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IAM CONFERENCE 2017

A report from the world's biggest moving event. Page 28

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TheMover

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LEADER

Time for a celebration – or two

Steve Jordan, Editor

Now I have no objection to people having a good time. I even remember once having one myself. But have we now got to the stage where we have so few opportunities for celebration that we have to import them?

Last Thursday was the fourth Thursday in November which, in America, is Thanksgiving Day. Wonderful! It's a celebration with a real history and is an acknowledgement of a time when some of the original settlers in the New World were genuinely grateful for the success of their harvest and support of their Native American neighbours. Other nations have harvest festivals too, but Thanksgiving Day seems to be a uniquely American event celebrated for the most honourable of reasons. There can be no better reason for Americans to party. But why do we, the British, import it?

For the first time in my life this year I heard British people wishing other Brits a happy Thanksgiving. Do they not understand? Do they have any idea what our American friends are giving thanks for? It's perfectly understandable for Brits to offer their good wishes on this special day to American friends, but not between neighbours from Acacia Avenue who have never even seen St Johns from 35,000ft let alone have connections across the Atlantic. I just don't get it. Do Americans celebrate Guy Fawkes night? Do those who set off fireworks on 5 November know why? I have my doubts.

Then there's Halloween which, I admit, originates from this side of the Atlantic but for the commercialisation of it, I believe, we can thank our American friends. Do we have to do it here too? Can't we just stick to a toffee apple and a scary bedtime story!

Now, we have Black Friday too. The day after Thanksgiving when Christmas shopping panic (don't get me started) starts to kick in. I like a bargain but why do we have to choose the same day as America – without the preceding day off? Why does there have to be a day at all?

To calm my nerves, I think I'll head off to Starbucks: a place where they have ten different kinds of coffee, all a mystery, all carefully crafted by a highly-trained 20-something called a Barista (nothing to do with the law apparently) – but only one way of making tea: badly. I wonder where that idea came from? Merry Christmas.

Steve Jordan



● Gordon Mason, (second from the left) with members of the Woody's team.

Masons Moving Group supports armed forces veterans charity

Newly established armed forces veterans charity Woody's Lodge, based at HMS Cambria near Cardiff, has announced a funding and development partnership with Masons Moving Group Ltd.

The announcement was made at the charity's launch event held at HMS Cambria on 28 September attended by representatives from the Welsh government and the military, as well as health and social welfare agencies.

Woody's Lodge is named after local Penarth raised, Royal Marine and member of the Special Boat Service, Paul 'Woody' Woodland, who sadly lost his life whilst in service with the Royal Navy in 2012.

The charity, described as a communications and social hub, is the brainchild of local RAF veteran Russ Kitley, and has taken over two years in the planning. Thanks to the support of the Royal Navy in Wales and RFCA (Royal Forces and Cadets Association), Woody's was established during February 2017. Since then the charity has received over 1,200 visits from veterans of all ages from the Vale and Cardiff areas. Woody's also acts as a base from which 20 charitable and statutory agencies can work, including The Royal British Legion, NHS, Department of Work and Pensions, Recovery Cymru, NEXUS, Barnardos and SSAFA.

Dr David Trotman, Woody's CEO said, "The offer of support from Masons Moving Group is a significant step in our development at Woody's. It will make a real positive step towards our current and future support of armed forces

"When we first heard about the work that Russ Kitley was initially involved in, we wanted to be part of it in some way ..."

Gordon Mason

veterans and those from the emergency services, now using and planning to use Woody's Lodge."

Gordon Mason, Director at Masons Moving Group Ltd, said, "We are delighted to support Woody's Lodge in its endeavour to give support and advice to armed forces veterans and those from the emergency services. The philosophy of this new charity is close to our heart at Masons, as our father Eric Mason, was himself an RAF veteran and we have a long history of moving members of the RAF, army, navy, and their families, around the UK and across Europe. This continues on today through Masons franchise arrangements with Bishop's Move. When we first heard about the work that Russ Kitley was initially involved in, we wanted to be part of it in some way, and we are now looking forward to helping Woody's Lodge grow and thrive."



