think that gives us an advantage over our competitors..."**

Marc Benger

happen very quickly and there is a constant need to develop the website. "We've now got to the stage where the guys at Sugar are finding it difficult to meet our

needs, so we're looking to recruit our own team to handle our IT in-house," said Marc. "That will be the next major step in the company's development and we hope to have the team in place within the next few weeks."

Compare My Move is currently generating around 3,500 leads per month with an average of 3.5 moving companies per lead bidding for the business. Leads are charged at £6.50 in the London area and £5.50 in the rest of the UK. Removal companies wishing to become partners must be able to demonstrate they are a legitimate trading company, have adequate insurance in place and are in a sound financial position. A full list of joining criteria is available on the company's website.

"We are always on the lookout for new partners, particularly in the Manchester and Birmingham areas where we are currently under represented," said Marc. "We're also looking for companies in related industries such as packaging, self storage or estate agencies to join our Affiliate Programme. Just by hosting an enquiry form on their website Affiliates get paid every time a visitor posts an enquiry." Again, full details of the Affiliate Programme are available on the company's website.

Later this summer Compare My Move is due to move into larger premises in the Cardiff area.

● [www.comparemymove.com](http://www.comparemymove.com)



● Dave Sayce and Marc Benger.

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**REPORT:** 2015 BRITANNIA CONFERENCE

# 2015 Britannia Conference

By Gavin McCarthy, Sales Director, Britannia Movers International.

**B**udapest in Hungary was an unexpected choice for this year's Britannia Conference, so everyone was wondering what to expect. A quick jump online shows you that goulash, the Rubik's Cube, thermal baths and the river Danube tend to be what most people think of when you say 'Hungary'. It's also known for having been in an almost permanent state of occupation since Roman times, whether Byzantines, Ottomans or more recently the Soviets who only left Hungary in June 1991.

Whether the locals saw the Britannia Conference delegates as an occupying force as they swept into town on Friday, 1 May is another thing. Whether they did or not, they were a phenomenally hospitable and patient bunch, thankfully!

With a beautiful hotel arranged right in the main city centre and perfectly poised on the banks of the river Danube, things couldn't be better. And so the conference began on the Friday with a welcome

**After a well-earned rest revellers were up early on Saturday and straight into the serious business of the conference with a full day of presentations, debates and awards.**

evening sponsored by Basil Fry on a cruise boat that took delegates up and down the river past some of the most famous landmarks in Budapest.

After a well-earned rest revellers were up early on Saturday and straight into

the serious business of the conference with a full day of presentations, debates and awards. The subject matter on display ranged from developments within the international shipping market, Britannia's progress within the removals industry over the previous year as well as stimulating and thought-provoking talks on innovative marketing methods and added-value sales opportunities.

With a free evening on Saturday and excursions to major local points of interest on the Sunday morning and afternoon, there was a more leisurely feel to the following day. It also allowed everyone time to get ready and don their dinner jackets and evening dresses for the main event of the gala dinner sponsored by Reason Global.

With a fabulous ice kingdom theme to reflect the announcement of next year's 2016 conference (to be held in Reykjavik in Iceland), delegates sat at beautifully decorated tables for a three course meal and were serenaded by some original musical entertainment from a famous Hungarian classical group. Finally delegates called it a night as the Britannia Conference came to an end for another year. After three days of what most seemed to feel was the most successful and enjoyable Britannia Conference yet, talk switched to next year as we all look forward to another great Britannia event in Reykjavik.



● Above left: Mark Tresler, Britannia MD, opening the business session; above: Budapest and the Danube; right: Gavin McCarthy, Britannia Sales Director, presenting Chris Ryan of Britannia Ryans of North London with the National Quality award; left: gala dinner with a snow and ice theme to celebrate the announcement of next year's conference in Iceland.



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**NEWS: UK**

**GERSON RELOCATION SIGNS TIMBER RECYCLING AGREEMENT**

Gerson Relocation has signed an agreement with Woods Forever for all its timber recycling needs.

**D**ean Adde, Operations Manager for Gerson Relocation commented, "We have a constant need to dispose of timber and, with the need to recycle as much waste material as possible, it's been great to find a company like Woods Forever who will turn up at the agreed time on the agreed day and carry out the work for a reasonable price. At this time of year, we can fill their truck on a weekly or fortnightly basis as we have so much waste throughout."

Woods Forever is run by Paul and Sue Mortimer from their base at Stapleford Tawney in Essex. The company has been in operation for over seven years and has six employees. Apart from Gerson Relocation, their sources for used timber are mainly within the construction industry. Their customers are generally private individuals who use the recycled timber for sheds or garden furniture, although the company also manufactures a range of bespoke pallets. Currently, Woods Forever can sell whatever throughput they can get and any timber they cannot reuse themselves is chipped and then either used in particleboard or sold on to power stations as fuel - it's a 100% recycled operation.

Dean Adde concluded, "We are very pleased to have found a reliable partner who can assist us so much in recycling our waste and move it away from landfill."



● Paul Mortimer of Woods Forever (left) and Dean Adde, Operations Manager at Gerson Relocation.



● Dr Sarah Shaw.

**Franklin College supports logistics careers initiative**

Raising awareness of a career in logistics among school leavers is the focus of a nationwide strategy.

**T**he initiative, supported by the Logistics Institute at the University of Hull working in partnership with Franklin College, aims to encourage 16-19 year olds who are in further study to consider logistics and the supply chain sector as a future career path.

Franklin College in Grimsby has been appointed as one of five Logistics Career Ready Centres in the UK. These centres are being backed by a scheme called Think Logistics and Career Ready, a national charity that links schools and colleges with employers to help prepare young people for the world of work. Students who attend Franklin College will be offered the opportunity to participate in a two-year enrichment programme of master classes, internships and mentoring.

Dr Sarah Shaw, a lecturer in logistics and supply chain management at Hull University Business School, will act as a mentor for the programme and was one of the guest speakers at the launch event at the college on Thursday, 4 June.

Dr Shaw said: "I am delighted to

be speaking at the launch of such a worthwhile programme. It has the potential to really make a difference to the lives of the students, opening their eyes to new career possibilities and offering the chance of success in a sector that is becoming increasingly important." She added that the UK is experiencing a significant shortfall in the number of talented people entering the logistics sector at the moment.

"With the advent of City of Culture in 2017, we are expecting the sector to grow substantially over the next two years," she said. "The region is going to require a significant number of new people to work across a variety of logistics roles."

Franklin College is currently looking for supporters within the logistics industry who are passionate about raising the aspiration of students and who would be willing to offer support through a variety of means, including pupil mentoring, internship opportunities, guest speaking and company visits.

● **If you are interested in working with Franklin College, please contact Emma Swinburn on [emma.swinburn@franklin.ac.uk](mailto:emma.swinburn@franklin.ac.uk) or 01472 875000 for more details.**

**CROWN LAUNCHES OFFICE DESIGN AND FIT-OUT BUSINESS**

**C**rown Worldwide has launched a new business - Crown Workplace Relocations - to help businesses relocating or refurbishing offices create a more modern and efficient work environment. Services will include work place consultancy, design, space planning, project management and relocation.

Barry Koolen, Regional Managing Director at Crown Worldwide said, "Where and how people work is increasingly as important as pay and promotion. There is a need for organisations to attract and retain talent through better workplaces. Rethinking the vital relationship between staff and workplaces is a key factor when organisations are competing for people and business worldwide."

Crown Workplace Relocations has identified a series of cost-saving measures for companies on the themes of space planning, work styles, furniture requirement, information migration, move management, auditing and asset tracking. These prove that a better workplace isn't always bigger.

Koolen added, "Using space more efficiently is increasingly important in the modern business environment. IT giant EMC recently revealed that the data universe is doubling in size every two years, while Knight Frank's Global Cities report predicts the cost of London's office rents will increase by 16.3% per square foot over the next five years."

Crown Worldwide Group's portfolio also includes Crown Records Management and Crown World Mobility.

● [www.workplacerelocation.co.uk](http://www.workplacerelocation.co.uk)



● Barry Koolen.

