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Issue 045 December 2014 www.themover.co.uk

TheMover



**COVER PHOTO
COMPETITION
WINNER**

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TheMover

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COVER PHOTO COMPETITION 2014

The winner of our photo competition for this year is Richard Churchill-Davies from More Than Removals in Leamington Spa. His image shows the packing crew nearing the end of a 5-day move that went on late into a summer's evening. "For me it reflects the spirit of the moving industry, being at a great property, late into the evening but still smiling and cracking on with it," he said. *The Mover's* Christmas hamper is already on its way.



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LEADER

Eastern promises

Steve Jordan, Editor



I have just returned from a long weekend in ancient Istanbul. It is a fabulous place for a short break. It's where East meets West, and it shows.

Anyone who has travelled to anywhere vaguely exotic will know that buying anything is not a simple transaction, it's a life experience. You don't just decide what you want, make sure you can afford it and hand over the cash. Oh no. It's not that easy. As Eric Idle said in *Life of Brian*: "You are supposed to haggle."

Now this does not come easy for a shy and retiring Brit. Not at first anyway. But it becomes easier as you get used to it and, if you think about it, it's actually a much better way to exchange goods and services.

In the West we let the market do the negotiation for us. All the shops display their fixed prices for all to see. They wrestle with each other to offer the customer what they perceive as the best value (or just the cheapest price). The customer just has to decide firstly whether they can afford something and secondly whether they like it enough to open their wallet. Simple.

In the East it's simple too. There are no prices on anything, so you do things differently. Firstly you decide whether you like something. The price is secondary. The Turks in the Grand Bazaar in Istanbul know that things are worth different amounts to different people depending on their personal wealth and the urgency of their need. A loaf of bread could be worth nothing if you have just eaten, but a fortune if you are starving. So why sell at the same price to everyone?

The price quoted in the bazaar is the starting price, not the actual price. You then decide whether it's good value for you. Tell any stallholder that the starting price is too high and you always get the same response: "How much would you like to pay?" Somewhere in the middle is the correct price for that transaction. You just have to get there.

I see no reason why it shouldn't work for services too. The price is related to desire and it is the desire that comes first. In the West it seems that we have it the other way around: price drives everything. Maybe we should learn from our Eastern friends. They have, after all, been doing it a lot longer than us.

Steve Jordan



Quartix staff at the Powys Business Awards.

Quartix wins in Powys

Vehicle tracking specialist Quartix Ltd has won the Growth award at the Powys Business Awards for the second year running.

The business, which has grown its workforce to over 90 people in thirteen years, received the accolade at the 2014 Powys Business Awards ceremony, attended by 300 guests in Brecon on 3 October.

Established in 2001, the company has boosted annual turnover to £13 million following 60% sales growth in 2013, and has continued a global expansion by entering the US market with an office based in Chicago, Illinois.

Andy Kirk, Sales & Marketing Director at Quartix, thanked the staff for their loyalty and support: "We are delighted to win this award considering the strength in our category. It's all down to the dedication and hard work of the team."

"We have grown significantly this year following investment in the French and American markets," he continued. "We started our activity in the USA in April and are already selling to more than 40% of the American states. The award is brilliant for giving the company a

greater local profile, which is important for us as a growing business as it helps us attract top quality staff."

"We are delighted to win this award ... It's all down to the dedication and hard work of the team."

Andy Kirk

The awards, organised by Mid Wales Manufacturing Group and sponsored by Powys County Council, recognise and celebrate business excellence at all levels in Powys.

"Quartix's growth has been sustained and is projected to continue into the future as new markets are developed," remarked the judging panel. "Management of this change has also been impressive with a clear strategic focus, strong leadership and a dedicated team of employees."

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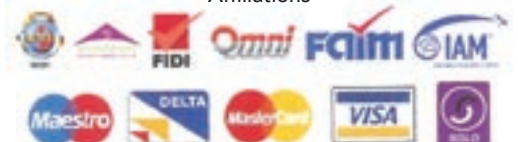


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NEWS: UK



CRATE HIRE SPECIALIST MASTERCRATE LAUNCHES NEW LOGO

London-based crate hire specialist Mastercrate has developed a new logo as part of a wider marketing campaign that will include press advertising and new promotional literature.

The new logo combines Mastercrate's well known dark blue and bright yellow corporate colours with a distinctive oval shape that neatly frames the company name. One of the key functions of the new mark is to rationalise Mastercrate's branding, giving the company a distinctive identity that will be easy to apply consistently across a broad range of applications and marketing collateral, while making the name more easily recognisable to existing and potential customers alike.

Mastercrate is one of the UK's leading crate hire specialists, and the new branding and forthcoming marketing campaign form part of the next stage of its development, which will include moving to new, purpose-built headquarters in 2015.

Got an event coming up?

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● Left to right: Paddington Bear by Michael Bond; Paddington Sparkles by Frankie Bridge; Paddington Shakesbear by Michael Sheen. Photo: Joe Pepler.

Paddington moves with Pickfords

Pickfords was appointed the official removals partner for The Paddington Trail, a London-wide event from VisitLondon.com, STUDIOCANAL and NSPCC.

The event saw 50 statues of this famous bear placed across the capital from 4 November – 30 December to mark the release of *Paddington* in UK cinemas on 28 November and to raise vital funds for the NSPCC and its Childline service.

Pickfords moved the 50 statues from the 3DEye studios where the designs have been brought to life to their final locations across the capital ahead of the launch of The Paddington Trail on 4 November.

Visitors and locals are now able to follow the paw-prints of the world's favourite Peruvian explorer, visiting locations from as far west as Heathrow through to the O2 in the east, taking in some of London's key cultural hotspots and landmarks, including the Royal Opera House, Museum of London and, of course, Paddington Station.

The bears have been designed by a host of renowned celebrities, designers and artists, including the stars of the *Paddington* film: Hugh Bonneville, Sally Hawkins, Peter Capaldi, Julie Walters, Ben Whishaw and Nicole Kidman, Hollywood actors Benedict Cumberbatch and Michael Sheen, director Guy Ritchie, leading fashion designers Matthew Williamson and Lulu Guinness, and world-famous ex-

footballer David Beckham. They will be auctioned by Christie's at www.christies.com/paddington from 10 December to raise funds for Pickfords' charity partner, the NSPCC.

Pickfords' London branches, under the leadership of Area Manager Steve Gooding, managed the logistics of the Trail. The deliveries were scheduled for the day and evening of 3 November and included 6 different vehicles, 22 men and one cameraman who was videoing the installation. The main challenge was pre-packing 50 bears in the studio prior to delivery, achieving the deadlines for delivery and responding to very short notice changes to the agreed schedule on the final weekend. All bears were delivered safely without incident.

Pickfords' Managing Director, Russell Start said: "We are delighted to be involved in The Paddington Trail, an event that will inspire visitors to explore London, and most importantly, help raise money for our charity partner, the NSPCC."

● See visitlondon.com/paddington to find out more about The Paddington Trail or follow #PaddingtonTrail on social media. To find out more about Paddington and the film go to www.paddington.com.

GERSON GETS THE GOLD

Gerson Relocation received the Gold Award for Commitment to Excellence at the Cartus 2014 Global Network Conference in Chicago in October.

Commenting on the award, Niall Mackay, the company's Managing Director said: "We are delighted that Cartus has given us this award in recognition of the outstanding efforts of all our staff who handle their work. Our partnership with them works really well and we are looking forward to continuing our work together in 2015."

Gerson's Daventry facility General Manager Joanne Reeves was at the conference to collect the award on behalf of the company.

UKWA moves home



● Roger Williams, UKWA CEO.

UKWA, the United Kingdom Warehousing Association, has moved offices. The Association had been at its previous address in the Strand, central London, since 1977.

Set over five floors of a Georgian building, the new offices provide a pleasant working environment for UKWA's staff along with fully equipped meeting room facilities that will be available for UKWA members to use free of charge upon request.

"The landlord at our previous office applied successfully for change of use, leaving us with little choice but to vacate," said UKWA's CEO, Roger Williams. "Our new home is only a mile or so away so we hope our members will make use of the new facilities that we can offer."

The Association's new address is 11 Gower Street, London WC1E 6HB. Telephone 020 7636 8856. E-mail addresses for UKWA staff remain the same.



● Bishop's Move obstacle race.

Bishop's Move supports chest charity

Bishop's Move has once again ensured that its largest vehicle has proved an obstacle for competitors at the 2014 Chest Heart & Stroke Scotland (CHSS) RoadBlock Run.

The event, held at Holyrood Park in Edinburgh on Sunday 21 September, saw over 450 runners tackle the fun, friendly, foamy 10K course with over £40,000 being raised for the charity.

For three years now Bishop's Move's largest vehicle has been strategically placed on the course. Inside the truck, which competitors have to run through, further obstacles can be found ensuring ducks, dives and slides aplenty. The money raised will help support those affected by chest, heart and stroke illness in Scotland via research, advice, support services and community groups.

Bishop's Move has been supporting CHSS for over three years. Through a unique 'De-clutter Service', Bishop's Move removal men throughout Scotland provide home movers with CHSS Charity Donation Sacks prior to their move, should they wish to donate any unwanted items to the charity. On the day of the move the Bishop's Move vans collect and store the items, which can range from clothes to electrical equipment, that are then collected by CHSS representatives.

Organiser Alison Acosta said: "We very much appreciate all the efforts of our runners and their supporters during the 8th annual RoadBlock Run. The Bishop's Move vehicle always proves to be a favourite amongst the competitors and spectators and I can't thank them enough for their support once again."

"It's always fun watching people in fancy dress climbing, sliding and jumping through the back of our largest vehicle."

David Mills

David Mills, Bishop's Move General Manager, Scotland commented: "The CHSS RoadBlock Run is one of the highlights of our year. It's always fun watching people in fancy dress climbing, sliding and jumping through the back of our largest vehicle."



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Michael Cramer on European transport

During his opening hearing at the European Parliament Michael Cramer MEP, the new Chairman of the European Parliament's Transport Committee (TRAN) called for, "A holistic and ambitious EU transport policy that reconciles mobility, climate protection and job creation."

Cramer, who has been an MEP and member of the Greens since 2004, was also determined to underline the fact his committee would work to "improve democratic control and transparency".

He continued by outlining the main issues that TRAN would be handling, citing the commission's 2011 white paper on transport as a basis from which the committee would act. He identified three key issues in particular: climate protection, the approach to investment in transport infrastructure and social dumping.

Regarding climate protection he explained that "by 2050 the EU wants to achieve a carbon emissions cut of 60-80%". He also pointed to the parliament's aim of achieving "a first step by the end of this decade: a 20% reduction in emissions by 2020 – compared with 1990 levels". For Cramer, the 2050 and 2020 targets are "both necessary and achievable".

On the issue of transport infrastructure

funding, he cited the example of the "Connecting Europe facility, which will have a budget of €26bn", adding that the parliament now wanted this money to be "used in a clever way to reconnect Europe ... by closing gaps in cross-border rail connections".

Regarding social dumping, where competitors undercut local service providers through lower labour standards, he commented: "All political groups have expressed great interest in this fight. We want to put an end to 'wild west' competition."

Cramer also said that he wanted to strive for more transparency in the organisation. He said that in the past too many deals had been carried out "behind closed doors". He was keen to emphasise that his committee would scrutinise legislation more seriously and publically.

Cramer concluded by saying that working with the outgoing commission hadn't always been easy. He attributed

these strained relations to the enforcement of adopted laws often being neglected, highlighting the example of passenger rights that are often only applied in theory or the many truck drivers that see their rights ignored. However, he was optimistic about the new legislature saying: "I am confident that with the new commission, we can really leave this behind and agree on an ambitious transport agenda for our continent. Jean Claude Juncker made some big promises and now his commission has to deliver."