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NEWS: UK

BISHOP'S MOVE SAVES LONDON'S OLDEST CHESS CLUB

Bishop's Move has come to the rescue of Battersea Chess Club after it was served with a huge rent increase and was facing possible eviction.

The club, which is based in Falcon Road, has served the London area for 132 years and is a founding member of the London Chess League.

Bishop's Move was delighted to step in and fund the additional rent for the coming year, especially as it had been headquartered in nearby Stewart's Road from the late 1970s to early 2000s and several members of staff had played at the club.

"We were blown away," said Club Secretary, Leon Watson. "They basically saved us from being homeless. Our membership is as high as it's been for decades and we put on lots of events to put Battersea on the map, but losing our venue would really put us at risk. Chess clubs like ours are really struggling to keep their venues so we are very thankful. This club has been going since 1885 and losing it would have been a disaster, not only for the club itself but also for the local community. Hopefully now, thanks to Bishop's Move, we won't have to pack our bags for years to come."

Neil Bishop, Bishop's Move's Chairman said, "It was a great tie-in opportunity for the company, not only as of the chess connection but also as Bishop's Move was established in 1854 in the same area of London. We wish Battersea Chess Club all the best and couldn't have been happier to help."



● Battersea Chess Club.



● London Mayor Sadiq Khan's ULEZ plans "fly in the face of common sense" says the RHA.

Mayor closing London for business

The Road Haulage Association (RHA) says it is outraged at the news that Central London's Ultra Low Emission Zone is now to start on 8 April 2019 – seventeen months earlier than originally planned.

Commenting, RHA Chief Executive Richard Burnett said, "The Mayor and TfL have ignored our advice and will now bring the Central London ULEZ in 17 months early. This flies in the face of common sense, and our consultation response. Since the early introduction of the ULEZ was first proposed we have pushed hard for a phased approach that will improve air quality and maintain the economy of London."

"We are concerned that the ULEZ charge will cost many hauliers

"More than half the UK's lorry fleet will not be Euro VI when the ULEZ is introduced."

Richard Burnett

£100 per day, and that's in addition to the other charges they already pay. More than half the UK's lorry

fleet will not be Euro VI when the ULEZ is introduced. Bringing the date forward by 17 months is little more than a means of quickly bringing in revenue to cover the Mayor's other plans for the city."

The measures will mean that all trucks registered before 2014 will face heavy fines. The RHA's position is that business needs more time for a higher proportion of the lorry fleet to be Euro VI ultra clean trucks. The Euro V lorries that will be just 5 to 9 years old when ULEZ comes in should have been excluded.

Richard Burnett continued, "This industry is already doing all it can to meet air quality standards but the acquisition of new vehicles has been planned on the previous Mayor's original dates. Lorries last about 12 years, to announce a 17 months early adoption of the scheme is not giving operators sufficient time to phase out older vehicles and replace them with Euro VI."

"It appears that the Mayor has decided that ULEZ will become London-wide for heavy vehicles in the very near future," said Richard. "But it is essential that a realistic implementation date and appropriate phasing is established and adhered to. The current approach will lead to the use of more vans, will increase congestion and will undermine the economic wellbeing of the city. Given the switch to vans, there is even a strong possibility that the Mayor's plans could make air quality worse. Hauliers and the people and businesses of London should not be penalised by this retrospective regulation that is little more than a tax grab by the Mayor."

Chart-topper Kyla on the move with Britannia

It's not every day that the team at Britannia Harrison and Rowley Removals gets a call from a rock star, so when house music singer Kyla Reid (Kyla) rang to book a move from her Huntingdonshire home last October, the guys were happy to oblige.

Kyla rose to fame in 2016 when she sang with Canadian rapper Drake in the song *One Dance*, which became the longest-running UK No. 1 single in 22 years, staying at the top of the charts for 12 weeks.

Kyla, clearly delighted with her move said, "I would definitely recommend Britannia Harrison and Rowley. My experience with them was fantastic. The whole day was smooth running and the team I had were amazing. The day went without a hitch. In the past I would hire a van and move myself and feel very stressed out by the end of it, but with Britannia the day was non-stressful. The boys, Tom and Ryan, were fab and I was all moved in by 6 o'clock. Thank you so much."