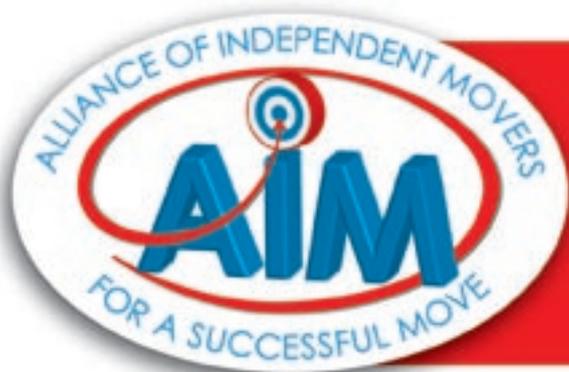
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**TRANSPORT: CLANDESTINES AT CALAIS**

# MoveCorp hit with £19,500 fine after finding 13 clandestines in truck

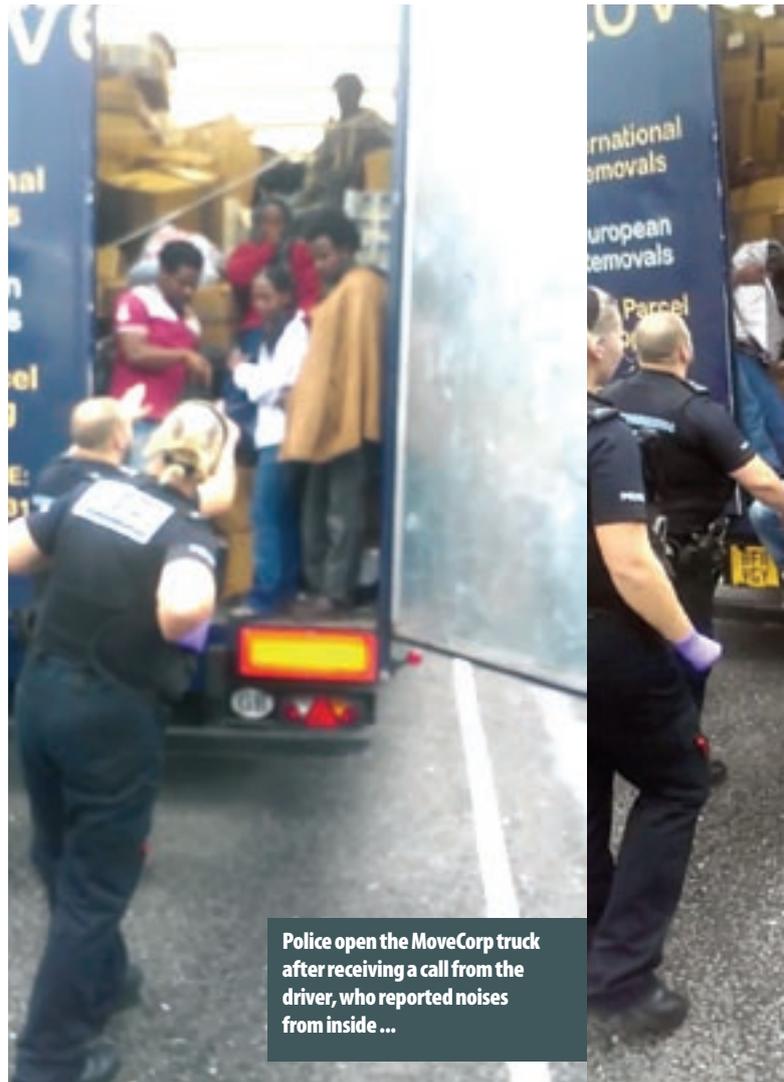
With increasing numbers of illegal immigrants attempting to board lorries in Calais and other Channel ports, James Tennant, Managing Director of Walsall-based removers MoveCorp Ltd is urging other removal companies to make sure their checking procedures are fit for purpose and are adhered to by their drivers.

**M**oveCorp was hit with a fine of £19,500 following the discovery of 13 clandestine immigrants in 2013. The fine was subsequently reduced to £7,500 on appeal, but after legal fees the final cost was still almost £18,000.

The driver was returning from France on the M25 when he heard banging noises from inside the truck and pulled into a service area to call the police.

James said his driver had conducted all the usual checks before leaving France and had no idea how the immigrants had got into the lorry. Despite the locks appearing to be intact and the doors being securely closed the 13 unwelcome passengers had somehow been able to climb aboard.

“The onus was on us to prove that we did all the checks and followed procedures but that’s unfair. Because they have got such an immense



Police open the MoveCorp truck after receiving a call from the driver, who reported noises from inside ...

● Illegal immigrants roamed freely among the queuing trucks.



## Chaos in Calais as clandestines attack queuing trucks

**O**n 1 July, Matt De Machen, Managing Director of Matthew James Removals phoned *The Mover* from the cab of his road train. He was sitting in a 13km queue on the approach to the Channel tunnel; he’d been there all day in the sweltering 35 degree heat. Hundreds of illegal immigrants – mostly of African appearance – were making the most of a strike that had closed the sea port at Calais and overwhelmed the French authorities’ efforts to maintain some kind of order. “There are people all around the truck trying to get on board,” said Matt. “It’s absolute chaos and no one is doing anything about it. Some of them are carrying crowbars and breaking the locks off trucks to get inside, I’ve never seen anything like it.”

“I’ve got six of my trucks over here and I’ve no idea when we’ll get home,” Matt continued. “There is no information, no food, no water, no toilets – nothing! I reckon there must be at least 3,500 trucks queuing on the motorway trying to reach the tunnel.”

The previous day, French strikers angry at the threat of job losses following the sale of MyFerryLink to DFDS, had set fire to tyres dragged onto the Eurotunnel track, stopping trains mid-tunnel and causing delays and

## TRANSPORT: CLANDESTINES AT CALAIS



... once opened, 13 illegal immigrants were found inside the vehicle, despite all the usual checks having been made.

problem we are having to do the work of the UK Border Force because they can't control it themselves," said James. "The most frustrating thing is that our driver could have opened the doors and let them go, but because he did the right thing and reported it, we have ended up being the ones penalised."

**"The most frustrating thing is that our driver could have opened the doors and let them go, but because he did the right thing and reported it, we have ended up being the ones penalised."**

James Tennant

"The fine came out of the blue. Our driver explained the situation and then we were asked to provide more details a few weeks after the incident. We did this and were then told we would be fined £19,500 - £1,500 for each of the illegal immigrants found hiding in the truck."

Since the incident in 2013 MoveCorp has joined the UK Border Force's Civil Penalty Accreditation Scheme and James is encouraging other movers to do the same. Under the scheme companies using the Channel ports submit their checking procedures to the UK Border Force

for approval. Once approved, and provided the procedures are meticulously followed, the risk of being fined should clandestines be found are significantly reduced.

"There have been a couple of incidents since we joined the Accreditation Scheme, but because we could prove we had followed

the approved process we were not fined," said James.

It took about a year for MoveCorp's compliance people to prepare suitable documentation for its drivers to follow and for the scheme to be approved by the UK Border Force, but James believes it was well worth it. The Accreditation Scheme is free to apply for, but the work involved in creating the documentation can be quite daunting, especially for smaller operators.

"I wanted to go public with what happened to us so that other removal companies don't get caught out like we did," said James. "I'll be

happy to help other movers draw up their own procedures, they can even use some of our templates if they want to."

James believes that with the thousands of people now gathering in Calais trying to get across the Channel, it's a question of when, rather than if clandestines will attempt to hitch a ride, and with the heavy fines being imposed by the UK Border Force it could mean the end of the road for many smaller operators.

A video of the moment the truck was opened by Police can be viewed on *The Mover* website.

**For information about the UK Border Force's Civil Penalty Accreditation Scheme contact:**

Civil Penalty Central Administration Unit  
Resources Directorate - Border Force  
Amadeus Building  
The Quadrant  
Mondial Way  
Harlington  
Middlesex  
UB3 5AR

**Phone:**  
+44 (0)20 3014 8180

**e-mail:**  
civilpenaltyunit@homeoffice.gsi.gov.uk



● Illegal immigrants approach Matt's truck.

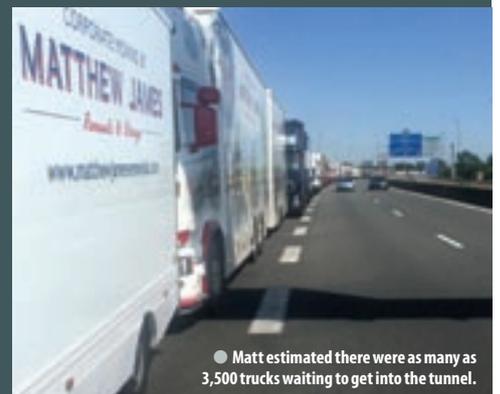
distress to stranded passengers. Ferry sailings from the Port of Calais were suspended for several days following the industrial action by strikers.

The chaotic scenes in July are a graphic example of the lawlessness that has become the norm at the main crossing point between the Continent and the UK and of the unacceptable risks drivers now have to take just to do their job. As if this weren't enough, drivers and their employers are being blamed by the British government if any so-called clandestines manage to stow away in their vehicles, and are hit arbitrarily with potentially ruinous fines. In 2014, fines totalling over four million pounds were imposed on drivers found to be carrying illegal immigrants.

The French, purely because of their proximity to what the clandestines misguidedly see as

the Promised Land, have been saddled with the task of controlling a never-ending stream of desperate people hoping to find a better life in the UK. So far they have failed, and the situation has become much worse following the recent conflicts in North Africa and the Middle East.

There is no easy answer to the problems caused by illegal immigrants and the militant strikers selfishly adding to the misery of drivers passing through Calais, but it is the responsibility of governments to seek a solution and protect working people who are simply trying to earn a living.



● Matt estimated there were as many as 3,500 trucks waiting to get into the tunnel.

**"It's absolute chaos and no one is doing anything about it. Some of them are carrying crowbars and breaking the locks off trucks to get inside, I've never seen anything like it."**

Matt De-Machen

NEWS: INTERNATIONAL

## Stay healthy working for Suddath

The Suddath group of companies has announced it has been named one of the top companies in north-east Florida as 'Best Places To Work' by the *Jacksonville Business Journal*.

Suddath® was recognised in the large-sized employer category (500+ employees) from a total of 50 companies in the Jacksonville area.