Michael Cramer

For 15 years between 1989 and 2004 Michael Cramer was a member of the Berlin city-state parliament and served there as spokesman for transport for the Greens. He practices automobile-free living in Berlin getting around the city by bicycle or with buses, trains and taxis. He became chairman of TRAN this year.



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NEWS: UK



● Left to right: Tad Zurlinden, CEO of ARP; Lesley-Ann Trunkfield, Pickfords' UK Government Contracts Manager; Steve Boyd, Pickfords' International Operations Director; Simon Robins, ARP Chairman.

Pickfords awarded 'Removal Company 2014' by ARP

The Association of Relocation Professionals (ARP) has voted Pickfords 'Removal Company 2014' in its annual awards.

The ARP is the professional body for relocation providers in the UK and overseas. Its annual awards recognise removal companies for their uniqueness, added value and contribution to the wider industry.

Pickfords' win, in the 'Removals' category for household goods movement, was announced at the annual ARP Gala Dinner and Award Ceremony at the Royal Over-Seas League, St James's Street, London. Pickfords' Steve Boyd accepted the award, joined by ten other Pickfords representatives for the evening.

Moore & Sons Removals joins AIM

Hertfordshire-based Moore & Sons Removals has recently joined the Alliance of Independent Movers.

The family run company began trading in 2001 and offers removals services throughout the UK and to overseas destinations. The company also provides containerised storage and undertakes contract work for local companies.

Steve Moore at Moore & Sons said, "I like the security that being a member of a trade organisation brings and it's a definite benefit when quoting for jobs. I think it reassures customers and shows that we maintain high standards."

AIM founder Scott Rust said, "We are delighted to welcome Moore & Sons to the Alliance and look forward to working with Steve and the team in the future."

The Alliance of Independent Movers was created to assist removers of all sizes, to grow and expand their businesses while

"I think it reassures customers and shows that we maintain high standards."

Steve Moore

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.



Bishop's receives gold from Cartus

Bishop's Move has been honoured for outstanding performance at Cartus Corporation's 2014 Global Network Conference held 6-8 October in Chicago.

Each year, Cartus recognises the companies and individuals in the Network who have provided extraordinary service to its customers and clients worldwide.

Bishop's Move was named winner of the Global Network Commitment to Excellence Gold Award for its exceptional service results; one of just six organisations in the world to receive this accolade. This award recognises a supplier's measurable commitment to excellence and is presented to Global Network service providers that have achieved

exceptional performance.

"Service providers such as Bishop's Move make it a best practice to go above and beyond for our customers and our company, while at the same time demonstrating unparalleled dedication and performance," said Mike Brannan, Senior Vice President at Global Supply Chain Management. "As a vital component of the Cartus team, our Global Network providers work tirelessly to minimise the stress that our customers feel when they are faced with important life decisions like relocating. This

award acknowledges the superb work ethic and professionalism that our suppliers routinely provide."

"An invitation to join Cartus' Global Network is a significant honour because the programme's criteria and performance standards are so rigorous," said Neil Bishop, Bishop's Move Business Development Director. "We fully endorse Cartus' dedication to providing high-quality service and are grateful to have received this prestigious designation, which further enhances our commitment to world-class service."



● Neil Bishop.

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NEWS: INTERNATIONAL



● Angelo Tammaro on the occasion of his 60th birthday and the 20th anniversary of the birth of his company.

20 years for Tammaro Movers

Tammaro Movers, based in Etoy, Switzerland, recently celebrated 20 years in business. The company celebrated the milestone with a party held on 11 September which coincided with owner Angelo Tammaro's 60th birthday.

It was an informal party involving members of staff, family and some friends. However the guest of honour was late arriving as he was out completing a late move. It just goes to show, even on his birthday, Angelo knows that the customer always comes first.

Fortunately the assembled guests waited for Angelo before attacking the buffet. "That's when the party really got started," said Linda Melillo, from the company. "Angelo ate standing up, chatted with guests, played with his grandsons and smiled."

Crown Worldwide opens new facility in Dunedin

On September 19, 2014, Crown hosted a cocktail reception for guests, followed by a ribbon cutting ceremony for its new facility in Dunedin, New Zealand. The Hon. Michael Woodhouse, newly appointed Minister of Police, officiated the grand opening.



● Crown Relocation's new facility in Dunedin.

Crown has been providing moving and storage services to Dunedin and the wider Otago region for the last 40 years. The new 10,000m² site in Kenmure however provides 1,943m² of warehouse and 186m² of office which, the company says, emphasises its commitment to Dunedin and the Otago region.

Features which make this building one of the most advanced relocations and records management facilities in New Zealand include:

- LED lighting on timers with sensors to save power;
- Site access via swipe card to all parts of the facility;
- Full camera surveillance internally and externally;
- Regular security patrols.

"This new warehouse complex

reflects our growth over the last decade, and more importantly, our ability to service a diverse set of customers across the southern region in the future," said James Logan, Country Manager - Crown Worldwide New Zealand. "We have our existing customers to thank for their support and the confidence they have given us. Our goal is to repay them through greater efficiencies and an even better service delivery in the future."

Crown Worldwide (NZ) Ltd has relocations and records management facilities in Christchurch, Nelson, Wellington, Hastings, Palmerston North, Hamilton, Tauranga and Auckland.

Best Customer Satisfaction in 2014

Corporate Information Services (CIS) from Phoenix Arizona has presented the following household goods movers with 'Best in Customer Satisfaction' Awards.

Daryl Flood Relocation and Logistics from Houston Texas has been presented with the 2014 Best in Customer Satisfaction Award for US Domestic Van Lines; Packimpex from Bern Switzerland has received the 2014 Best in Customer Satisfaction Award for an International Household Goods Mover; and All My Sons Moving from Charlotte North Carolina has been presented with the 2014 Best in Customer Satisfaction Award for US Local Movers.

Corporate Information Services said: "The common thread through these three moving companies is that 'Customer Satisfaction' is not just something they talk about, have printed in their materials or their peers express about them. Customer Satisfaction is what they do! It's what they provide and it's what their customers told CIS they received when we surveyed them. Customer Satisfaction is in the eyes of the customer."

These awards are the results from surveys conducted on 43,247 individuals globally who received services from 3,168 Household Goods Movers. Corporate Information Services conducted these surveys, measuring Origin Services, Destination Services, Customer Service Coordination and Over All Service. CIS has conducted more surveys globally than any other enterprise.

EUROMOVERS International

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● Beurtvaartadres is currently developing what it claims to be "the first reliable standardised digital bill of lading": TransFollow.

Dutch shippers trial digital bill of lading signatures

Dutch companies will soon become the first in the world to be able to use a reliable, standardised, digital bill of lading and sign for the receipt of goods via a mobile phone, the European Shippers' Council (ESC) has revealed.

The ESC said EVO (Dutch Shippers' Council), TLN (Transport and Logistics Netherlands) and the NBB (Dutch Inland Shipping Bureau) had put the logistical infrastructure of the Netherlands one step ahead of other countries, "resulting in significant savings for numerous businesses". The ESC said it was "watching this development closely, hoping the rest of Europe can follow the example".

In cooperation with EVO, TLN and NBB, supply chain facilitation organisation Beurtvaartadres is currently developing what it claims to be "the first reliable standardised digital bill of lading": TransFollow. At the ICT & Logistiek trade fair in Utrecht, Beurtvaartadres presented the latest step in this process: mobile NFC (Near Field Communication) signing for received goods based on international standards.

A trial will begin in December with a selected number of logistics service providers, senders and recipients, the ESC said. Although it is already possible for consumers to pay for goods with a smartphone, TransFollow is now introducing mobile signing for goods, the organisation added.

"The digitalisation of freight data

is important for many businesses because in many cases a signed bill of lading is needed for invoicing and to comply with (tax-related) laws and regulations," the ESC said. "Currently, businesses have to wait for the paper version with all the signatures to be returned to them: with TransFollow this will happen in real time. Recipients also get an overview of the exact timing of all the goods to be received. Many suppliers of logistics software, tablet computers, and logistics service providers are therefore already involved in the new platform."

TransFollow is expected to become available to businesses in the first half of 2015. In addition to speed and convenience, the ESC said there were significant financial savings to be made.

"Currently, businesses in the logistics chain use millions of paper bills of lading, packing slips and checklists every year," it said. "With 450 million freight movements a year and cost savings that can amount to tens of thousands of euros per business, this represents €675 million of potential savings on logistics a year. After all, the cost of administrative processing of a paper bill of lading can quickly add up to €6.21 per bill of lading."

The European Connection

Tony Richman



Eurostat data: indications that intermodal freight is at a standstill

EU initiatives to better integrate and improve connectivity between road, rail and waterways have failed to yield any significant results, according to the latest Eurostat data on freight transport. In 2012, 74.5% of freight travelled by road in the EU28, a level that "has remained almost unchanged since 2007", according to a report released 1 October, 2014. Shares of rail (18.6%) and inland waterways (6.9%) in freight transport also barely budged over the period.

Road transport had a share of over 90% of freight in Cyprus, Malta, Ireland, Greece and Spain, while rail dominated in the Baltic States. Ten European Member States, including Malta and Portugal, do not use or have inland waterways. Within the EU28, Romania appears to have achieved a more or less even balance between the various modes of transport, with roads, rail and inland waterways each representing about one third of freight.

Houston – we have a problem! Perhaps unsurprisingly to many of us in the road transport sector, such data suggests that longstanding EU efforts to improve intermodality (use of "at least two different transport modes in an integrated manner"), have yielded little results.

In 2001 and 2011, the European Commission issued white papers aimed at cutting emissions from transport, thanks, in part, to a shift away from road to rail and inland waterways. But, the EU has sent mixed signals about its determination to support greener modes of transport. In 2011, the national transport ministers from the EU Member States renounced ambitions to cut transport

emissions by 60% by 2050; an objective that had been set by the European Commission. Simultaneously, the EU launched a variety of funding programmes such as Marco Polo, and the Connecting Europe Facility, to facilitate the deployment of cleaner transport.

Yet, despite receiving the majority of funding, railways will, no doubt, maintain the cry that there have still been insufficient investments in their sector. The anti-road campaigners will advocate that road freight continues to have an unfair competitive advantage and that road freight's external costs need to be fully internalised in the EU. This, despite additional road-user charges and other 'add-on' costs that have already appeared in many countries and seem to be proliferating so often when it comes to road transport operations. And, the pro-road lobby side will continue to claim that their sector has already made many improvements and is already paying more than its fair share.

But wait a moment, while the politicians and rail enthusiasts continue to haggle over funding and level playing issues – aren't they missing the most important point? – THE CUSTOMER! Customers need efficient, secure, reliable and competitive services. This is why road transport wins the percentage stakes. Despite market liberalisation, national rail monopolies still continue to shield their markets and numerous technical obstacles still hamper cross-border freight – situations which road freight dealt with and came to terms with decades ago.

I fear that this saga is set to run for a long time.

REPORT: MILLI DALE AT IAM

IAM: THE FIRST TIME

20-year-old Milli Dale joined Burke Bros three years ago as an apprentice. Little did she know that she'd soon be travelling the world representing the company. Here's her newcomers-eye view of the world's biggest moving event.



In the lead up to the PAIMA and IAM conventions in 2013 last year, Gary [Burke] mentioned that if I carried on progressing as I was and they could see continuing growth within the department, there may be a possibility I could be attending the following year in Orlando! I could not believe I might have the chance to attend and meet members of international moving companies from across the globe.

In May this year, it was finally decided that I would be attending both the PAIMA and IAM conventions in October. I was over the moon and was excited that the prospect of meeting the agents I'd been dealing with regularly over the past couple of years was becoming reality. Before I knew it October came around and Gary and I were travelling down to Gatwick. During the flight there Gary took the time to give me even more detailed background information on Burke Bros and explained the history and relationships we had with some of the companies we'd be meeting with. The flight took about nine hours with five hours time difference on arrival in the USA.