● Tom Baxter, Kyla and Ryan Thaker



● Russell and Leigh Baldwin.

New company seeks help to find hidden classic cars

Twin brothers Russell and Leigh Baldwin had spent most of their working lives within major global corporations, but instead of looking to retire, they decided to create a business out of their passionately shared hobby – classic cars.

Classic Auto Revival (CAR) seeks out classic cars and motorbikes that are languishing unloved in garages and driveways across the UK and Russell and Leigh are asking removal companies to help find them.

The brothers feel that an estimator for a removal company invariably gets a good insight into what a family or individual's plans may be with regards to peripheral assets when moving. Russell and Leigh would like to create a realistic and worthwhile incentive for removal companies, whereby both the estimator and removal company receive a 'finder's fee', if CAR is successful in purchasing a vehicle as a result of the lead.

Russell and Leigh are looking for a broad profile of older vehicles ranging from run-of-the-mill family saloons, to more exotic classic sports cars, motorcycles and even vans. Russell explained, "We are aiming to purchase vehicles that were on UK and European roads in the 1950s, 60s and 70s, although we do not

limit ourselves to that era. The nostalgia market for all manner of manufactured products continues to grow and cars and motorbikes are probably the best example of this trend."

Leigh added, "We estimate there could be as many as 5,000 hidden classic vehicles out there in the UK. Each one could be the pride and joy of a family member who has cherished it for decades, or it could be something that has sat unused and unloved in an old farm building for the last forty years. The point is no one really knows!"

Russell concluded, "Simply driving around the country looking for what are often referred to as barn finds, makes no practical sense – the trick is to try and tap into a resource that already has a strong tradition of direct contact with the public in their own environment – the removal industry is almost unique in this respect."

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For more details about CAR please go to www.classicautorevival.com, or e-mail: leigh@classicautorevival.com.

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BAR Young Movers relaunched

The BAR has resurrected its Young Movers Group with a major business and social event held on 3 and 4 November in Birmingham.

The new group is intended to encourage and support under 35s in the industry and to entice more to join it in the face of, what some might think is, more exciting competition.

BAR Young Movers is administered by a panel of volunteers: Calvin Tickner from Euro Group; Ciaran Mullarkey from George Pickersgills Removals; Dan Start from White & Company; and its Chairman, Daniel Braddock from GB Liners. It's already had an impressive beginning with 44 members involved. Dan Braddock said that the idea was first mooted at the beginning of 2017 and was discussed publicly at the BAR conference in Cardiff. "The conference in Cardiff sparked some interest and we have all been very active in the European Young Movers so we have been very encouraged by the response," said Dan. "BAR has been very supportive and we already have a Facebook page."

The kick-off event in November was a mixture of business and social time. The Friday started with business sessions held at the premises of Squab in Leamington Spa. Presentations were: Effective Social Media, presented by Twenty Ci; Technology and its Place in the Industry, by Crater; Driver's Wellbeing, by Mark Davies of Backhouse Jones; and a

presentation by host Emlyn Evans of Squab. An evening social event was followed by a discussion on training opportunities through BAR the following morning.

"We feel that the removals industry is facing a skills shortage and not enough young people are taking up careers in the sector," said Dan. "It is imperative that we try and find out why millennials are turning their backs on jobs in the removal industry and do all that we can to spin their opinions back around. We believe that re-launching the BAR Young Movers programme is the first step in doing this."

"What young people really need to see more of are the many positive aspects of the removal/relocation industry," said Dan. "This means educating people on the importance of the industry and the wide range of career prospects it offers. We think the industry needs to think about partnering with schools and

colleges so children and young people can hear first-hand how rewarding working in the sector can be. We'd also like to see more graduate and non-graduate schemes offered by the industry that allow people to get a taste of all the types of work a career in this industry offers."

Of course, this has been tried before. But the world is a different place now than it was ten years ago. Today every element of society is driven by technology. What might have taken a committee of volunteers weeks or months to achieve can now be done in minutes with the benefit of a WhatsApp group or a Facebook page. With people at the helm who really understand the technology and embrace it, the prospects are very exciting and may well become the driving force of the industry as the power of computing technology continues to grow and technology increasingly dominates everything we do.