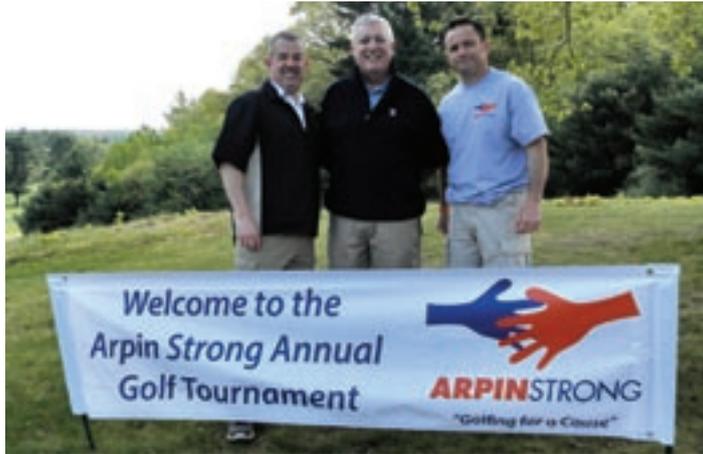
"Suddath is dedicated to its employees and the community in which we've called home for close to a century," said Elizabeth Spradley, Senior Vice President of Human Resources. "We are honoured to receive this recognition not only as one of the best places to work, but the healthiest as well. We believe we were recognised because we value our staff and treat them like family – everyone knows they play a part in the overall success of our company."

Suddath employs more than 700 people at its corporate headquarters and the surrounding Jacksonville area out of a total global workforce of 2,000. Employees enjoy an on-site, fully equipped gym, company-sponsored health fairs, and health and fitness challenges throughout the year.



● Suddath accepts Best Place to Work Award.

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● Golf committee members from left to right: Mark Dearborn, Co-chairman, Michael Killoran, Co-chairman, Brian Asay, organiser. Image: Arpin Charitable Fund, Inc.

## Arpin golf raises charity cash

The Arpin Group's Charitable Fund recently announced that its second annual Arpin Strong Golf Tournament, held at the New England Country Club in Bellingham, Massachusetts, successfully raised \$22,898 for charity.

The goal of the Arpin Charitable Fund is to perform fundraising activities to help those in need as a result of natural disasters or when unfortunate circumstances arise.

"This is only our second year hosting the Arpin Strong Golf Tournament and we continue to be deeply humbled by the tremendous show of support from all of our sponsors and participants who helped us raise 25% more funds than last year's event," said Michael Killoran, Co-chairman of the Arpin Charitable Fund Inc golf committee and chief financial officer of Arpin Group. "Thanks to their generosity, we are now able to support more charitable organisations this season."

Of the funds raised, \$20,000 will be split equally in denominations of \$5,000 and donated to the following charitable organisations: the Rhode Island Community Food

Bank, Adoption Rhode Island, ALS Association of Rhode Island and the Coalition Against Pediatric Pain. The remainder of the funds will be used to promote other non-profit organisations and to continue with regular monthly donations to various charities.

**"... we continue to be deeply humbled by the tremendous show of support from all of our sponsors and participants..."**  
Michael Killoran

The Third Annual Arpin Strong Golf Tournament has been scheduled for May 14, 2016, at the New England Country Club.

## Beware of e-mail spoofing

Thomas Juchum, Managing Director of EUROMOVERS International, has contacted *The Mover* to highlight the problem of e-mail spoofing: the forgery of an e-mail header so that a message appears to have come from someone other than the actual source.

Two members of EUROMOVERS have been the unfortunate victims of spoofing. E-mail traffic between them was intercepted by a fraudster who forged the e-mail return address and claimed to be one of the members. They demanded that payment of legitimate invoices be made to an alternate bank account. The unsuspecting member made payment, only to subsequently realise that fraud had taken place when the other member queried the unpaid invoices.

Unfortunately, via a scripting language called PHP, a fraudster can easily spoof an e-mail header. It's therefore important to ensure your IT infrastructure and computers are secure, for example by having e-mail software requiring 'authentication' and for computers to have good, up to date, antivirus and anti-malware software with frequent scans being initiated. Also be vigilant with your e-mails: never click unfamiliar links or download unfamiliar attachments.



● Thomas Juchum.

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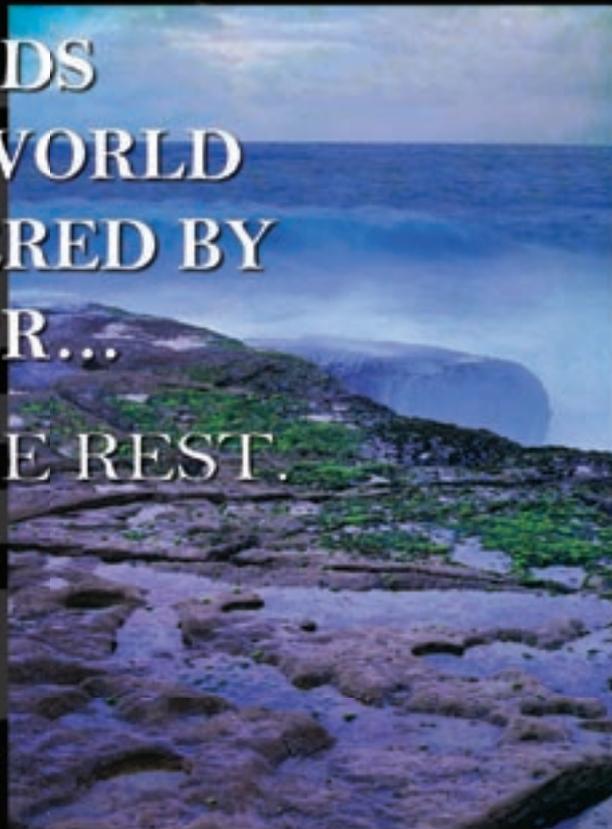
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NEWS: INTERNATIONAL

# European Roundup

## EU urged to reduce cyclist and pedestrian deaths

A new report, published by the European transport safety council (ETSC), reveals that 7,600 cyclists and pedestrians died as the result of a road traffic accident during 2013 - the equivalent, says the Brussels-based non-government organisation (NGO), "of a commercial airliner full of passengers being lost every week". Over the last ten years, pedestrian and cycling deaths fell by 41% and 37% respectively, while vehicle occupant deaths fell by 53%. ETSC Executive Director Antonio Avenoso said, "Despite the health and environmental benefits, people who cycle and walk are not getting a fair share of improvements in road safety in Europe."

Mr. Avenoso said that the EU should not shy away from mandating those changes that can save the most lives. The group is also encouraging local authorities to introduce 30km/hour zones in residential areas and areas regularly used by pedestrians and cyclists.

## LEZ news

Amsterdam will require a Euro 3 emissions standard for vans from 1 January, 2017. Rotterdam is extending the LEZ as of January 1, 2016. The size of the LEZ will



● 7,600 cyclists and pedestrians were killed in traffic accidents in 2013.

increase and include diesel vans and cars (Euro 3) and petrol vans and cars (Euro 1). This will be tightened on January 1, 2018 to Euro 4 for diesel vehicles.

*Information courtesy of CLARS.*

## New rules put diesel cars to the test on the road

New test procedures for diesel cars that will, for the first time, measure their 'real world' emissions under the Euro 6 air quality standard have been signed off by EU regulators.

The new regime will see vehicles being taken out of the laboratories to be tested on roads.

The revamped procedures are intended to overcome obsolete tests and 'cycle beating' techniques used by car manufacturers to attain emissions levels seven to ten times lower than actual air pollution emissions on the road. The rules were agreed with strong support from Germany and the Netherlands after the car industry had unsuccessfully pushed for them to be watered down.

## Voerman Russia 'Importer of the Year 2015'

Voerman International Moscow Ltd has received the prestigious 'Importer of the Year 2015' award according to the commodity group Foreign Economic Activity Commodity Nomenclature (FEACN) of the Customs Union.

Voerman International is ranked as one of the top 20 importers in the Russian Federation for 2014. The categories of the foreign trade activities were based on: export/import volumes; growth dynamics compared to the previous year; diversification; and the number of counterparty-countries.

Dennis van Diemen, Country Director of Voerman International Moscow commented: "We are very proud of this achievement and I would like to thank all our team members for their efforts in achieving this award. Our strong work ethics, customer focus, flexibility and new innovations have contributed to making us a more successful company."



● Dennis van Diemen.

## EUROMOVERS International

Worldwide Movers Alliance

**EUROMOVERS International SA**  
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### A friendly Network with a Family Spirit

The EUROMOVERS Network, now in existence for over 10 years, is proud to count partners in more than 30 countries in Europe and Overseas.

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

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- Area Coverage



● The report shows that global mobility departments face tough choices.

## Report suggests Global Mobility departments are being squeezed

Many HR departments and in-house global mobility functions are caught between a surging demand for increasingly diverse assignments and business pressures on costs and resources.



That's the painful, day-to-day reality for many HR directors and their departments worldwide, according to the *Global Mobility Survey 2015*, the largest study of its kind, with research based on feedback from nearly 1,300 companies from 74 countries.

The report commissioned by global mobility specialist Santa Fe shows that life is becoming increasingly complex for global mobility functions. They now have to manage a greater diversity of candidates, dynamic legislation, challenging new markets, and a dazzling array of compensation options, assignment packages and policy types.