When we pulled up outside the Marriot in Orlando, I was overwhelmed by its sheer size! Upon arrival at the hotel we were greeted in the lobby by our Peruvian and Venezuelan agents who were incredibly warm and welcoming.

Early Tuesday morning was the first day of the IAM convention, which had an entirely different feel. Firstly, there were more people in the lobby alone than I had ever seen in one place at one time. Secondly, this convention was a lot more business focussed and intense.

We spent an hour or two the next day recovering from the flight relaxing by the pool in preparation for the week ahead discussing our agents – also giving chance to reflect on the amazing opportunity Burke Bros had given me. On the Saturday night it was the PAIMA reception, which I enjoyed immensely – it was fantastic to finally put faces to names. Although it was a smaller event than IAM it gave it a more relaxed and inviting feel, which helped me settle my nerves at my first convention. I found

the way everybody greeted each other to be very refreshing. It wasn't like two business partners meeting, it was almost like family re-uniting after a year apart.

Gary told me at short notice that the roll call would expect me to stand

spend time with these people during a trip to the Everglades and the night at the House of Blues. It was fantastic to see everyone dancing and enjoying themselves, as we all know how stressful it can be at times and it's nice to let off a little steam.

Early Tuesday morning was the first day of the IAM convention, which had an entirely different feel. Firstly, there were more people in the lobby alone than I had ever seen in one place at one time. Secondly, this convention was a lot more business focussed and intense. However, I enjoyed the meetings we had over the three days and I feel they gave me a greater insight into the companies we deal with. Gary allowed me to network on my own and even to attend some meetings on my own where he thought the agent would be friendly and also accepting of a younger person.

On the first night of the IAM convention, I attended the First Time Attendees Reception, this made me feel much more comfortable knowing a lot of other people were in the same boat as me – feeling totally overwhelmed! At this reception

up to the assembly announcing my name, company and country and that I would be representing Burke Bros again by accepting an Award for Second Highest Reported Tonnage for 2013/2014 in the European Region on behalf of the company. But, the next two days of the PAIMA convention proved that PAIMA is not just an organisation to facilitate business, it is so much more. I personally believe this promotes much better business as the agents have much stronger connection with one another. I was lucky enough to

I had the pleasure of meeting Terry Head, the President of IAM, which was incredibly enlightening. However, I was shocked at the lack of young people at the convention. I personally feel attending Orlando this year has benefitted me greatly, both on a personal and business level. I would encourage any other business like Burke Bros with young members of staff to invest in them and bring them along to these events. The conventions are a prime opportunity for younger people to gain the necessary knowledge and expertise from business meetings and learn directly from older and more experienced people in the industry.

Gary and I then proceeded to the Opening Reception, where I soon realised that business and conventions are synonymous with alcohol. Unfortunately, due to my age I was unable to drink at this particular convention. However, in a way I think it has benefitted me to see the experience through not only fresh eyes but also sober ones. My feet were sore every day and Gary was right that six inch high heels were not to be taken and that I would be more comfortable with flatter shoes. We had breakfast meetings at eight, coffee meetings, lunch meetings right through to going out for dinner most evenings with many agents and friends from around the world. It made me think that

politicians could run the world better if they took a leaf out of the relationships that movers have between the countries.

Overall, I enjoyed my experience at both conventions in Orlando. Particularly the networking aspect, even if I was a little apprehensive to begin with ...

Overall, I enjoyed my experience at both conventions in Orlando. Particularly the networking aspect, even if I was a little apprehensive to begin with, I have developed my skills at building relationships. I am incredibly grateful to all the amazing people I met at the convention who made me feel so comfortable. I am grateful that Gary and Chris gave me the amazing opportunity to attend on behalf of Burke Bros and for always believing in me.

Now all I have to do is build the relationships and tonnage between our agents if I am to get the chance to go to San Diego next year.

● Milli receives the Second Highest Reported Tonnage award from Jose Marrero.



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European Roundup



'Low-sulphur' surcharge across the Channel

European cross-Channel ferry operators are planning to implement surcharges on freight and passenger traffic to compensate for the projected steep hike in fuel costs resulting from compliance with new low-sulphur fuel regulations from next year. Under Emissions Control Area (ECA) rules that take effect from 1 January, 2015, all ships operating in the North Sea, Baltic Sea and English Channel will have to use a fuel with a maximum sulphur content of 0.1% compared to the current limit of 1%.

P&O Ferries estimates that meeting the new rules will increase its annual fuel bill by £30 million, costs it intends to recover from customers.

Customs infringements and sanctions

On 8 September there was an informal meeting between the European Commission's DG IMCO (Internal Market and Consumer Protection) and DG TAXUD (Taxation and Customs Union). The aim was to examine the Commission's proposal for a new framework for customs infringements and sanctions. This aims to set a common legal framework for treatment of customs infringements and sanctions so that all EU operators are treated the same.

Sweden toughens HGV rules

From next year drivers of overloaded vehicles, or those who violate drivers' hours regulations, in Sweden risk their vehicles being taken into custody. The new draft law on seizure of trucks is passing through the Swedish Parliament. Previously it has been legally difficult for the Swedish police to prevent trucks from continuing their drive, even if they are blatantly operating illegally. This will change with the passing of the new bill.

In future, the Swedish police will be allowed to seize drivers' vehicle keys, frisk the driver and any other passengers as well as fixing the truck with an electronic locking device, if they deem that further travel will be hazardous.

Germany set to extend truck toll system

The German government has adopted a parliamentary bill expanding the country's satellite-based truck-charging scheme, Toll Collect, and including 7.5-tonne vehicles. The bill recommends that a further 1,100 kilometres of the country's 'Bundesstraße' federal highway network be added to the roads on which the toll is levied, effective July 2015. The bill also makes provision to subject trucks of more than 7.5 tonnes to the

system whereas currently it only applies to trucks of over 12 tonnes.

The bill has been adopted by the German cabinet and will now be debated in parliament, with the Merkel administration looking to introduce the changes in July 2015.

Brussels most congested city in Europe

Brussels and Antwerp are the most congested cities in Europe according to the latest ranking of congested cities supplied by Inrix. The report estimates that drivers in Brussels spend an average of 83 hours a year in road traffic.

The Organisation for Economic Co-operation and Development (OECD) has called on the two cities to develop strategies to reduce congestion, and has suggested some form of congestion charging or road pricing. Yet when the idea of road pricing was suggested in Belgium earlier this year, there was a massive public outcry.

Winter tyres mandatory in Norway

Norway has expanded the requirement for HGVs to use winter tyres on all wheels of the vehicle and vehicle combinations this winter from 1 January, 2015. In addition to trucks and tractor units, the requirement will also apply to trailers and lift axles. This means that trucks and trailers and trailers with GVW over 3,500kg will have to be fitted with snow tyres on all axles from 1 January, 2015.



Road safety plan in Belgium

In Belgium a programme of safety measures is being proposed in a bid to tackle the country's high road crash rate. Belgium's annual fatality rate is significantly higher than that of its neighbours, France, Germany and the Netherlands. Research has revealed that the risk of being involved in a fatal crash in Belgium is near double that of neighbouring Netherlands for example. Political parties agree that drivers should be checked periodically for alcohol or drug use as well as whether they wear seatbelts. Another proposal will see an increased number of speed checks being carried out on Belgium's major highway network.

Graebel Annual Relocation Alliance Conference

Graebel hosted its 14th Annual Relocation Alliance Conference on 13 and 14 October, 2014 at the company's world headquarters in Colorado.

1 50 relocation industry executives that include 90 Graebel Alliance Partners from 39 countries attended the leadership meetings and educational sessions for this year's conference called, 'Aligned in a Rhythm of Success'.

The event included the Graebel Relocation Alliance awards ceremony at the Denver Art Museum to honour outstanding global relocation and mobility services for the past year. This year's winners are:

- Consultant Choice Award (Relocation): Dwellworks, LLC;
- Consultant Choice Award (Removals): hasenkamp;
- Superior Quality Achievement Award (Relocation): ABODA;
- Superior Quality Achievement Award (Removals): Grospiron International;
- D.A.V.E. award (the Distinguished Alliance Member of Value &

Excellence that is in honour of Graebel Companies, Inc, founder and chairman, Mr. David Graebel): Clintus Network Limited;

• Robert Krahl International Leadership Award (a commemorative honour that recognises uncompromising customer service, and outstanding performance by a Graebel employee): Myrla Lance GMS, Senior Vice President Global Mobility Services.

Fourteen years ago, The Graebel Alliance brought together, by invitation, a consortium of twenty global moving and storage firms so that company owners and executives could collaborate to share best-in-class service practices and programmes. The organisation expanded to include relocation and mobility companies in 2005 and was renamed Graebel Relocation Alliance. The Alliance now has 200 members on six continents.



● Left to right: Christian Klas, hasenkamp; Arvind Joshi, Clintus Network Limited; Andrew Scott, Dwellworks, LLC; Bob Rosing, Dwellworks, LLC; Bill Graebel CEO, Graebel Companies, Inc; Myrla Lance, SVP Graebel Global Mobility Services; Jean-Luc Haddad, Grospiron International; Lee Curtis, ABODA; Kari Hamilton, ABODA.

Free software helps agents handling US military shipments

Enterprise Database Corporation (EDC) has released a free version of EDC-AgentLink® to help agents communicate better with US transportation service providers (TSPs).



- Make preapproval and storage in transit requests easily;
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- View a task calendar including requested pack, pickup and delivery dates;
- Submit and print important shipment documents including available government bills of lading;

With a free user account, moving and storage agents from all over the world can receive shipments from US military approved TSPs, complete dozens of required military actions and send them seamlessly to TSPs for their review. After reviewing agent updates, TSPs can quickly post them to the Defense Personal Property System, without having to do any double data entry.

EDC-AgentLink® gives agents the power to:

- Provide origin and destination services to U.S. carriers;
- Receive new offer alerts on screen and by e-mail;
- Submit pre-move surveys, update shipment data and send documents quickly;

- Enter their own blackouts and shipment notes;
- Manage shipments from multiple carriers in one system.

Currently, EDC-AgentLink® is used only for US military household goods shipments. However, EDC plans to expand the system to include consumer removals and commercial shipments in the future.

If you are an agent, you can sign up for your free account at www.EDC-AgentLink.com.

Every company is permitted five free simultaneous user accounts.

● **To see an online demonstration of the software, please contact Liz Hish of Enterprise Database Corporation at ehish@edcus.com or call: 00 1 (703) 393-0440, ext. 1018.**



Lisa wins service award from ERC®

Lisa Johnson, Global Practice Leader, Consulting Services, Crown World Mobility, has been awarded a 2014 Meritorious Service Award by Worldwide ERC® for her contributions to the industry. Pat Welch, Group Vice

President, Crown World Mobility said that the company appreciates her achievements and continues to support her ongoing efforts.

Lisa expressed her gratitude, saying, "I am fortunate to work

with smart, experienced Crown colleagues, our clients and my industry peers around the globe. They inspire me each day. We work in an industry that grows more interesting every year. I appreciate this professional

recognition from ERC®."

Worldwide ERC® is the workforce mobility association for professionals who oversee, manage, or support U.S. domestic and international employee transfers and relocations.

PROFILE: ROY CHURCH



Changing the indu

If you are in the removals business, your life has been touched by Roy Church; you probably don't know it, but it has, I assure you. Every now and then someone comes along who changes things, permanently. Roy is such a man. By Steve Jordan.

His claim to fame is as the joint owner of Trafalgar Cases, the UK's leading supplier of warehouse containers. The company supplies, what has become, the Standard container on which all lorry design and warehouse layouts are based. But who set the Standard? That would be Roy and his cohorts.

Roy was born in Forrest Gate in London's East End in 1927 (which makes him 87 now to save you doing the maths). He was the son of a fruit and veg wholesaler who supplied shops and markets throughout the city. From the age of seven Roy would help out bringing the produce from the farmers and selling it to the tradesmen in the London markets. He was an East End barrow boy, and he's proud of it. When I asked him for an interview he said "Why me? There are plenty more interesting people than me to talk to." I disagree.