"The conference in Cardiff sparked some interest and we have all been very active in the European Young Movers so we have been very encouraged by the response ..."

Dan Braddock

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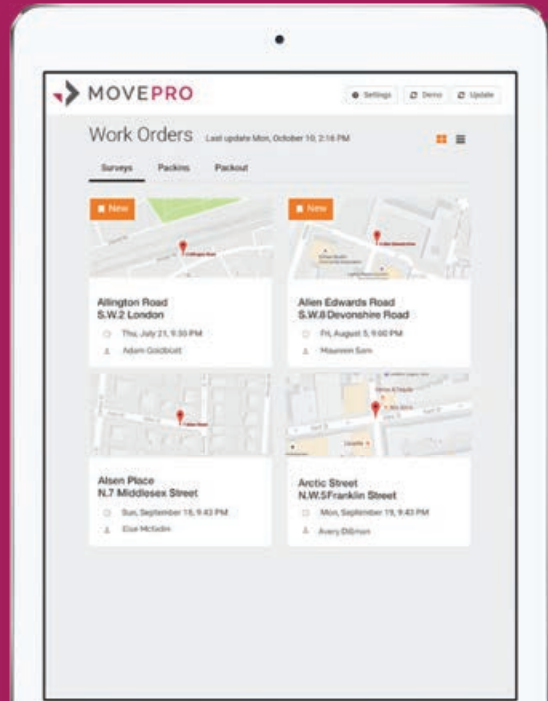
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NEWS: UK



● More people now feel confident about moving home.

UK homeowners shake off Brexit blues

The UK has seen its largest increase in property supply in two years as more homeowners decide now is the right time to move, according to the latest property Supply Index compiled by online estate agent HouseSimple.com. The latest figures available show September up by 20.2% nationwide compared with August. To compile the figures HouseSimple.com analysed new properties marketed in more than 100 major UK towns and cities.

“A lack of property supply has been a major issue for some time now, so it was important that September wasn’t a complete washout.”
Alex Gosling

Homeowners appear to have shaken off the Brexit blues as the number of new properties listed in September was the highest it has been in any single month since pre-2016.

Two thirds (65.6%) of towns and cities saw an increase in the number of new properties taken on by estate agents in September vs August, with new listings up 71.0% in Oxford and 59.8% in Torquay. The top five biggest supply risers in September were all in the south of the country. However, the biggest faller was also in the South, with new property supply in Luton down by almost a half (48.0%) in September.

In London, new property supply rose an astonishing 44.4% in September vs August, with every borough seeing a double digit rise in new listings. Hammersmith and Fulham, which has seen some of the biggest falls in house prices of any borough over the past few months, has seen a deluge of new sellers in September with listings up by almost three quarters (72.5%).

Alex Gosling, CEO of HouseSimple.com, said: “A lack of property supply has been a major issue for some time now, so it was important that September wasn’t a complete washout. Although there was a big rise in new property listings we’ll have to wait and see if this pick-up is nothing out of the ordinary after the summer lull in activity, or if sellers have finally got the bit

between their teeth. It feels like home sellers have had the post-Brexit, post-General Election blues and maybe September is the first sign that they have shaken them off.”

The ten UK towns and cities that saw the biggest rises in new property listings in September 2017 vs August 2017:

Town/City	Region	% Rise
Oxford	South East	71.0%
Torquay	South West	59.8%
Chichester	South East	55.6%
Salisbury	South West	49.2%
London	South East	44.4%
Crawley	South East	44.4%
Shrewsbury	West Midlands	39.7%
Cheltenham	South West	37.5%
Chelmsford	East	35.1%
Colchester	East	34.4%

The ten UK towns and cities that saw the biggest falls in new property listings in September 2017 vs August 2017:

Town/City	Region	% Fall
Luton	South East	-48.0%
West Bromwich	West Midlands	-29.2%
Inverness	Scotland	-28.6%
Darlington	North East	-25.0%
Gillingham	South East	-25.0%
Newquay	South	-25.0%
Southport	North West	-24.2%
Lichfield	West Midlands	-22.9%
Carlisle	North West	-22.2%
Bootle	North West	-21.1%

New start-up mover aims to be different

After eight years of working in the insurance industry, and some time teaching English as a foreign language in China, Adam Manton chose a total change of career and started WeMove in Bournemouth.