The survey reveals that over the past 12 months, there has been a 24.8% net growth in organisations worldwide reporting an increase in assignment activity. But it seems the resources required and value delivered through global mobility functions is not always recognised within the businesses that they serve.

The evidence strongly indicates that global mobility departments are being squeezed.

Rather than focussing on how global mobility can deliver value to the business, it appears that many organisations are instead set on cost reduction. Virtually all companies (92.8%) are focussed on containing costs and over half (53.5%) are feeling under significant pressure to reduce the overall cost of their programmes – requiring them to do more with less in terms of head count and resources. The survey covers other topics too. It explores the type and level of risks that global

mobility functions must manage and how personal risk to employees on assignment has been highlighted on the agenda for many companies.

The *Global Mobility Survey 2015* makes fascinating reading for

HR directors and global mobility professionals who want to spot global trends early - and are seeking expert guidance on how to optimise return on investment from their strategies.

● [www.globalmobilitysurvey.com](http://www.globalmobilitysurvey.com).



## The European Connection

Tony Richman



This is the 21st century – not the 17th!

Whilst I sit down to write this month's column for *The Mover* magazine, the trucks that have been stuck on the M20, are starting to move again after several days of being held in 'Operation Stack' and things will probably be back to some sort of normality again by the time you read this article.

Yet, this is nothing new. We sold our company in 2004. We specialised in European work and I can remember my own crews and trucks being held, on many occasions, sometimes as long as two weeks in remote areas of France as a result of 'blockades' - even way back in the 70s.

Little has changed barring the number of trucks now involved in European work. News of trucks being blockaded and attacked happens all too frequently and, dare I say it, - generally as a result of grievances in France which, usually, have no direct link to the trucks, the employees or the companies operating the vehicles.

Whether it irks you or not, the withdrawal of labour is a recognised form of protest be it legal or not but this should not be an excuse to allow for the blockading of the roads - or the ports and seaways which are just an extension of those routes.

It is inhumane to allow crews to be held 'hostage' in places without adequate facilities in temperatures up to 37°C, and this, before even considering the loss of earnings and the strong risk that some companies may go by the wayside

as a result of the cost.

If an animal was left in such conditions arrests would be made! And, with an economic loss up to an estimated £1 billion pounds this form of 'highway robbery' makes Dick Turpin look like a saint! But this is not the 17th century.

Unacceptably, the crews and indeed members of the public caught up in such action become sitting ducks as far as their safety and welfare are concerned. It's reported that 4,000 illegal migrants are currently crammed in a camp site near the port, branded 'the jungle', with nearly 400 more reaching Calais every week: all intent on getting aboard vehicles going to the UK. With the migrants seemingly being allowed to swarm around waiting vehicles – it must be terrifying for all involved, especially families with young children.

The risks of attacks on drivers increase as migrants become more and more desperate – not forgetting the heavy fines if caught with migrants on board.

The combination of blockades, economic loss, lack of facilities and desperate migrants might be the straw that breaks the camel's back in bringing politicians together to solve these totally unacceptable 21st century problems once and for all – but I doubt it.

Perhaps the answer is for the politicians to be made to sit in a lorry cab for three days with little food and water, in scorching temperatures, while desperate people brandishing weapons try to get inside.

## TheMover

The Mover is interested to hear if you have had problems with clandestines boarding your vehicles in Calais.

E-mail your story to [editor@themover.co.uk](mailto:editor@themover.co.uk).

**RELOCATION:** MAX CORMIER

# Relocation through a child's eyes

It was on 11 June in Boston that a young man, Max Cormier, had a life changing experience. At the tender age of 12 he presented the results of his own survey into the reactions of children to the trauma of relocation to the annual meeting of the New England Relocation Association (NERA).

**T**he event achieved record attendance. Most adults are scared of speaking in public, but Max had earned the right to speak on his subject, was confident, and he grabbed the opportunity with both hands.

Despite his tender age, Max is no stranger to relocation. He was born in Hong Kong; moved to Singapore at the age of five; Kuala Lumpur at nine; and North Carolina at eleven. He also has the privilege of having Rob Cormier as his father who has made his career in the relocation industry with Santa Fe and now, having returned to his native USA, works as group director for Paramount Transportation Systems in North Carolina.

Max developed the survey himself to help find out how kids feel about moving home. He used Survey Monkey and achieved 61 responses all from children who had moved internationally, some three or more times; the youngest was four years old, the eldest 15. Approximately three quarters of respondents were born outside the USA.

The survey showed that around one third of children had been told about the move over four months in advance. However, a similar percentage has only found out they were moving with a few weeks' notice. Alarmingly, well over 50% of respondents said they had not been consulted about the choice of school with only 8% reporting that their parents had listened to everything they had to say.

**Most of the children said that they felt excited and nervous about the move. Around a quarter, however, admitted to being stressed and a third said they were worried.**

Most of the children said that they felt excited and nervous about the move. Around a quarter, however, admitted to being stressed and a third said they were worried. Nine children said they were sad. Surprisingly eight of the nine who admitted to being sad about moving home had been given over three months' notice.



● Above: Max takes a break for lunch; right: Max receives a standing ovation from delegates at the meeting after presenting his survey results; bottom right: with his father Rob and NERA Board member Matt Canfield.

Max's conclusions from the survey were: that a family with school-age children should visit the country in advance of the move; that children should be kept informed and encouraged to share their feelings; that destinations should be researched together to help ease anxiety; and that everyone should stay positive.

Understandably, Rob Cormier played the role of proud dad perfectly. "I have to tell you that it went fantastically," said Rob. "Max was a star and he did a stellar job in presenting himself and the survey results. There was a record attendance at this event, which they attribute to having Max as a speaker, and then the feedback was incredible. I was very proud of Max as you can imagine, and we got about 20-25 minutes of questions with many people from the group asking questions directed at Max."

Max received a standing ovation. He has already received invitations to speak at other industry events and is already working on the follow-up survey to go out to other kids that have moved internationally.



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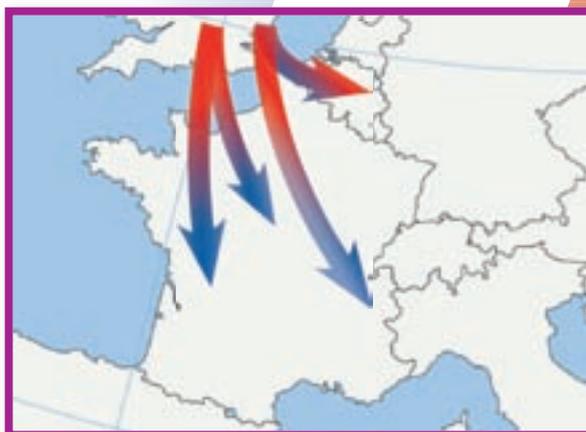
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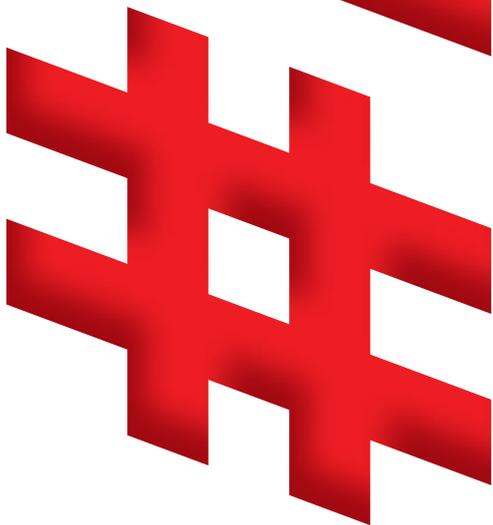
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**COVER STORY:** NEW HOME FOR BASIL FRY

# New home for insurance broker Basil Fry

Specialist insurance broker Basil Fry & Company has recently moved to new offices in Leatherhead, Surrey.

**T**he new larger premises are located in the centre of the town just a few hundred metres from the company's previous home at Claire House in Bridge Street. The modern two-storey building provides an excellent working environment for Basil Fry's 40-strong workforce and is equipped with the latest technology to further streamline the business and improve service to customers.

"Our business has grown substantially since we moved into Claire House in 2007 and we'd been considering moving for a while," said Director Greg Wildman. "Our lease was within the last two years of its life and the landlord was keen to sell the freehold for redevelopment, so when these offices became available it was too good a chance to miss."

Basil Fry & Company is owned by Greg and his brother Philip. "In 2007 when Philip and I purchased the company we had about five hundred UK removers insuring through us and this has grown over the last seven years to just short of fifteen hundred. With the rapid growth of self storage clients managed predominantly by Peter Doman and Bob Tree, this growth has required us to hire many more staff and mould them in the Basil Fry way, helping them to develop keen eyes for detail and having service and expertise at the centre of everything they do."

The 5,700ft<sup>2</sup> office in Leatherhead's Swan Centre has been fitted out by Evolution Interiors using state-of-the-art furnishings and materials. Evolution also handled the construction of glass walled offices within the building and the

installation of IT equipment. Long-term customer White & Company carried out the main move while Clockwork undertook the removal and re-use of redundant office furniture and equipment.