Roy went to work for Unilever when he was 15. "I didn't want to follow my father," he said. "I know it sounds daft but I couldn't bear the way they used to spit on the floor and swear." When he came

out of the RAF at 21 Unilever put him on the packaging side. "I fell in love with it. I used to take boxes apart to see how they were made." By this time Roy was a management trainee and Unilever would send him to see customers. One was

"He said come and work for me and you'll be a director by the time you're 30, so I did."

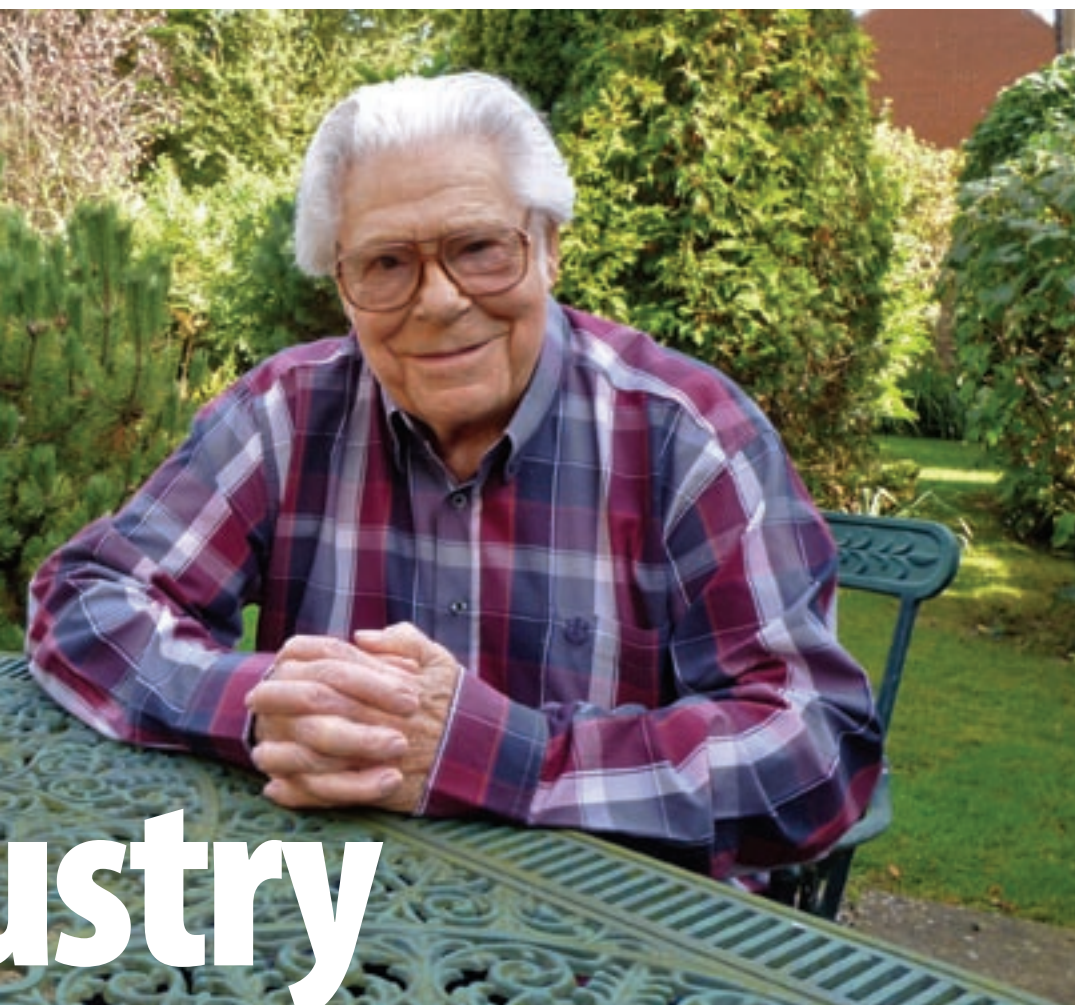
Roy Church

industrial packaging company Sumacon Luralda Packaging. He told the customer that he was planning on being a manager by the time he was 40. "He said come and work for me and you'll be a director by the time you're 30, so I did."

Sumacon Luralda operated under a holding company Armour Cases. The work was not exclusively household goods. Roy was involved in a wide range of packaging projects including security cases for transporting drugs; he perfected and

patented the flat fold MFO box (Married Families Only) and sold them in their thousands to the UK forces; he developed a special slim-line box for the spare parts for submarines all of which "had to go in through a hole in the top"; and designed a special shaped box to carry helicopter spares on the aircraft carrier *HMS Invincible*. There's a gleam in his eye when he tells the story of being invited to dine with the captain in the officers' mess. When the captain congratulated him on his achievement he said "not bad for a corporal in the RAF". His fellow diners' reactions are not recorded!

Also at Armour Cases at that time was its marketing manager, the infamous Fred Shea who many will remember from his advertising strap line 'Ask Fred. Fred knows'. And Fred did know about warehouse cases. The first had been sold in 1962 to Brewer and Turnbull. Before then, goods were stored in the old-fashioned emporiums hidden under blankets as loose storage. White and Company (Sam Elliott and Geoff Halliwell) followed soon after. Pickfords too. But



Industry

there was still no standardisation. They all had their own designs.

It was only when Roy and the team at Armour Cases started working intensively with George Taylor from Michael Gerson that the ultimate warehouse container, with optimised dimensions and the classic Anti-Luce fitting, emerged as the global standard. From that time on, vehicle design and warehouse dimensions would be dictated by the work those guys did. The containers started selling fast. Michael

“We lived on Cup-a-Soup for weeks and had a queue of ‘the boys’ wanting to join us. Within a year we were bursting. We were working on the pavement.”

Roy Church

Gerson, Pickfords and Trans Euro (Stewart Peck) were the early adopters. Others followed. They were sold throughout Europe and beyond.

In 1985 fate bowled Armour Cases ‘a bouncer’. The company was taken over by a big timber company that decided to move production from Kings Langley in Hertfordshire, to St. Ives, 40 miles away. Many of the company’s loyal case makers,

● Above: Roy in the garden of his home in St. Ives; above left: cases are still being made to Roy’s original design at the Trafalgar Cases factory just outside Watford.

‘Roy’s Boys’ as he called them, were to lose their jobs. This Roy was not prepared to accept. He and his colleague John Crawley, with considerable help from the Royal Bank of Scotland, with four of ‘the boys’ set up on their own: Trafalgar Cases was born.

“We found a small place in Watford,” said Roy. June (his wife) and John’s wife helped. “We lived on Cup-a-Soup for weeks and had a queue of ‘the boys’ wanting to join us. Within a year we were bursting. We were working on the pavement.” That year they found new premises in Kings Langley (close to where Armour had been), opened by Joe Luxford, the then BAR President. The company occupies the same factory today.

Gradually, the business increased. As the Standard warehouse container was adopted they were selling them as fast as they could be made. “I asked George Taylor for some guidance on the new business,” explained Roy. “George said he had three pieces of advice: ‘quality, quality, quality’. It was something I never forgot.” Trafalgar always built with quality in mind using the finest materials and the designs perfected through much experimentation with George Taylor. “The trouble was, they never wore out,” joked Roy. “Many of those early containers are still in service today. They are still made the same.”

“The trouble was, they never wore out, many of those early containers are still in service today. They are still made the same.”

Roy Church

Roy was 57 when he and John started. When he retired in 1998, on his 70th birthday, the company had a turnover of £6m and employed 80 people, including many of Roys Boys, Fred Shea and, of course, Mark Penticost, the Sales Director, who had been with Armour in St. Ives. “Mark worked really hard when he joined us,” said Roy. “He really deserves his success. It’s great to know that the company is in such safe hands.”

Armour went bust in about 1990. “I watched the bulldozer knock the place down. It’s now a housing estate,” said Roy.

Roy is retired now of course. June sadly died in 2003. He lives alone in his home in St. Ives, with his beautiful garden, his memories and the regular and affectionate attentions of a small band of loyal friends that he calls his ‘little family’. They include: Jan and Tony Allen, Tony and Frances Richman, Sue Barrett, Shirley and Michael Gerson, David and Diane Trenchard, and Mike and Sylvia Lane. He remembers his days in ‘the business’ with fondness and is happy to recall days gone by including happy times at BAR conferences with June being whisked around the dance floor by David Trenchard, “I wasn’t much of a dancer,” and Tony Allen playing the piano. “It doesn’t seem to me that it’s quite the same now. Everybody is too busy to have time for each other.”

He’s 87 now and his health isn’t great. His mind is as sharp as ever though. You may not have known Roy, John, Fred and the team from the early days but they have touched your life. They changed the industry for the better. After our lifetimes’ work, will we be able to say the same?

NEWS: INTERNATIONAL

2014 Sustainability Report from Crown

The Crown Worldwide Group has announced the launch of its 2014 Sustainability Report.

This year's Report marks a milestone for Crown as for the first time the company compares actual environmental performance against global targets. It also reports on a much broader range of sustainability topics than previously: in addition to the environment, community outreach and health and safety, the report shares what Crown is doing in relation to human rights, fair labour practices and anti-corruption.

Jennifer Harvey, Director of CSR, commented, "Being a responsible company involves being open about our progress on sustainability. This means sharing our successes and our challenges, then committing to measurable targets for the future. In Crown's mission to care for the world around us, we are pleased to share all of this with stakeholders, through this Report."

● **Read Crown's 2014 Sustainability Report in full at www.crownworldwide.com/en-us/page/crown-csr-policy.**



● www.imcworld.org.

Rebranded IMC offers major new benefits to members

The International Movers Convention (IMC) has announced a major rebrand including a new website and benefits for its members.

IMC was launched in 2011 as a social networking platform for the moving and relocation community and is best known for its conference, which for the last three years has been held in Bangkok. In 2015 the conference moves to Ho Chi Minh City, Vietnam and will take place on January 28-31.

IMC Director Dermot Whelan said, "After three successful years we now feel the time is right to move IMC to the next level. So, it gives us great pleasure to announce the launch of IMC World, a new industry association structured around paid, corporate membership, where in return for a modest USD 300 1st year membership fee, members will receive a package of benefits."

Benefits will include:

- IMC Network – Being part of an industry network based in the world's most vibrant economic

region – Asia;

- IMC Meet – Access to the highly acclaimed international convention in Ho Chi Minh City;
- IMC Learn – Access to focussed, value-for-money training and skills development programmes;
- IMC Assured – Access to a low-cost Receivable Risk Programme;
- IMC Partner Pay – A payment facility that can save dollars on bank charges;
- IMC Buzz – Access to IMC's social networking platform;
- The Networker – IMC's periodic electronic newsletter;
- IMC Giving – IMC membership helps support World Vision to improve the lives of under-privileged children across the globe.

IMC's new website features full details of the 2015 IMC conference, industry news from around the world and more information about member benefits.

● www.imcworld.org/events.

New team for new EU Parliament

Unveiling his new team Jean-Claude Juncker, President of the new European Commission said that his new organisation would be streamlined to focus on tackling the big political challenges Europe is facing: getting people back to work in decent jobs, triggering more investment, making sure banks lend to the real economy again, creating a connected digital market, a credible foreign policy and ensuring Europe stands on its own feet when it comes to energy security.

"In these unprecedented times, Europe's citizens expect us to deliver," he said. "After years of economic hardship and often painful reforms, Europeans expect a performing economy, sustainable jobs, more social protection, safer borders, energy security and digital opportunities. We have to be open to change. We have to show that the Commission can change."

Referring to his new team he said that they will work together in a spirit of collegiality and mutual dependence. "I want to overcome silo-mentalities and introduce a new collaborative way of working in areas where Europe can really make a difference."



● Jean-Claude Juncker.