I decided I didn’t want to live that life any more,” said Adam, now 32. “There was a lack of challenge and I wanted more of a sense of adventure. While in China I met other ambitious business people who were also working on ideas for start-ups. It gave me the confidence to do my own thing.”

Back in the UK Adam got a job on a building site. One day a van driver arrived at the building site operating a simple man and van removal business - but charging more than £200 a day for the service. Adam was impressed and adopted the idea with his brother, Jack. They called it VanMan and business began to pick up. Adam decided to launch properly, and to learn from his experiences in China. He spent six months fully researching what the business might be and how it might differentiate itself from competitors.

WeMove launched in the spring of last year with three members of staff and remains a start-up company, but one with a very clear focus on service. Adam said, “We identified that the biggest factor in moving was that it was stressful and so settled on the tag line: Moving is stressful, but moving day doesn’t have to be ...”

Asked specifically what gaps he had identified Adam said: “I identified that companies provided a lack of clarity around what to expect and communication was often poor. We found simple things helped reduce our customers’ stress levels. As an example, our automated texts that confirmed estimate timings and removal bookings made a huge difference to customer satisfaction.”

The company operates from the Store & Secure (see *The Mover*, November 2017)

offices behind CastlePoint in Bournemouth, and now has ten people working there from its three vans on most days. It already has ambitions to expand to other parts of the South.

Adam’s early vision was to launch a company which was new and, ideally, original. And yet, he finds himself doing house removals. “I simply realised you could do something which is old – but find ways of doing it much better,” he said.



● Adam Manton (left).



● Left to right: Barry Howitt, Sponsoring representative; Georgina Berry; Richard Healey Junior; Richard Healey Senior.

Richard Healey Removals wins two awards for customer service

Richard Healey Removals Ltd was presented with two awards for customer service at the Ayrshire Chamber Business Awards, held at Ayr Racecourse on Friday, 13 October.

The gala event was attended by over 350 people. Contenders were asked to prepare a written submission before facing a formidable judging panel of business executives. They were then required to prepare and deliver a full presentation before facing a final question and answer session. From this the winners were decided.

For the first award, Customer Service and Family Business, the judges looked for evidence of professional management and responsible ownership. The team also needed to demonstrate diplomacy and communication skills, while ensuring that growth, development and strategic ambitions continued to be met.

With the second award, Excellence in Customer Service, the judges were looking for the company that could demonstrate its success in achieving customer service objectives within its overall business strategy.

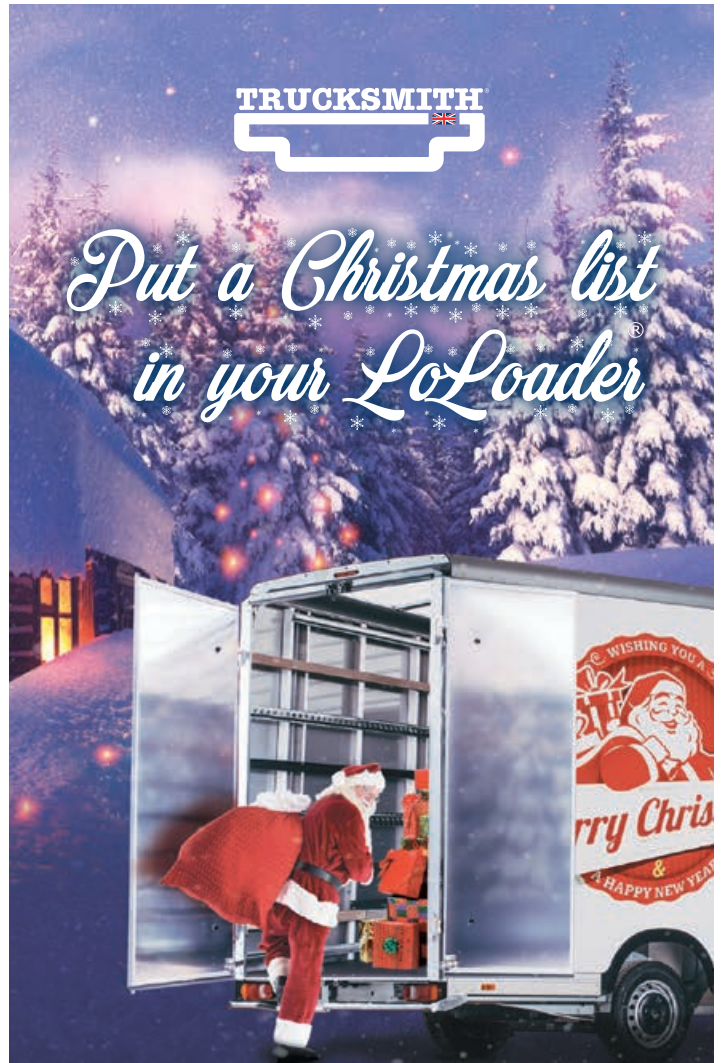
Graeme McKinstry, President of Ayrshire Chamber of Commerce