"This was a rare opportunity for us to give something back to our customers, so we decided rather than going to tender, we'd use our clients wherever we could," said Greg. "White & Company were Basil Fry's first client and have moved us three

**"This was a rare opportunity for us to give something back to our customers, so we decided rather than going to tender, we'd use our clients wherever we could..."**

Greg Wildman

times in the last eleven years. They have been loyal customers for over 40 years, so remain the obvious choice for the removal work. Evolution and Clockwork are also major clients of ours and we are delighted with the work that all three companies have put in to assist us with this transition."

Basil Fry & Company was founded in 1970 by the eponymous Mr Fry - a city broker with particular expertise in

removals and storage. He had spotted a gap in the market and began running his fledgling business from home. Now, things are very different, but Basil's traditional values and service based on specialist knowledge and experience are still at the heart of the business today.

In 2007, present Managing Director Philip Wildman spearheaded a management buy out and together with his fellow directors, including brother Greg, began adopting a more technological approach to the business that paid dividends throughout the recession. The company engaged with Sirius Financial Systems Plc to provide their leading cloud-based IT package for insurance brokers. This sits alongside Basil Fry's marine certification system developed by Moveman and is a firm favourite with clients.

Basil Fry has been a member of BAR's Broker Panel since its inception. One of the unique selling points is the delegated authority the company has for settling household goods and personal effects claims. This work is carried out by Removal Claims Services, the company's in-house claims settlement arm. More recently Basil Fry has become closely involved with the Self Storage Association and has advised many of its members on their risk management measures and insurance requirements.

Basil Fry & Company's new address is: **Swan House, Swan Centre, Leatherhead, Surrey KT22 8AH** Telephone numbers and e-mail addresses remain unchanged.

● Below right: new home, new sign; the main move was carried out by long-term Basil Fry client White & Co.



**COVER STORY:** NEW HOME FOR BASIL FRY



● Left: moving in - left to right: Peter Doman, Susanna Hudson, David Pite, Philip Wildman, Greg Wildman and Bob Tree. Below: the boardroom.



NEWS: INTERNATIONAL

## Shipping container costs hit record low

Low material costs and stable demand has driven the price of new container equipment down to record lows where it is forecast to stay, according to the latest edition of the *Container Census* report published by global shipping consultancy Drewry.

The container equipment index price hit a ten-year low in June 2015, falling below \$1,750 per CEU equivalent (or 20ft standard). The index fell sharply in late 2012 before stabilising at just above \$2,000 per TEU throughout much of 2013-14, but has declined sharply this year.

"Much of the recent reduction resulted from a fall in material and production costs rather than any decline in demand or oversupply," said Drewry's lead analyst for container equipment Andrew Foxcroft. "Drewry is forecasting that the price index will, at best, hold at \$1,800 per CEU for much of 2015-16, although it may go even lower."

The global container equipment fleet amounted to 36.57 million TEU at the end of 2014, having increased in size by 6.2% during 2014, which marked a small improvement over that of the preceding two years. The fleet is forecast to expand at an annualised rate of close to 5% through 2015 modest outlook for trade growth.

The biggest numerical growth, over 10%, was calculated for the maritime 40ft high-cube fleet of principally dry freight and reefer containers, as against 5% for the 20ft counterpart. By the end of 2014 the 40ft high cube fleet accounted for the majority of all maritime equipment (in TEU) for the first time.



● Prices for new containers are at a record low.



● Philibert and the Asia Relocation team.

## Free Home Search for EUROMOVERS in Manila

Philibert Challan Belval, Director, Founding Partner and majority owner of Asia Relocation in the Philippines (Manila) attended his first EUROMOVERS conference this year.

Ending his introductory speech, Philibert offered to all EUROMOVERS members a Free Home Search for every move booked through Asia Relocation.

Philibert incorporated Asia Relocation Inc in 2011 in the Philippines; he gained his experience in the moving industry from his past posts in AGS in France, Thailand and the Philippines. The motivation to go alone came from discussions with a close friend (now business partner) in the real estate industry with whom he agreed on the needs for a stronger service and better customer relationship in the industry.

For the first year, Philibert worked on developing the moving side of the business and integrating the relocation side which he was not an expert on at the time. Subcontracting all the operations for about a year, as the new work came in, he was able to recruit full-time staff, including an accountant, an import/export officer, a crew leader, a sales lady, and more recently a French sales manager. His on-road staff are recruited from a common pool of experienced packers available in Manila.

Asia Relocation has its own warehouse and Philibert is already planning the next expansion which includes a bigger warehouse and the purchase of its own trucking fleet. Most of its work is import and export moving and the company handles the requirements of his network of agents that Philibert developed partly from attending the



### Asia Relocation has its own warehouse and Philibert is already planning the next expansion which includes a bigger warehouse and the purchase of its own trucking fleet.

IMC conference every year. Agents are sending their shipments to Philibert for his trust and professionalism but also for the reciprocity he created with his shipments to mainly Australia, Europe and throughout Asia.

Asia Relocation recently became a member of IAM and is now looking at new investors and/or strategic partners to be able to support its 2016-2017 planned expansion.

The Free Home Search offer to the whole EUROMOVERS group is, for Philibert, a way to encourage a closer relationship with its members and therefore continue growing his company further with stronger more meaningful relationships.

## 2015 Global Mobility Report - Russia

Eurohome Relocation Services has published its '2015 Global Mobility Report - Russia' following the success of its 2014 inaugural report. The information and statistics in the report were gathered from a large number of local Russian and multinational companies with a corporate presence in Russia. This year's report is of particular interest to the wider corporate community who still sees Russia as a potential market but may be hesitant to invest there due to the current economic and geopolitical climate.

For many, despite Russia's attractive market-size that would otherwise be difficult to ignore, the decision may boil down to whether to enter the market and incur additional training and talent management, or whether to withdraw human capital and redeploy to other locations.

The Eurohome 2015 Global Mobility Report is an insight to what stakeholders with vested interests in Russia are thinking and doing regarding policy, cost controls and return on investment.

A special thanks is owed to the scores of companies who contributed to the data as well as to Eurohome's professional team of specialists who compiled the report.

To obtain a copy of this report please send your contact details to Eurohome Relocation at: [www.eurohome-relocation.com/en/eurohome/contact/contact%20information/russia.aspx](http://www.eurohome-relocation.com/en/eurohome/contact/contact%20information/russia.aspx).



● The report is an insight to what stakeholders with vested interests in Russia are thinking and doing regarding policy, cost controls and return on investment.



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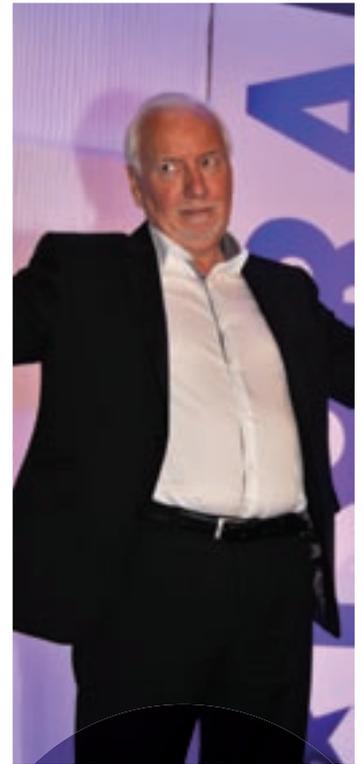


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REPORT: RAY HAMMOND AT THE EuRA CONFERENCE



**“Is this a ridiculous job title, how can someone have an ‘ology’ in the future?”**

Ray Hammond

# LOOKING TO THE FUTURE

Ray Hammond predicts the future at the EuRA conference in April in his ‘Key drivers for the future’ speech. By Sophie Neal.

**R**ay Hammond is a ‘futureologist’. “Is this a ridiculous job title, how can someone have an ‘ology’ in the future?” he asked. After he posed the question to the audience, who laughed a little nervously (they were wondering exactly that) he made a few points

to set the stage for his speech on the ‘key drivers of the future’.

By studying the big trends of the present, Ray Hammond predicts the trends of the future – the world today is his crystal ball, as it were. He emphasised that language fails to describe the technological future. Although Shakespeare and Dante’s

words resonate as much today as they did 400 years ago, they only write about the human condition, universal experiences of love, life, lust, which do not change from one generation to another.

“Our lives are shaped by technology. It is arriving at such a pace and we cannot describe it.” The audience became very still. Suddenly, this futureology business began to make a bit of sense.

Words fail to describe the ‘potential of technology’. A projector was a ‘magic lantern’, a car a ‘horseless carriage’ and society couldn’t describe a locomotive as anything other than an ‘iron horse’ as they could only understand it in this way.

Ray mentioned the smartphone, something we know all too well, dominating our daily lives and keeping us connected to everyone and everything, wherever we are. “[The word smartphone] is as useful in describing what potential is there as the phrase ‘horseless carriage’ was,” he said. These initial points illustrated how technology is

moving faster than language can keep up. This led Ray to his eight key drivers that will shape the world in the next thirty years and beyond, some of crucial importance to those in this industry.

The first key driver asked how we will find the food, fuel and water for an expanding population. The 7.2 billion people on the planet will increase to 8.2 billion by 2040 and by 2050, research suggests there will be 9 billion people. This predicted 50% increase means we have to be more careful, explained Ray.

The growing population led Ray to the second driver, a rapidly ageing demographic in developed countries. Britain has gone from an ageing society to one of the 'most scintillating and growing countries' in the world. Finland has since overtaken Japan as the most ageing society so it must be of concern to everyone that the countries they operate in are ageing differently.