Graebel sells to Peterson holding company

On 15 October, 2014, Graebel Companies, Inc announced that it entered into a formal agreement regarding the sale and acquisition of Graebel Van Lines, Inc, and the US moving and

storage operations of Graebel Movers, Inc. The announcement also said that the two business units will be acquired under the Petersons' newly formed holding company Graebel Vanlines, LLC.

This comes as the Petersons, founders of All My Sons Moving & Storage, will independently own and separately operate the interstate carrier and coast to coast moving and storage entities

from their other holdings. Terms of this agreement will not be disclosed. Interviews will be scheduled with the Graebels and the Petersons after the transaction has closed.

VIN RANGE-



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NEWS: INTERNATIONAL



● Peter Gutwein (Tasmanian State Treasurer), Graham Kent (Kent Executive Chairman), Timothy Irwin (Kent CEO) and Watkins Kent employees.

Kent Relocation Group enters Tasmanian market

Australia's Kent Relocation Group, has expanded into the Tasmanian market by acquiring Watkins Removals and Storage which it intends to redevelop and modernise as part of Kent's highly successful national network.

The acquisition was announced jointly in Launceston on 20 October by Kent's Executive Chairman, Graham Kent, and the Tasmanian Treasurer, Peter Gutwein, MHA.

The family-owned company, which has its headquarters in Melbourne, is making a significant investment in revitalising Watkins, which had been under administration since August this year.

Kent is reorganising and streamlining the Tasmanian firm's operations and modernising its service delivery and warehousing capabilities in both Launceston and Hobart. The redeveloped business is now known as Watkins Kent Removals & Storage and has its headquarters in Launceston, Tasmania.

Executive Chairman, Graham Kent, described his firm's acquisition of Watkins as a natural fit. "Both are

family-based businesses that have been operating for more than 70 years. Over that period, Watkins and Kent have created powerful, individual brands based on a similar approach to providing great value and superior customer service."

Graham said his company was delighted to be in a position to return Watkins to viability and to re-employ and expand its workforce, which will include ten permanent staff and ten casual workers. He said his company intended to grow the business in Tasmania by delivering the same quality service that has enabled Kent to become the largest, family-owned relocation firm in Australia with a workforce of more than 500 people. The Launceston and Hobart branches of Watkins Kent will provide an important addition to Kent's already highly developed national footprint.

New European Commissioner for Transport: whacky or just what the doctor ordered?

The first (and only) casualty of the European Parliament hearings for Jean-Claude Juncker's new Commission so far, was Slovenia's Alenka Bratusek, who withdrew her candidacy for the post of Vice-President for Energy Union after being effectively vetoed by MEPs.

Violeta Bulc, Slovenia's Development Minister, is the new Vice-President for Energy Union in Jean-Claude Juncker's new Commission. But who is Violeta Bulc? Not your average bureaucrat it seems:

1. Interesting ideas about energy generation: "Natural environmental heat can be transformed directly into electrical energy," says Bulc. A shame that she didn't get Commission's Energy Union brief really as it could have made for some interesting discussions.

2. She believes in 'syntrophy' - which is apparently something to do with 'the creative power of nature'.

3. Positive values: Her business, Vibacom, is run on the values of "the power of positive energy and pure thoughts". This "creates the conditions for prosperity and thriving". Well, the EU could definitely do with an injection of positive energy.

4. Serious sporting prowess: Not only does she have a black belt in Tae Kwan Do, but she was also a professional basketball player in Yugoslavia, and won athletic championships in javelin. Eat your heart out Vladimir Putin.

5. She blogs: Violeta's blog is well worth a peruse. Here's a post from last month called, 'The vibrations of the White Lions in the new Era'. <http://ow.ly/Dh9Tu>.

6. She is a qualified Shaman and firewalker: She has a certificate from



"The power of positive energy and pure thoughts creates the conditions for prosperity and thriving."

Violeta Bulc

the Shamanic Academy in Scotland. No explanation offered - and is one needed? She has also received a certificate for 'firewalk' and 'breathwork' instructor at the recognised school of transpersonal education, Sundoor. Should come in handy during her grilling by MEPs.

7. She's got charisma: In 2010, she won the 'Sunny Personality of the Year' prize. A sunny disposition will help Bulc in Brussels which is hardly regarded as being among the most uplifting cities in Europe.

While conceding that she may be a little 'out there', she certainly has the potential to shake up the dreary and self-regarding Brussels bubble!

Suddath wins again at the US EMMAs

For the second time in three years Suddath has won the EMMA in the International Mover of the Year category for the American region.

The EMMA (Expatriate Management & Mobility Award) is made by The Forum for Expatriate Management.

This is the third year in a row Suddath has received an award in this category as the winner in both 2014 and 2012 and runner-up in 2013. The Forum for Expatriate Management (FEM), a global group comprised of industry mobility professionals, chose Suddath as the recipient out of a total of ten finalists in the category. More than 1,000 nominations were received from around the world in all categories. Peter Bowsher, Vice President of Global Sales, accepted the award on behalf

of Suddath during the awards gala at the annual Americas Global Mobility Summit in Orlando, Florida.

This year's judges, both clients and peers, said that, "Suddath presented impressive innovations as well as an updated moving app bringing them ahead of the competition." In 2012 the judges said, "Suddath has a broad global presence and are masters at managing their worldwide network of movers."

"We are honoured to receive this continued recognition from industry peers," said Steve Crooks, President of Suddath International.



● Steve Crooks.

MERRY CHRISTMAS

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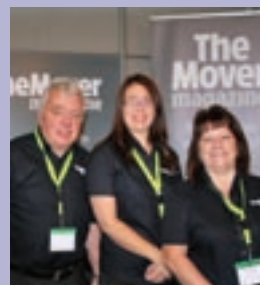
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MOVERS AND STORERS SHOW 2014



Silverstone's futuristic Wing building was again the venue for this year's Movers and Storers Show on 21-22 October.



● Top right: Universal Packing; centre right: taking part in the pit stop challenge; above: David Jordan, Lisa Head and Nikki Gee from The Mover; above left: Packer of the Year.

This is the second year the event has been held at the £30 million building which, during the motor racing season, plays host to world's top motor racing teams as they battle for the F1 championship. Organiser Animo Events reported a 16% increase in attendance over last year, with 864 visitors passing through the doors for the free exhibition. Charlotte Parslow from Animo said: "There was a terrific buzz in the air and a lot of senior people from the removals and self storage industries attended. There was a feeling that the show had finally come of age."

Although the glamour of Formula One had long since departed there was still plenty to see in the spotless F1 pit area, with displays of some of most beautiful removals vehicles in the country alongside the latest models of fork lift trucks from Jungheinrich and Toyota. The Fox Group brought two vintage vehicles that attracted a lot of attention and brought a touch of nostalgia to the display. There was plenty of fun too with a pit stop challenge,

where teams could try their hand at wheel changing against the clock, and the ever-popular Packer of the Year Contest.

Meanwhile up on the first floor, the UK's top removal companies and suppliers welcomed guests to their stands, providing a unique opportunity to talk to people from every aspect of the industry, all under one roof.

This year saw the return of The Learning Zone with presentations and debates on a wide range of subjects from marketing and vehicle compliance, to working with family members and the rise of women in the moving industry. One of the most popular sessions was 'Moving day mayhem – surely something can be done?' championed by Moving etc... The debate brought together a panel of leading industry figures - including Jonathan Smithers, Vice President of the Law Society; Edward Goldsmith, Chairman of the Society of Licensed Conveyancers; and Christopher Hamer, The Property Ombudsman - to discuss issues such as same day exchange and completion, late

handover of keys and the amount of notice given to movers. Matt Faizey from M&G Transport hosted the debate which gave everyone the opportunity to put their questions to the panel and express their concerns to those with the influence to bring changes to the process.

Tuesday evening was party time at the Snoozebox which this year had a Halloween theme with pumpkins, spiders and monster mash the order of the night. There was also a silent disco which proved a great hit and gave exhibitors the opportunity to do some informal networking while others danced the night away.

On Wednesday it was standing room only for keynote speaker Paul Evans who talked about his long career in the moving industry and how from humble beginnings he developed a multi-million pound empire including his recent acquisition of Momentous Relocation and his successful venture into the nightclub industry.

As the show drew to a close it was time to announce the competition winners. Matthew James Removals won the 2014 Truck Show with its beautifully prepared Scania road train, while the team from MGR Removals lifted the trophy for Simpson Packaging Packer of the Year. Olivers Removals took the prize for the fastest wheel change in the Pit Stop Challenge.

The Movers and Storers Show will again be at Silverstone next year on 15 -16 September.



● The Women in Removals panel, left to right: Judith Bennett, Angie Boreman and Emma Lanman.



● Clockwise from top left: Anglo Pacific, DKV, Haywood & Sons Ltd, Basil Fry & Company and Pound Gates Insurance were all present; below: Charlotte Parslow presents the Truck Show trophy to Matt De-Machen for his Scania road train (left).



The rise and rise of women in removals

One of the most popular panel discussions in The Learning Zone focussed on the increasing number of women now working in the moving industry and what can be done to encourage more to join.

Judith Bennett from Britannia Bennetts, Angie Boreham from the Fox Group and Emma Lanman from all female moving company Van Girls, took to the stage to talk about their experiences and what they thought women can contribute to what is still a male dominated business.

Emma Lanman started Van Girls two years ago and has found that in many cases women are the ones who book removers and felt more comfortable having a female surveyor calling to do the survey.

There was a general feeling that the acceptance of female removers was to some extent a generational thing and that younger people - those under 30 - were less likely to be sceptical about

women movers.

When it came to attracting more women to the moving industry Judith Bennett suggested that schools could do more to make girls aware of the opportunities, especially for those who do not wish to follow an academic career.

Asked what advice she would give to a female joining the industry Angie Boreman said that women needed to be thick skinned, determined and to give as good as they get. Emma Lanman agreed saying that having worked as a firefighter before starting Van Girls she certainly needed to be thick skinned and encouraged women to maintain a strong feeling of who they are and not to compromise themselves.

REPORT MOVERS & STORERS SHOW 2014

Moving day mayhem – surely something can be done?

Membership organisation Moving etc put together an impressive line up of representatives from the legal profession, estate agents and the Property Ombudsman to discuss how the process of moving house could be improved.



● The 'moving day mayhem' panel answer questions from the floor.

The debate, hosted by Matt Faizy, began with a question from Chris Leach of Leach Removals in Kent who asked why the period between exchange and completion, which used to be a minimum of 28 days, was now much shorter and in some cases could even be on the same day. This was making life difficult for movers as they now had very little notice to plan their operations.

Edward Goldsmith, Chairman of the Conveyancing Association, said that changes in customer expectations and the high speed with which money can now be transferred were the main reasons for the shorter transaction times.

From the floor, Jane Finch from Moving etc... asked why lawyers allowed customers to tell them when they wanted to move and suggested they should be encouraged to allow more time for the process to take place.

Mr. Goldsmith explained that if it was possible to exchange within the time frame requested by the client and their lawyers it would be wrong to deliberately obstruct the procedure and could even result in a legal complaint.

Mark Hayward, MD of the National Association of Estate Agents added his voice to the debate by broadly agreeing

with Goldsmith and that competition for properties and the demands from clients to complete were the main reasons for the often short periods between exchange and completion.

The Property Ombudsman, Christopher Hamer said that it was the responsibility of all the parties to be transparent in their negotiations and to be realistic and clear. He suggested a code of practice that lawyers, estate agents, movers, surveyors and anyone else involved in the transaction could adhere to may be helpful.

Jonathan Smithers, Vice President of the Law Society said the Society had invested in new software that will allow conveyancers to view the position of everyone in a 'chain', and should keep everyone up to speed on the progress of the sale. The software called VAO is due to come on-stream in spring 2015.

Although the debate ended without reaching any firm conclusion there was a general consensus that there is a need for more transparency and dialogue between all parties involved, so that unrealistic deadlines are not imposed and transactions are completed in a timely professional manner.



COMPETITION WINNERS

Insurance specialist Reason Global devoted its stand to fundraising for Macmillan Cancer Support and raised an impressive £500.53 with its guess the bears' names competition.



● Winners Colin Wynn from Administer Software and Ray Inskip from Flame Recruit, with Nicholas Marshall and Malcolm Pearson from Reason Global.

Paul Evans: lucky man!

Paul Evans was the star of the show at Movers & Storers.

Paul has been in the business for 40 years or more and shared some of his experiences for the benefit of the audience. He said that he had been extremely lucky, but those who know him well also know that the luck was complemented by a huge helping of talent too.

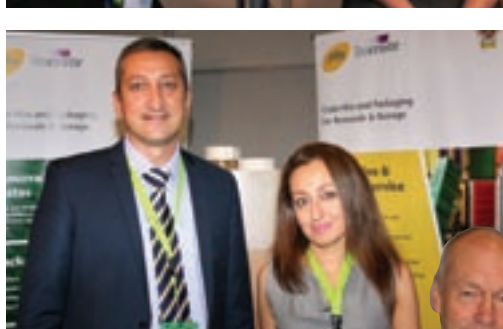
Paul spoke of his days as a child working in his father's greengrocers shop; starting his first business; and tales of driving trucks to Saudi Arabia. For most people Paul is known for starting Trans Euro in the early 1970s, building it to remarkable success and selling it in 2000, then performing the same conjuring trick with Interdean five years later.

After selling Interdean in 2011 Paul had a change of career buying a group of 55 nightclubs across the UK including brands such as Oceana,

Liquid and Lava Ignite serving around ten million visitors each year. But the lure of the bright lights wasn't enough to drag Paul away from the moving industry. As soon as his restrictive covenants and health allowed he was back, buying Momentous earlier this year. The company has now recruited some of the best talent in the industry and has operations in Park Royal and central London as well as its original warehouse in Aylesbury.

Paul spoke of his love for the industry and the people within it and how his life in the moving industry had been full of highlights despite having to battle health problems that threatened his very survival more than once. Listening to Paul it was quite obvious that his life in the moving industry had been a joy for him. Long may it continue.

● Paul Evans.



● At the show, facing page, top down: Flame Recruit; KES; Evolved Energy; this page, top row: Mr Box; Buzzmove; Toyota Materials Handling; centre row: Kidds Training Services; PHS Teacrate; bottom left: Alliance of Independent Movers; below: Move Assured



NEWS: INTERNATIONAL

TriGlobal at IAM conference in Orlando

TriGlobal, the online lead generation company, attended the IAM conference in Orlando for the first time in the company's ten-year history.

Since 2004, TriGlobal has offered consumers the opportunity of comparing between certified international movers that specialise in their destination. The company claims to have over 500 international moving companies booking business through its web-portals. "I think our strength lies in our focus on lead quality and our efforts to ensure fair competition between our clients," said Marco Maruccia, Global Sales Manager at TriGlobal.

He and fellow Sales Manager Roeland de Bruijn stayed at the Marriott hotel in Orlando for four

days during the conference.

"Because we stayed in the hotel where the conference took place, it was easy to meet up with all the international movers. We have worked twelve hours a day in order to make sure we spoke to everyone we wanted to talk to. We handed out scratch cards that entitled movers to receive up to \$120 worth of free leads."

Looking back at the event, the two sales managers are very happy to have had the opportunity to meet people in the international moving industry from all over the world. Odds are TriGlobal will be attending the IAM conference again next year.

● Marco Maruccia.



● www.graebel.com.

New website for Graebel

The Graebel companies have recently launched a new website. The new site gives information about the company, its services, leadership, employment opportunities; events and participation at worldwide associations' conferences, accreditations and awards, along with valuable industry and market intelligence documents.

The site was developed by the Graebel IT team led by Chief Information Officer, Ron Dunlap PhD. "I am extremely proud to unveil the redesigned Graebel.com this week," he said. "Our objective to develop an easy-to-navigate intuitive site so visitors can effortlessly learn about our services and Graebel per se in an elegant and user-friendly experience in multiple dialects has been achieved."

● You can judge for yourself by visiting: www.graebel.com.

Jorge becomes Portugal's market leader

According to IGNIOS, a Portuguese risk management institution, Global International Relocation run by Jorge Da Costa, has become the Portuguese market leader in terms of international moving sales volume after just six years in the business.

"These results were possible due to our capacity to quickly adopt the industry's best practices and to our strong commitment to conquer the top international certifications," said Jorge. "Global International Relocation was the first Portuguese moving company to achieve the FAIM PLUS and the ISO 9000 & 14001 certifications and continues to be the only one with LACMA'S certified packers distinction."

Jorge added that the permanent investment in the team's

qualification and facilities were critical in achieving the performance. This included: isothermal warehouses with fingerprint control access; acclimatised bunkers; code bar control of all volumes; specialised software and hardware for tracking; 24/7 surveillance systems; hydraulic lifting platforms; and a large owned vehicle fleet.



● Jorge Da Costa.

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NEWS: ON THE ROAD

Event Data Recorders (EDRs)

The European Parliament Committee for Transport and Tourism has released a study on the 'Technical Development and Implementation of Event Data Recording in the Road Safety Policy - PE 529.071'.

The study provides an analysis of the technical developments and implementation of Event Data Recorders (EDRs) in cars or commercial transport vehicles.

EDRs are devices able to record information related to vehicle crashes or accidents. They have been used since the 1970s by US car manufacturers to investigate accident causation and to improve vehicle design; at present, increasing applications in the insurance market and public and private fleet management are emerging.

The EU is giving increasing attention to these and other Intelligent Transport System devices as they could help meet road safety targets set in the 2011 Transport White Paper. This study provides an overview of existing applications of EDRs in the EU, Switzerland and the US, presenting evidence on

their scope of application, technical features, data processing system and outcomes achieved. It concludes with recommendations on factors that should be considered when shaping policies to sustain effective implementation of EDRs in the EU.

● For details see: **The Study:** <http://ow.ly/Dd7Dj> and **The Executive Summary:** <http://ow.ly/Dd7N9>.



● The study provides an analysis of the technical developments and implementation of Event Data Recorders (EDRs) in cars or commercial transport vehicles.



● It is estimated that eCall could save as many as 2,500 lives a year.

Legislation procedure for eCall

To help mitigate the consequences of serious road accidents, the EU has committed to putting in place an emergency call system known as eCall. Based on in-vehicle communication technology, such an electronic safety system will automatically call emergency services in case of a serious crash.

The eCall will dial 112 - Europe's single emergency number - and communicate the vehicle's location to emergency services, even if the driver is unconscious or unable to make a phone call. It is estimated that it could save up to 2,500 lives a year.

To achieve that objective, on 13 June, 2013 the European Commission presented two legislative proposals aimed at ensuring that, from 1 October, 2015 firstly, all new models of passenger cars and light duty vehicles would be fitted with 112 eCall and, secondly, the necessary infrastructure would be created for the proper receipt and handling of eCalls in emergency call response centres - ensuring the compatibility, interoperability and continuity of the EU-wide eCall service.

Contrary to the current system where eCall is installed by

manufacturers on a voluntary basis, the proposal provides for a mandatory fitting of eCall devices in vehicles, starting with new passenger cars and light commercial vehicles, by 1 October, 2015. It therefore requires vehicle and equipment manufacturers to ensure that, in the event of a severe accident, an eCall to 112 is activated automatically. An eCall can also be triggered manually. Furthermore, the regulation provides for rules on privacy and data protection, as well as for the delegation of powers to the Commission in respect of detailed technical requirements.

The European Parliament adopted its position at first reading on 26 February, 2014. On 25 September, the IMCO Committee decided to open trilogue negotiations with the Council and the Commission with a view to reaching an early second reading agreement.



SHOULD YOU HAVE TO FIT IN A BOX?



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● The 14-16 age group finalists at the 2014 Young Driver Challenge and (above right) the 11-13 age group finalists.



Young teens crowned UK's Best Young Drivers

A 13 and a 16 year old are celebrating after beating hundreds of others from across the country to be crowned the UK's Best Young Drivers – before they are even old enough to officially drive.

Troy Hickling, 16, from Leicester finished first in the 14-16 age category and Hannah Tripp, 13, from Cheddar in Somerset won the 11-13 age group at the national finals of the 2014 Young Driver Challenge, held at the Birmingham NEC.

They were crowned the overall national champions after judges from the Institute of Advanced Motorists (IAM) praised their vehicle control, precise manoeuvres and quick thinking behind the wheel.

More than 350 young people entered the competition, organised

by Young Driver, the UK's largest provider of driving tuition for under-17s. Troy and Hannah were among the 40 who made it to the final of the contest - which was open to those aged between 11 and 16.

As well as being marked on their practical driving skills at one of Young Driver's 33 venues, the entrants were also judged on their performance in the Goodyear Driving Academy, an online driving simulator which tests youngsters' knowledge of the Highway Code.

Hannah and Troy both took home the top prize of 20 Young Driver

"...all this experience will obviously be a huge help when I come to learn on the road when I'm 17."

Troy Hickling

lessons, 20 on-road post-17 driving lessons courtesy of Goodyear, a Young Driver at School session for them and their classmates, and £500

off their car insurance premium courtesy of Young Driver sponsor Admiral.

Hannah said, "It was an amazing feeling even to be in the final. To then learn I'd won my age category was just incredible. It was quite a challenging test and we knew the judges were marking our ability based on a lot of different driving skills and manoeuvres."

Troy added, "It was a great day and I was stunned to win. It's reassuring to know I'm doing so well, and all this experience will obviously be a huge help when I come to learn on the road when I'm 17. I'm looking forward to all my classmates being able to try out the Young Driver experience as part of my prize."

One of the judges, IAM Director of Standards Mark Lewis said, "Young people are often labelled as risky drivers; but Troy, Hannah and all the entrants to the contest have shown that they can achieve the highest standards of driving safety. There is a small amount of research to suggest that those who undertake driver training at an early age pass their DVSA test first time. It would seem that whilst they may have less on-road driver training once they obtain their provisional licence, their attitudes to safe driving remain unchanged by peer pressure."

One mum said her son was now pointing out her bad driving habits and particularly encouraging her to drive within the speed limits.



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NEWS: ON THE ROAD

Why wait for cleaner air in London?

Central London's Ultra Low Emission Zone (ULEZ) is due to come into effect in 2020, but the FTA believes that introducing congestion charge discounts to operators of Euro 6 vehicles now, could significantly improve air quality in the capital.

The Alternative Fuel Discount was scrapped in 2010 and since then the only discounts available on the Congestion Charge are for cleaner cars - there are no incentives to encourage investment in cleaner commercial vehicles.

Christopher Snelling, FTA's Head of Urban Logistics and Regional Policy said, "Businesses are already operating some Euro 6 HGVs today, despite the costs involved. If TfL provided the right incentives, we could ensure that those vehicles are used sooner in central London, which faces some of the most difficult air quality

challenges in Europe."

Snelling added, "Offering a discount for Euro 6 commercial vehicles could help ensure that fleets speed up the purchase of newer vehicles and move these cleanest vehicles to the capital today, giving those living and working in central London many of the benefits of the ULEZ right now. Public authorities sometimes seem to only pursue their aims via increased regulation and cost for business. FTA believes that there should be a more balanced approach, with positive measures to support industry and improve the quality of life."



www.driverfirstassist.org.

Would you know what to do?

With the first cycle of Driver CPC training now complete, Driver First Assist (DFA), a road safety organisation, has launched a programme to train drivers in life-saving first aid as part of their ongoing CPC obligations.

Driver First Assist is a not-for-profit organisation whose aim is to populate the UK road network with drivers (DFAs) who have been trained to provide first aid and manage the scene at road traffic collisions (RTC), prior to the arrival of the emergency services. Every DFA course counts as seven hours towards Driver CPC training and is uniquely carried out by serving or recently serving emergency services personnel.