Ray highlighted his third driver as one of the most important, but hastily added that he wouldn't dwell on it. "Climate change has not gone away. It has continued inexorably." Other headlines may have pushed the



**"Climate change has not gone away. It has continued inexorably."**  
Ray Hammond

issue of climate change under the door mat, but Ray Hammond urged the audience to not forget this important issue.

The first three drivers resulted in the fourth, an ongoing, global energy crisis. "This is the perfect storm. We must find more energy in the next fifty years."

"The next driver is responsible for the vibrancy of this meeting," said Ray, "You all have a role ... you are the facilitators of globalisation." He presented the audience with an interesting note to bear in mind; globalisation has done more to reduce global poverty than foreign aid from developed countries since the Second World War. As the audience chewed on this information, it is obvious to many that globalisation is crucial to growth. Companies setting up in less developed countries mean jobs and careers. If globalisation is carried out ethically and responsibly, "it is the greatest force of good on the planet."

The multiple revolutions in medical science will have a huge impact on humanity and our longevity.

"Medicine is moving at the speed of light ... we are going to live a lot longer than we think," explained Ray. "Perhaps when I'm 90, I'll look 30!"

The penultimate point Ray made was about the acceleration of technology. In 2030, we might all have an implant behind our ear. A Maria, a John or Deborah, the answer to information overload and consistent connectivity. "Maria is my personal assistant ... she is what my smartphone has become." This is why 'smartphone' does not portray the potential of the technology we take for granted.

The final driver was handed out with a warning. "The bottom two billion people on the social ladder will be the poorest in the world." Ray sincerely told the audience that if you exclude the boy from the village, he will come back a man and burn the village down. "If governments do not invite these people in, they will come and get us."

He wrapped up the speech by noting how the digital world has led to a new phase in global economy. Ray Hammond's engaging talk left room for thought on our ever changing world and he looks forward to a future where cultures can mesh and grow together.

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**NEWS: ON THE ROAD**



● Chevin aim to bring greater clarity and simplicity to fleet software.

## Understanding fleet software

According to Chevin, suppliers of fleet software systems, one of the key tasks facing fleet software developers is to make the growing amount of data created about fleets more easily understandable.

**T**he company says that fleet software systems of today are being asked to handle something like ten times as much data as those from a decade ago.

“This brings with it a whole series of challenges including how best to capture and store this data but, most importantly, how to identify the most relevant information, process it in a productive manner and then present it in a way that has genuine value,” said Ashley Sowerby, Managing Director. “If we can resolve these issues, then there are huge gains to be made in terms of efficiency and effectiveness.”

Ashley said that Chevin had been working on this issue for some time and had found that a lot could be achieved simply through thoughtful design that brings clarity. “For example, we divide the CO<sub>2</sub> output of cars into colour bands. If you are seeing more green than red on the screen when you call up a report on

your carbon footprint, you know immediately that you are doing well without needing to drill down into the data. We are also creating ever more sophisticated but also simpler dashboards that allow you to see, at a glance, whether your fleet is meeting its key performance targets. Again, the aim is clarity. Older readers may remember that, once upon a time, if all the needles in the dials on a car dashboard pointed upwards, then you knew at a glance that the vehicle was running well. We want the same kind of intuitive feel and again are using colour extensively.”

The company said that this is an ongoing challenge. Future developments such as greater use of telematics, mobile data and the connected car all mean that the data collected will continue to expand exponentially. “Making this mass of information easily digestible and just good, old fashioned useful will require more and more ingenuity.”

## 72% of London parking fine appeals successful

72% of parking fine appeals in London are successful – according to figures released by the Freight Transport Association.



● PCNs are frequently issued for vehicles that are loading or unloading, despite them being exempt from restricted street regulations.

**T**he Association surveyed its members to gather information on issues such as parking fine hot spots, CCTV and Penalty Charge Notice (PCN) appeals.

15 companies provided data about 32,633 parking fines they had received over a 12 month period. Of those appealed by the Association’s PCN Administration Service, almost three quarters were successful

Natalie Chapman, FTA’s Head of Policy for London said, “The results of the survey show the benefit to members of using our PCN Administration Service. Our knowledge and expertise can help them make huge savings on their expenditure on parking fines, as well as cutting down on administration

costs.”

High streets were identified as the main hotspot for the issuing of PCNs, with the London Borough of Bromley topping the list. The most frequent reason for a ticket being issued was ‘stopped where prohibited’ – parking on a red route or clearway. Almost 36% of tickets were issued for this reason, with a further 33% handed out for parking or loading where restrictions are in force.

Natalie added, “Loading and unloading is an exemption to restricted street regulations – it’s allowed on single or double yellow lines for a maximum of 40 minutes. Often PCNs are issued incorrectly because the enforcement officer needs more training and doesn’t realise what’s permitted.”

## 500th Authorised Testing Facility opens

**O**n 2 July, DVSA Chief Executive, Alastair Peoples opened the 500th Authorised Testing Facility (ATF) at Chatfields in Country Durham.

ATFs are privately-owned businesses where a DVSA vehicle examiner carries out annual tests on lorries, buses and coaches. Through the ATF network, operators have greater choice of where they can have their vehicles tested and no longer have to travel long distances to government-owned sites.

The industry has reported massive savings in fuel costs, reduced vehicle down-time, lower CO<sub>2</sub> emissions and improved first-time pass rates. Around 93% of tests are carried out at non-DVSA sites.



### Latest approved ATFs (August 2015)

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Parkhall Commercials	Stoke on Trent	01782336677
Harris DAF – Lea Valley	Waltham Cross	01992655707
Western Automobile	Edinburgh	01506208090
Volvo Truck and Bus	Broxburn	01506856892
Western Automobile	Glasgow	01412725000
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**INSIGHT: MACMILLAN CANCER CARE**

# What Macmillan does

By Steve Jordan

Macmillan is one of the leading cancer support charities in the UK. In *The Mover* we have written a number of stories about Reason Global Insurance's support for the charity in recent months. You probably think you know what the charity does but, I suspect you don't. If you are wondering why I am writing about this in a moving magazine, please read on.

**M**ost people know that Macmillan helps people by providing palliative care for those with cancer. But there is much more to it. If I had known the scope of the organisation a few years ago, my life would have been made much easier.

For the sufferers there are a whole range of services. Palliative care we know about but it's not just about helping people at the end of their lives. Macmillan can also help with emotional support, can suggest exercise programmes to help sufferers regain strength after treatment, provide occupational health therapy to help build confidence during recovery and even provide help with speech and swallowing after surgery.

But Macmillan doesn't only support patients, it supports families too. Joy Ridley is Regional Communications Officer for Surrey, Kent and Sussex for Macmillan Cancer Support. She confirmed that Macmillan is a source of support that helps with all the things that people affected by cancer want and need. "It's not only patients who live with cancer, we also help carers, families and communities,"

she said. "We give so much more than medical help. People need practical support at home, so we provide anything from some precious time off for a carer to a lift to hospital. People need emotional support, so we listen, advise and share information through our cancer support specialists, website and trained professionals. People need financial help to cope with the extra costs cancer can bring, so we give benefits advice, and grants for anything from heating bills to travel costs. Together we listen, we learn, we act to help people live with cancer."

Now why am I writing about this in a magazine about removals? It's because cancer is something that can affect any of us at any time and, when it does, you don't know what effect it will have on you. I have direct experience. My daughter was diagnosed with cancer when she was 20. She was quite matter-of-fact about it, but I was destroyed. One effect I remember vividly was uncontrollable shaking whenever the telephone rang. Subconsciously, I imagined every call would be bad news. It was so bad I often couldn't lift the receiver. The shaking would last for up to an hour afterwards.

● Above left: radiotherapy preparation; above right: completing a grant application.

A comforting cup of tea or even a large Scotch was no help: I couldn't hold the glass.

Being a sensible sort of chap I went to my GP. I said that I needed some preventative maintenance otherwise he was going to have a basket case on his hands. He referred me to a psychiatrist. In a series of six meetings, the psychiatrist delved into my early childhood to uncover the cause of my anxiety. Stupid man! I knew the problem: my daughter was dying.

At the time I just felt that I needed some help to get through. If I had known about the full range of services Macmillan provided I would have gone straight to them. I didn't, so I just muddled through as best I could. I know that some of you reading this story now will be suffering in a similar way or will know someone who is. There is help available. I wanted you to know.

The Macmillan 'Online Community' is available round the clock. Whether it's early morning, in the afternoon, or the middle of the night, you can reach out and find others who are going through the same thing. Macmillan can also help you to find an appropriate, local support group where you will find a friendly expert ready to listen to you and help point you in the right direction.

Sorry to the purists who think that every story in a moving magazine has to include mention of a truck or a warehouse. Yes, our readers are movers, but they are firstly people with all the frailties and fears that engulf us all from time to time. If this story has helped any one of you, it's been worth the space and the ink.

● For more information go to [www.macmillan.org.uk](http://www.macmillan.org.uk).

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## NEWS: ON THE ROAD/PRODUCTS

## Samsung trials 'see-through' truck

Samsung has begun trials of a 'see-through' safety truck that allows vehicles driving behind it to view the road ahead, claiming that it could revolutionize road safety.