DFA founder David Higginbottom said: "We have had an overwhelmingly positive response from drivers who have already attended the course. Our feedback shows that providing drivers with the correct procedures when faced with an RTC, not only gives the individual a sense of empowerment, but also creates a positive image for the industry as a whole."

"RTCs cost the UK economy in the region of £1.5 billion a year, have huge impact on delivery schedules

and cause terrible human tragedy. Creating a community of trained DFAs on our roads will not only potentially allow emergency services to reopen roads more quickly, but of course can assist immeasurably in lowering casualty figures."

"RTCs cost the UK economy in the region of £1.5 billion a year, have huge impact on delivery schedules and cause terrible human tragedy."

David Higginbottom

● For more information about how you can benefit from the training and satisfy the annual requirements of your Driver CPC go to: www.driverfirstassist.org.

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REPORT: MOVERS & STORERS REGATTA

ALL ABOARD!

Some time ago, the team behind the Movers & Storers Show mentioned to their friends at Currencies Direct that they wanted to organise a fun and unusual networking event for the industry. Currencies Direct loved the idea and agreed to support it. A short while later Intelligent Telematics joined the event as sponsors as well, and the first ever Movers & Storers Sailing Regatta was born.



As a result, on 15 October an intrepid group of sailors and novices (mostly novices) set sail from Port Solent Marina. The forecast was for rain and lots of it but it never really materialised, and once everybody got the wind in their hair, the odd shower wasn't going to ruin the fun. In fact, everybody was much more concerned with a) trying not to go for an unscheduled swim and b) trying to win the races. A total of 34 sailors – including *The Mover's* very own Steve Jordan – crewed four matching Beneteau F40 yachts out of the harbour and into the Solent. With a little help from a Skipper

and First Mate on each boat of course.

After a morning of sightseeing along the beautiful Portsmouth and Isle of Wight coastline and learning a little bit more about ropes, sheets, winches and tacking, the crews were ready for their first race. The racing was a little confusing for the novice sailors, as all the boats seemed to start off by travelling in different directions, but by the end they were all line astern and it was an exciting and close run victory for the red team.

A quick breather and a picnic lunch later, they were off again and fighting past the Napoleonic forts and through the squally showers to the finish line. This time the blue team were victorious, with

After a morning of sightseeing along the beautiful Portsmouth and Isle of Wight coastline and learning a little bit more about ropes, sheets, winches and tacking, the crews were ready for their first race.

REPORT: MOVERS & STORERS REGATTA

● The winning team.



● Rounding the marker buoy.



● Following the leader in line astern.

the reds coming in second.

Back at the sailing club everybody warmed up with tea and cake, and Currencies Direct awarded bottles of champagne to the Blue team who were declared the overall winners by the race controller (something to do with sailing rules and countback that nobody really understood).

The result was a fantastic day out for everyone involved. Apart from a couple of people who had a bad case of seasickness (who shall remain forever anonymous). Plans are already being discussed for the event to come back again next year, bigger, better, and more competitive than ever. The reds have a score to settle.

CHRISTMAS STORY: FOR COMFORT

For Comfort

A Christmas story, by Steve Jordan.

The cat didn't know what all the fuss was about. It never did. It happened just the same every year at this time. Humans! Pah! They have no idea.

It seemed odd to her that humans, who in some ways seemed quite intelligent creatures, did not get it. Every year they would do the same. They turn their houses into some kind of playground with baubles dangling from trees (fun to play with but serving no obvious purpose otherwise) and gaudy decorations that usually cause arguments when they are being put up. Two weeks later they all come down again.

Normal life seems to be put on hold as everyone is caught up in a frenzy of eating, drinking and pretending to be jolly. On one particular day, in the middle of the frenzy, they give each other gifts that they usually can't afford and that nobody really wants. The children play along because it seems to make their parents happy but most of the toys are either broken or forgotten before the day's out. "They always give me a thing that they think looks like a mouse for me to play with," said the cat. "I go along with it because it's easier that way, but I'm telling you now, it's nothing like a real mouse."

Then there's the dog. Now, contrary to popular opinion, the dog is not stupid. It is blessed with clear sight, sharp hearing and wonderful sense of smell. It understands. The trouble is, just as with all dogs, it has absolutely no memory. Every year it's as if it's the first time. As soon as the colours start it yaps about and the cat says: "It's just the energy. It's the same as last year. Remember?" But no chance. It gazes skyward, dribbling usually, in absolute wonder. Next year it will be the same old routine.

The problem is one of cause and effect. The humans seem to think that they buy gifts for each other and eat too much to make themselves happy. But they don't know what the cat knows. Any cat will tell you, it's just not that way around. It's the energy that creates fear. It's the fear



that drives people together for comfort. It's the comfort that makes them happy. The gifts are just the humans' way of making sense of it all.

The problem is one of cause and effect. The humans seem to think that they buy gifts for each other and eat too much to make themselves happy. But they don't know what the cat knows.

"I don't know where the energy comes from," said the cat. "I'm just a cat after all. But I can see it, that's for sure." And so could the dog. Some say that monkeys can too. But humans? Nah! It comes as lights, flashing, fading in and out, blue, green, red, orange, every colour you can imagine. Humans can't see it, but they feel it all right. It's what they call, for some reason, Christmas spirit. It's a bit scary, so they gather all their families around them for safety. Though they don't even know they are frightened. Maybe it's just the universe telling us all, dogs, cats, monkeys and all living things, even humans, that they need to hold each other close, just for a while, if only once a year.

The funny thing is that humans can see

the energy sometimes too. Occasionally, right up in the north, where days last for months, they can see it. Maybe that's why they think there's a strange old chap in a red cloak who lives there making toys all year. Odd, these humans. Always think that everything they don't understand has to look like them. Sweet really!

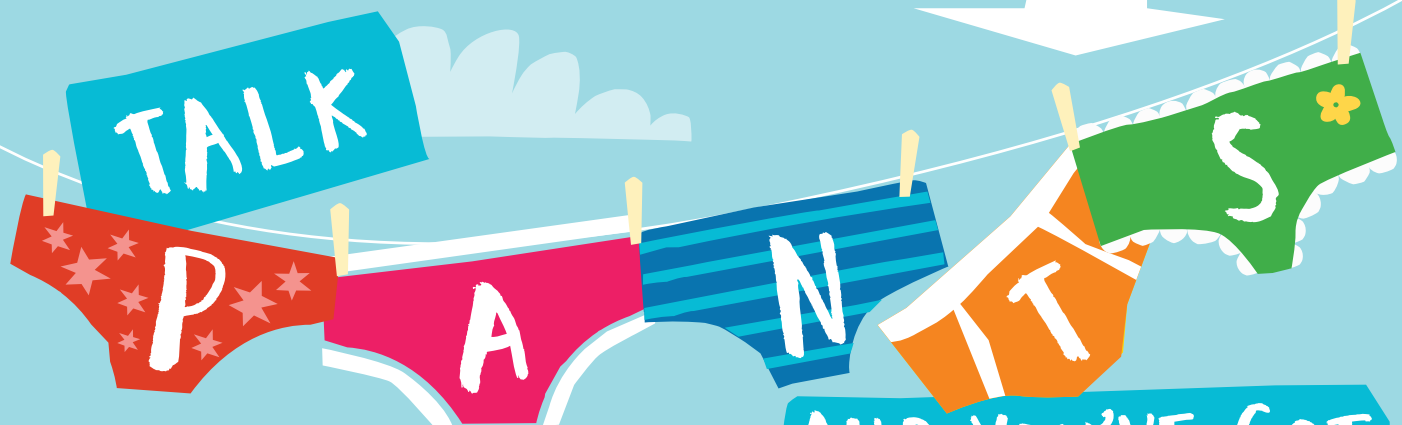
The cat is bored already. It's not even looking forward to the mouse thing. The dog? It can't remember what happened last year but it just hopes that it involves food, tennis balls and walks. Nothing else matters.

The humans, they are panicking as usual. It's just the energy making them fretful. They don't know why, they just do it. But it will be alright in the end. The families will get together. They will hug, wish themselves merry, eat, drink and, before long, the energy will fade. They should then be fine until next year.

The cat, meanwhile, looks on. All seeing. All knowing. Well, most things anyway. It knows what happens, but it doesn't know why and it doesn't know why it is always at the same time each year. What it does know though, is that the 'why' question is not for it to answer. It is a question that should remain. Some things not even cats are supposed to understand.



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NEWS: PRODUCT

The story of the PorterBag

By Ronald Vriend.

Over the years I have helped many people move and one thing I noticed is that most are not good lifters, especially when it comes to heavy objects such as household appliances and the direct result is most often damage to goods and personal injury. In Amsterdam we have steep and narrow stairs in our houses which makes carrying a washer even more difficult. As I am reasonably creative I thought of a way that would make things easier: this went on to become the PorterBag.

I was proud of my idea and I entered a Dutch television show called *Het Beste Idee van Nederland*. Although I did not win (the programme was sponsored so a sponsored product had to win) many people had seen the PorterBag and on social media the buzz was out. A big company that is strong in producing bulk bags for heavy industry, Nebig.com, wanted to produce the bag as

they agreed on the benefit the bag could bring.

So now I had publicity and a producer, next was a retailer to sell my bag and that was one of Holland's biggest DIY stores, Gamma. The PorterBag is now sold in over 200 stores in the Netherlands.

Of course the bag does not make things lighter: Newton's law is untouched! But it does make it easier and safer, with less chance of damage. A washer, for instance, has a loose wire and a watertube that people can trip on, this is now being held together in the bag. The handles on the bag keep your hands in one place preventing it from being hurt by things like doorposts. It also forces the carriers to hold the object in an ergonomic manner, is light and foldable into a small package and re-usable. It can also be used as a dump bag for rubble. When it was shown to Holland's biggest transport union it was rewarded by being given a place in



● Ronald Vriend, (left) demonstrates correct use of the PorterBag.

its book of ergonomic solutions.

I am of course very happy about its success, but wouldn't it be great to see UK movers work with the PorterBag?

● For more information about the bag you can contact Mr Ivo Haije at info@nebig.com.

Ronald Vriend, Inventor of the PorterBag, the Netherlands.

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Jungheinrich launches revamped counterbalanced fork lifts

Jungheinrich has launched the latest addition of its hydrostatically driven 3s, 4s, and 5s series of engine-powered counterbalanced fork lift trucks.



● The revamped Jungheinrich counterbalanced fork lift.

Thanks to a new control system, the trucks have high energy efficiency and deliver top performance, with extremely low fuel consumption.

As part of the re-engineering process, the trucks feature a new hydraulic pump which delivers exactly the right amount of oil required for the trucks' operational hydraulics. In practice this means an increase of up to 20% in the efficiency of the lift and hydraulic functions. In addition, a new engine design means the trucks not only meet the requirements of the latest European emissions directive, but offer significantly improved energy efficiency that results in a reduction in fuel consumption of around 8%.

To ensure maximum productivity the trucks' engine speed increases automatically during lifting operations. Hydrostatic drive technology ensures steering and operational hydraulic operations are direct, precise and effortless. While five pre-set operating programmes enable the driver

to adjust the operational characteristics of the truck to suit the job at hand with the touch of a button.

A new compact mast means the driver's field of vision has been significantly enhanced too. Compact nesting of sections, optimised hose and chain guides as well as two openings in the crossbar, all improve driver visibility by up to 85%. The design of the trucks' control panel gives the driver an excellent view of the load and fork tips. A strut-free, safety glass window in the overhead guard affords the operator an unobstructed upward view when stacking and retrieving pallets, while the position of the counterweight ensures a clear view to the rear.

Craig Johnson, Marketing Manager of Jungheinrich UK Ltd said, "Hydrostatic drive ensures excellent driver comfort and high throughput rates, especially in intensive operations."

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RECRUITING STAFF?