The so-called 'Safety Truck' consists of a wireless camera attached to the front of the truck, which is connected to a video wall made out of four exterior monitors located on the back of the truck. The monitors give drivers behind the truck a view of what is going on ahead, even in the dark of night.

This allows drivers to have a better view when deciding whether it is safe to overtake. Another advantage of the Safety Truck is that it may reduce the risk of accidents caused by sudden braking or animals crossing the road.

Samsung led the prototype development by providing large format display samples, and conducted a test with a local B2B client in Argentina. So far, Samsung said it had been able to confirm that "the technology works and that this idea can definitely save the lives of many people", although it said the prototype truck built was currently not operational.

It said the next step was "to

perform the corresponding tests in order to comply with the existing national protocols and obtain the necessary permits and approvals". For this, Samsung is working together with safe driving NGOs and the Argentine government.

Explaining the project, the tech firm said: "If you're on a single-lane highway or road, driving behind a semi-trailer truck can be a nightmare. Even though the truck is driving relatively slowly, you cannot overtake it due to its size and because you cannot see what is happening in front of the truck. However, Samsung has developed a solution that may make this problem a thing of the past."

It said Argentina's statistics on traffic accidents were among the highest in the world, with most of these accidents occurring on two-lane roads and particularly in situations of overtaking.

You can see a video of the vehicle via the following link: <http://global.samsungtomorrow.com/the-safety-truck-could-revolutionize-road-safety/>.



● Samsung's video demonstrates how the 'Safety Truck' makes overtaking easier and safer.



● Stringo S3 at work.

## Unique vehicle mover reduces physical strain on staff

Stringo S3, the latest generation of vehicle mover, has been developed to focus on the operator and the handling technique. This means improved ergonomics and greater safety for both the operator and the vehicle.

One of the fundamental advantages of all Stringo models is their ergonomics. The fact that just one person can easily and efficiently move a car indoors with the ignition off, without putting their body under a lot of strain, reduces the risk of employees getting strain injuries. And with the Stringo S3, the company has taken further steps in that direction by improving the working position for the operator.

When vehicles are transported indoors the space available is often limited; Stringo S3 gives the operator a good overview and the best setup for smoothly and safely manoeuvring the vehicle over to its new location. Contributing factors here are the minimal turning angle when using a ride-on platform, a new control handle and a control lever that can be adjusted for every single operator. The new way of steering the vehicle contributes to a more relaxed handling technique, leading to more focus on the move itself. All the regular service points are in one place to facilitate servicing and maintenance so looking after a Stringo properly should be problem-free.



● Stringo S3.

"Every single aspect is important to us," said Nina Thelin, CEO of Famek, the company that manufactures Stringo. "Every thought, every customer and every transport play their part in a product that transports vehicles indoors efficiently and powerfully without emitting any hazardous substances. We move seven million cars each year without spending a single penny on fuel. As well as being kind on the environment, this also benefits the staff because the risk of strain injuries is significantly reduced due to the vehicle mover taking on the heavy load. The new Stringo S3 demonstrates that we never leave anything to chance when it comes to development."

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**S** PEAK UP, SOMEONE  
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NEWS: PEOPLE



● Beryl at her retirement lunch and presentation.

## Beryl Donohue retires from John Mason

**B**eryl Donohue has retired after over 35 years in the moving industry and 25 years with John Mason International. A special lunch and presentation was held for her at John Mason's head office on 26 June, 2015.

Beryl previously worked for Walton Removals and Pickfords' Manchester branch before joining John Mason International in 1990.



● Hannah Swinson.

## Hannah Swinson joins PPS

**P**PS Crate Hire has announced the appointment of Hannah Swinson as a sales advisor. Hannah has a background in providing quality customer service and product advice. Her role will be to bring continued sales support to existing customers whilst building new client contacts across the removals industry. Hannah will be attending her first Movers and Storers Show in September at which PPS will be exhibiting.

## Better Removals appoints new commercial move manager

Hertfordshire-based Better Removals & Storage Ltd has recently appointed 26-year-old Harry Edwards as commercial move manager.

**H**arry previously spent seven years at Premier Workplace Services - originally Premier Moves - in London where he supervised crews of up to 20, handling contracted moves in the city.

His new role will involve negotiating and managing commercial moves throughout London and the Home Counties.

Better Removals & Storage's Managing Director Jamie Wells said, "I am very pleased to have Harry on board, although he's only 26 years old he has plenty of experience and knowledge of the industry and has settled in well during his first month with the company."

Better Removals has offices in Royston and Peterborough and has recently joined BAR. It is also a member of the National Guild of Removers & Storers, Move Assured, Moving etc... and is FORS bronze accredited.

**"I am very pleased to have Harry on board, although he's only 26 years old he has plenty of experience ..."**

Jamie Wells



● Harry Edwards.

## Luke Humphreys promoted at Graebel

**L**uke began his career at Graebel Relocation as a US domestic customer service coordinator in 1992. Since joining the company he has served in various roles such as: business development representative, regional operations manager, general manager, and most recently, senior director in global operations. His career path led to relocations across the US and has included management positions in Oklahoma, Texas, Iowa, and Wisconsin. Since 2009, Luke has been based in the Graebel world headquarters in Denver.

Ron Dunlap PhD, Chief Operations Operator and Chief Information Officer of Graebel Companies said that Luke had the necessary skills to lead the company's forwarding operations in the region. "This promotion comes as the Graebel Relocation strategic



● Luke Humphreys.

vision is focussed on becoming the global relocation and mobility supplier of choice, and employer of choice in our industry," he said. "I am confident that Luke Humphreys will lead our team to a successful 2015 and beyond."



● Ingrid Lamblin.

## New appointment for Ingrid Lamblin

**I**ngrid Lamblin, Branch Manager for AGS in Budapest, has recently been appointed as vice president of the France - Hungary Chamber of Commerce. For the next three years, Ingrid will assist her 17 fellow Board members to develop business relations between the two countries. Ingrid has been with AGS for 15 years.

## Jenny Hooper crowned FTA Leader of the Year

**T**he accolade of Leader of the Year in the FTA Everywoman in Transport & Logistics Awards 2015 has been presented to Midlands entrepreneur and international freight specialist Jenny Hooper. Jenny is managing director of Nuneaton-based Independent Freight Solutions Ltd, a company which she founded in 2004 and single-handedly built into a thriving multi-million pound business. The company now employs nine people and supports the import/export and international trade activities of firms in the UK Midlands and beyond.

Jenny impressed the judges with her leadership skills both in her own company and within the industry. The results of the competition were announced at a glittering ceremony at the London Hilton Hotel on 3 June.

The FTA everywoman in Transport & Logistics Awards were established eight years ago to shine the spotlight on women who are enjoying success working in transport or logistics.



● Jenny Hooper.

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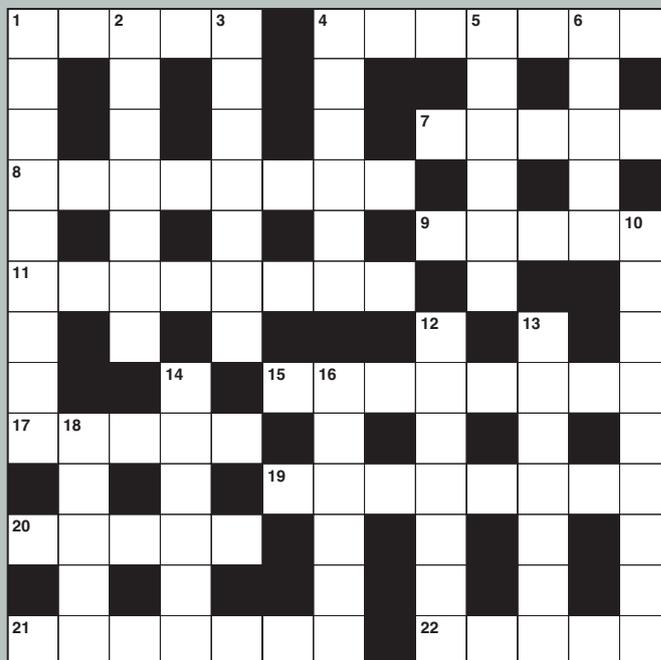


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# Puzzles

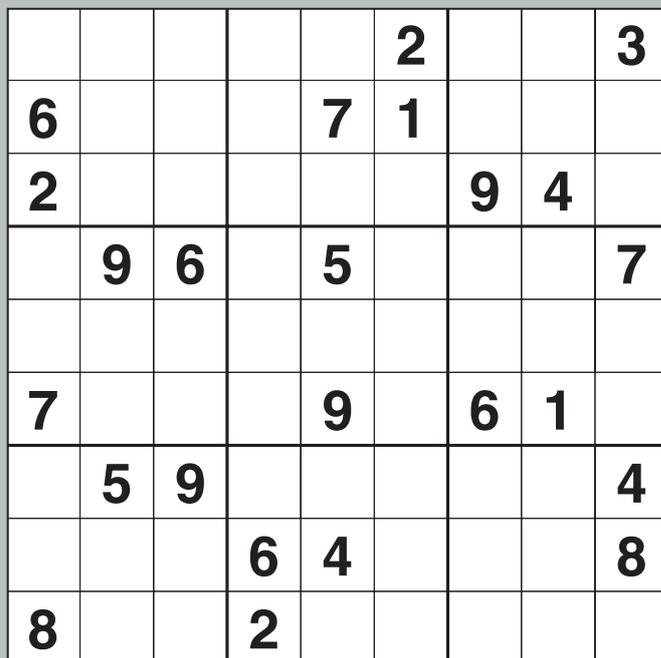


**ACROSS**

- 1 Minute surface openings (5)
- 4 Incomplete or lacking in detail (7)
- 7 Small particle (5)
- 8 Arrange by category (8)
- 9 The \_\_\_ Roundabout: children's TV show (5)
- 11 Tepid (8)
- 15 Floating masses of frozen water (8)
- 17 Admirable (5)
- 19 Notes (8)
- 20 Burning (5)
- 21 Floating wreckage (7)
- 22 Became less intense (5)