By Caroline Seear
Managing Director of Red Recruit



Tales of the unexpected

Any business that has recruited new staff knows that it can be an interesting time filled with the unexpected. People will turn up with no real idea about what the job entails or they may have no experience or knowledge of your industry – despite what their CV might say. They may have unrealistic expectations or lack interest and enthusiasm. And some will be just plain weird.

All of this may involve some bizarre interviews and a string of rejection letters. On reflection it may seem like an amusing experience but it will have also been an expensive waste of time and you may still be looking for the right person to fill a key role. Many businesses find that using a recruitment consultancy helps them avoid the unexpected and proves to be a cost effective way of finding great people to employ. But just as finding the right person for your vacancy can be a challenge, choosing the right consultancy can be difficult.

ensure success.

A highly professional consultancy will spend time getting to know your business and understanding exactly what you are looking for. They will save you time and money by carrying out an extensive search to make sure you only see high quality candidates who can add real value to your business. They will use the latest technology to identify suitable candidates and will use comprehensive screening mechanisms to make sure that would-be employees are genuine and right for you. Above all they will offer a personal service, working with you throughout the selection process to make sure you are happy with the way things are going.

So no more wading through mountains of CVs that seem to tell you everything and nothing. Your recruitment consultant will have done all the ground work for you and made sure that your involvement in the recruitment process will be purposeful and a

A highly professional consultancy will spend time getting to know your business and understanding exactly what you are looking for.

So what should you be looking for? It's important to choose a consultancy that has a real understanding of your industry and how it works. So look for well-established consultancies that have an impressive client list and who can demonstrate that they can deliver results. Talk to them and see if they speak your language. Building up a rapport with your consultant based on trust and mutual goals will help

good use of your valuable time.

So next time you are looking at expanding your operations, or if you just have the odd vacancy to fill then give some thought to what sort of recruitment experience you want. Are you really looking for more tales of the unexpected, or would you prefer the reassurance that a professional consultant is working tirelessly to find you the right person for your business.

NEWS: PEOPLE

Barrie Gilmour joins Crown

Crown World Mobility has appointed Barrie Gilmour as the new Head of Sales for the UK & Ireland.

He will be responsible for developing new business in the UK and Ireland while working closely with the regional sales teams to secure long-term growth opportunities for the business.

"It's very important for the development of the business to have Barrie on board," said Chris Fogarty, Business Development Director UK Ireland & Northern Europe at Crown World Mobility. "With his extensive experience within the global mobility sector, Barrie will be crucial in improving our current client portfolio and helping customers get better value from our services."

In his previous role as UK Sales Director for Interdean, Barrie was responsible for new business development for global and regional headquarter companies and marketing within the UK. Before this he headed-up Paragon Relocation's Business Development function in EMEA as Global Business Development Director.



● Barrie Gilmour.



● Jerry Trusler with his manager Joanne Reeves.

40 years a Gerson Person

Jerry Trusler has completed 40 years with Gerson Relocation.

Jerry, now 59, marked the start of his fifth decade with Gersons with a long-service luncheon at The Butcher's Arms near his Daventry base with manager, Joanne Reeves, and Gerson's MD, Niall Mackay.

Jerry joined the then Michael Gerson Ltd in 1974 when he was just 19 after leaving his job as a porter/packer with local firm, Walkers of Northampton. Gersons had started in Daventry in 1972 so Jerry was one of the company's first recruits.

Jerry said, "I've always enjoyed the work here and there have always been lots of good people in the company to work with." Jerry worked as porter/packer for seven years before being promoted to crew Foreman in 1983.

Jerry said his most interesting job

was in 2002, moving thousands of antique, vintage, and modern firearms for the MoD from the so-called 'Pattern Room' in Nottingham to the Royal Armouries Museum in Leeds, where many of the collection are now on display. "We had police escorts front and rear of each vehicle load, and an unarmed officer in each cab," said Jerry.

In 2005, Jerry was promoted to Warehouse Supervisor. Niall Mackay, MD of Gersons, commented, "Jerry is the first one of our staff to see 40 years with the company. His work over the years has been fantastic, with a long list of happy customers to his name. We're looking forward to his next 40 years."

The company will be paying for Jerry to go on holiday to a destination of his choice in 2015.



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The White & Co Mystery Mover



Congratulations to Ray Inskip from Flame Recruit who was the first out of the hat to correctly identify Brian Jones from Brytor International in last month's competition. This time you will all know the happy smiling face of Allen Fan in the background, but who is his equally jolly friend? The winner will receive the much coveted White and Company Red and Black watch. Answers please to editor@themover.co.uk.

Steve Wilkins appointed Director at Pickfords

Pickfords has appointed Steve Wilkins as Director Corporate Services. In this newly-created role, Steve will be responsible for serving the needs of Pickfords' corporate clients.

Steve spent 20 years with Pickfords between 1982 – 2002 leading its then international Executive Moving Division and managing the international specialist sales team. He left Pickfords to broaden his experience and joined Harrow Green as International Director in 2002. During this period he worked with Harrow Greens' International corporate and commercial clients.

Pickfords' Managing Director Russell Start said: "Steve Wilkins

will use his extensive experience to market the combined strength of our business-to-business moving services. Part of his responsibility will be to lead the move management teams for our corporate services division, which will include liaising with our key partners and overseas agents. The objective is to show corporate accounts how Pickfords can work closely with them as a strategic partner to provide an integrated one-stop service that is tailored to their precise needs."



● Jean Mason with great-grandson Monte and his mum, Sadye.

Obituary: Jean Mason 1925 – 2014

Jean Mason, mother of Paul Mason and grandmother to Simon and Caroline Mason died peacefully recently at the age of 89. Jean was a strong and familiar figure in the moving industry, especially at the BAR conferences and will be missed by all those in the moving industry who knew her.

In his tribute to Jean delivered at the funeral, Steve Sheldon said that Jean was someone who always understood that customers came first. She became a director of the family business in 1971 following the death of her brother-in-law Leslie Mason. But it was following the death of her husband Stanley in 1983 that Jean took a more active part in the family business.

Steve said that Jean was a lady who went out of her way to take a genuine interest in the people she knew or just happened to meet. She attended many industry trade conferences with Stanley, and more recently with her son Paul and other members of the John Mason team. She was well known and always took a keen interest in people and what was happening in the global moving industry.

Jean was an active member of BAR and regularly attended area meetings. She was elected Chairman of the Association's North West Area in 1991 and 1992. During that time the Area regularly had upwards of 50 attendees – figures that have never been exceeded since. Also in the early nineties she took on the role of Chairman of the RBA, the Removers Benevolent Association, a position that she held for ten years.



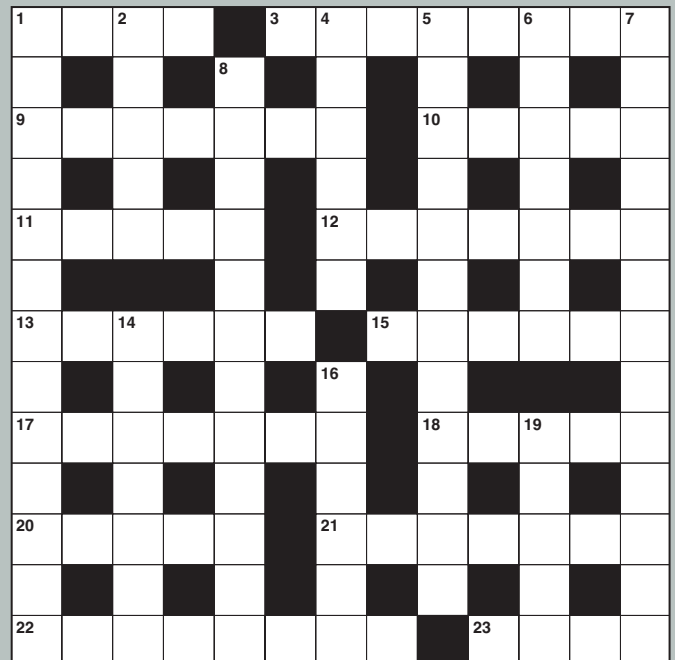
This was typical of the charitable work with which Jean was involved.

She cared deeply about people. Steve said that she was always the one who made sure people had a birthday, anniversary or special occasion card. "It didn't matter to her whether you were a driver, porter, warehouseman, office worker or fellow director, Jean always had time to enquire about your family, how your job was going or just where you planned to go for your next holiday," he said. After Jean retired, she continued to make regular visits to the office to maintain the contact with the company's staff.

Jean was loved by those who knew her well and respected by those who didn't. With her passing the industry has lost a beacon, an ambassador and a friend.

Puzzles

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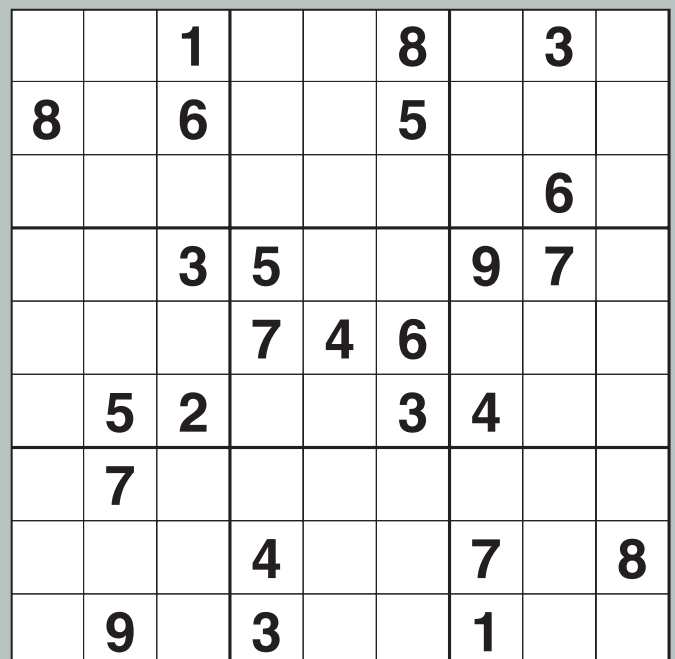


ACROSS

- 1 La ____ Bonita: Madonna hit (4)
- 3 Item of additional book matter (8)
- 9 Insect body segment (7)
- 10 Spherical objects (5)
- 11 Hit with the fist (5)
- 12 Extend an arm or leg (7)
- 13 Planetary paths around the sun (6)
- 15 Notable inconvenience (6)
- 17 Lessens (7)
- 18 Group of shots (5)
- 20 A satellite of Uranus (5)
- 21 Those who catch prey (7)
- 22 Quotidian (8)
- 23 Catch sight of (4)

DOWN

- 1 Not suitable (13)
- 2 Heavily loaded (5)
- 4 From Denmark (6)
- 5 Awkward (12)
- 6 Widens (7)
- 7 Naughtily (13)
- 8 Vehemently (12)
- 14 Hour of going to sleep (7)
- 16 Respiratory condition (6)
- 19 City in West Yorkshire (5)



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Did you know?

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

The word 'camouflage' was first used during the First World War. Until then, no single English word could describe this tactic.

It is impossible to cry in space (zero gravity).

Bats breathe 200 times a minute when flying but only ten times an hour when hibernating.

At any given second, the keyboard space bar is being hit six million times across the world.

A lethal dose of caffeine is about 50 double espressos.

Cockroaches predate dinosaurs by at least 100 million years.

The total of all the numbers on a roulette wheel is 666.

The technical term for ice cream brain freeze is sphenopalatine ganglioneuralgia.



Puzzle solutions

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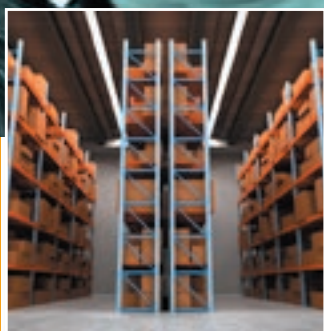


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