**DOWN**

- 1 China (9)
- 2 Comments (7)
- 3 Moves up and down repeatedly (7)
- 4 Experience pain (6)
- 5 Material used for surfacing roads (6)
- 6 Port-au-Prince is the capital here (5)
- 10 Was composed of (9)
- 12 Failure to be present (7)
- 13 Makes a journey (7)
- 14 Red wine (6)
- 16 Style and movement in art (6)
- 18 Bits of meat of low value (5)



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**YOUR COMMENTS**

# Your Comments

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

## Compliance conundrum

*The Mover*, June 2015, Leader

### David Trenchard

Your editorial is very interesting. Just step back about seven years and look at the fines dished out to the big boys in Brussels and Paris. We smaller chaps were frozen out of the market for many years yet the news was hardly noted in the trade press.



● Brian Mitchell.

Many years ago being a 'new kid on the block and from God's own county' entering into our industries politics was quite a step for me. Who made it easy? BM, always friendly, helpful and a great leveller to any situation that occurred.

From 1 to 10, it has to be 11. Yes Steve, a big smile when thinking of Brian Mitchell.

## Photo of a friend

*The Mover*, June 2015, page 39

### Frank Rose

Reading Steve Jordan's kind tribute to Brian Mitchell refreshed some pleasant memories that I have of Brian.

**Not just in London, but...**

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## The White & Co Mystery Mover



Surprisingly nobody spotted Gerry Lane from Asian Tigers Mobility – Philippines playing tennis in last month's photo. Well it was a few years ago and although Gerry has hardly changed at all, the photo wasn't great. This time we are back to close ups. Can you name either of the gentlemen pictured? If you know both names you stand a much better chance of winning the all new White and Company Red & Black watch. Answers please to: editor@themover.co.uk.

## Factors affecting the removal industry

**Carl Winter**  
Regent Removals

Although there are many factors that can affect the removal industry, the two biggest ones are the financial climate and seasonal change. It is obvious that when the economy is booming, the housing market flows freely. Conversely, downturns can negatively affect housing prices, which generally leads to people waiting for prices to increase and ultimately slowing demand for removal services.

The seasons also have a big effect on the market. Common sense dictates that a large percentage of people will plan to move in the summer months when conditions are more favourable, which generally leads to a slowdown in the autumn. By the time winter comes, very few people are looking to move home unless absolutely necessary. This lull normally lasts until spring when homeowners tend to start making removal plans again.

### Slowdown due to budget

Throughout the lead up to the budget in April 2015, information began to leak that the government was planning to cut stamp duty. This is of course positive news as it's great for those looking to move and consequently the removal industry. However as this information was made public three months before the changes were to be made, it had an adverse affect on the housing market during that time. Most savvy homeowners who had done their homework (or even just turned on the news!) realised they could save thousand of pounds in stamp duty by simply waiting for the new budget to be released and the changes to be implemented.

### Slowdown due to the election

As with the budget, the result of the election was pivotal for homeowners in the process of making their decision on whether to sell, rent or buy. With varying views on the economy and housing market throughout the political parties, it was important to know who was coming into power before making life changing decisions. This trepidation caused another blip in the housing and removal market. Following the election result however, a flurry of activity was



● Anticipated changes in April's budget concerning stamp duty had an effect on the housing market.

seen in the housing market, with London properties becoming 17% more expensive than those listed before the election. We believe that the drawn out election process can prove damaging for industries such as ours, the uncertainty surrounding the result led to an atypical decrease in removals for the time of year.

### How could this be avoided in the future?

A combination of a more streamlined election process alongside more reassuring policies for the housing market across all parties would ensure that the election does not prove detrimental to removals businesses.

## Comment:

Richard Sexton, Director of Re.surv chartered surveyors, comments: "The previous spike in house purchase approvals in April reflected a push forward in demand before the election, particularly among high-end buyers fearing a mansion tax. Growth in mortgage approvals has since returned to its long-term steady course of growth with the monthly dip settling back into this wider pattern."

"However, there remain several obstacles looming on the horizon which could create some political uncertainty again. The prospect of a Greek exit has serious potential to upset the financial applectart in the eurozone, while further into the future an EU referendum in the UK may also cause tension closer to home. However, for homebuyers in Britain right now, the market is looking stable and positive, with rates at record lows, plenty of support for small deposit borrowers in the form of Help to Buy, and wages starting to build momentum."

**DID YOU KNOW?/PUZZLES**

# Did you know?

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

Coconut water can be used as blood plasma.

'SPAM' is short for spiced ham.

90% of all volcanic activity occurs in the oceans.

Oak trees do not produce acorns until they are fifty years of age or older.

The human race has lived on Earth for only 0.004% of the planet's history.

The collective noun for a group of critics is a shrivel.

Starfish have no brains.



## Puzzle solutions



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

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

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Contact: 0208 633 1800  
[lynn@diamondrelocations.com](mailto:lynn@diamondrelocations.com)

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## Tony Allen: And finally...



# Happy daze!

Gustave Flaubert once wrote that “To be stupid, selfish and have good health are three main requirements for happiness – though if stupidity is lacking, all is lost!”

I must say that the ‘stupid’ aspect of this quotation really got me thinking – especially as I felt eminently qualified to take full advantage! There is certainly no doubt that we often make our lives far too complicated. That’s why we have phrases such as ‘ignorance is bliss’ or ‘a happy fool’ and so on.

As my grandfather used to say, “Life is a set of ingredients: it’s really up to us what type of cake we bake”. This is surely good advice. You can have two people with, materially and emotionally, exactly the same lifestyles, but one will be mostly happy throughout their life and the other will be mostly sad. So maybe happiness is simply just a lifestyle choice.

To someone emerging from a desert after being lost for many days, happiness is a glass of water. This would not, however, appeal to a person who has just been saved from drowning. So it seems to me that, more often than not, it really is a question of interpretation and circumstance. Maybe happiness is much more attainable than we think.

I’ve recently started to learn how to play the ukulele, and to me, being able to play a C# diminished is absolute heaven. On the other hand, my leaving the house with my ukulele on a Tuesday night is probably my family’s idea of absolute heaven!

Of course, this really begs the question as to whether we are a glass half empty or a glass half full type of individual, and I expect that, throughout the population, this trait occurs in equal measures (poor attempt at a joke!). Is an optimist always happy? Is a pessimist always sad? Of course the answer to both questions is: I hope not!

If we were never sad, how would we know what it was like to be happy? How would we recognise it? Would it perhaps mean that we were selfish and insensitive to others – or maybe just simply stupid?

In the office, I would often be heard to say ‘In ten years’ time I won’t even remember this’. You know the situation, something has gone drastically wrong with one of your best customers. Due to unavoidable circumstances they are going to be let down. You’ve got to tell them. You know that you should do this immediately. You don’t. You sit around like Buddha waiting for a miracle to happen. You don’t want to talk about it. You pretend it is some sort of dream. It isn’t! I’ll have one more coffee and then

I’ll phone. Finally, after worrying a lot and being unhappy for a seemingly inordinate amount of time, you still have to make that phone call. The one you should have made ages ago.

That’s where that phrase comes in. All that worry and yet ‘in ten years’ time we seriously won’t even remember it’. Why make ourselves needlessly unhappy? Mind you, I don’t use this phrase any longer because the reply is normally “I don’t know why you’re saying that, you can’t even remember what happened last week!”

Is it correct to say that laughter is the ultimate expression of happiness? Not necessarily, for according to anthropologists, laughter originally came about as a conditioned reflex to danger. As an example, there is an old story about a researcher who had spent some time living with a newly discovered tribe in Papua New Guinea. One day whilst out walking she suddenly came across the whole village who were watching

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one of their group hanging precariously by his fingertips from a very high cliff – and everyone was standing around in uncontrollable fits of laughter! What happened to the poor chap after that I do not know, but I am ashamed to admit that the mental image created in my mind of this jungle drama really made me smile – maybe because it reminded me of some Board meetings I have attended.

So what about the final aspect of Flaubert’s aphorism: good health? Well of course we all desire this. Although, ironically, adversity can often create a heightened sense of happiness – a new awareness of the simpler things which we normally take for granted. It’s no coincidence that in most languages, the standard toast is usually the equivalent of our ‘Good Health’. Mind you, taking account of current thinking towards the dangers of alcohol, wishing someone ‘good health’ as they lift their glass, is rather like presenting them with a primed hand grenade and wishing them a long life. Ah well, I suppose that’s why sometimes stupidity can be rather a valuable asset.

Be happy!

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