"Without the hard work and dedication of everyone at RHR these awards would not have been possible and it is an honour to receive them."

Richard Healey

and Industry said, "The quality of the written submissions and subsequent presentations to the judges has been remarkable, and in some cases outstanding, and they are a testament to the quality and dedication, commitment, diligence, and sheer hard work of those behind the businesses and the submissions and presentations."

Richard Healey, Director, said, "Without the hard work and dedication of everyone at RHR these awards would not have been possible and it is an honour to receive them."



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MADE IN BRITAIN

PROFILE: MASONS MOVING GROUP

● Gordon Mason and his sister Sarah; below left: Sidney Mason's second-hand business in Barry.



● Diane Leatham, Move Coordinator.



● Lucy Dodgson, Accounts.

Masons Moving Group: four generations

There are very few family businesses that survive into a fourth generation; Masons Moving is one of them. Deputy Editor David Jordan travelled to Barry in South Wales to find out how.

In 1905 - the same year Cardiff was first proclaimed a city by King Edward VII - Sidney Mason started a business selling second-hand furniture in the nearby town of Barry. As Sidney made his deliveries by horse-drawn cart to the community in, and around Barry, he could not have dreamed that 112 years later the business would still be thriving and still be under the control of the Mason family.

As I drove onto Priority Enterprise Park industrial estate in Barry, Masons Moving Group Ltd, as the business is now called, was not hard to find. Either side of the road the company name was emblazoned across the large warehouses used to house Masons' moving and self storage operations. Things had clearly moved on since Sidney's day.

I was met in reception by Managing Director Gordon Mason who now runs the company with his two brothers, Brett and Richard. "It's quite an empire you have here," I said as I shook his hand. "Yes, but it's taken us over 100 years to build it," said Gordon with a smile. In the boardroom overlooking the storage warehouses, I was introduced to Sarah Mason, Gordon's sister, who handles the firm's marketing campaigns and websites. Over the next hour-and-a-half they told me their story.

"Dad decided to expand the removals side of the company and bought an ex-army Bedford Pantechnicon, the first Masons removal van."

Gordon Mason

Gordon told me that his father Eric Mason worked in the business with his grandfather Sidney until the Second World War when he joined the RAF and trained as a fighter pilot, later serving in Burma. After being de-mobbed he came back to Wales and took over the running of the family business.

Right from the start Sidney had carried out removals alongside the furniture business. This was to prove vital for the company's future because in 1958 the second-hand furniture business 'fell off a cliff'. "Hire Purchase came on stream and that spelt the end for the second-hand business," said Gordon. "Dad decided to expand the removals side of the company and bought an ex-army Bedford Pantechnicon, the first Masons removal

van. My mother Esme worked in the office and there's a picture of her holding me as a baby with the Bedford parked behind us."

Esme remained with the company until she retired after 53 years' service. "Mum was, I suppose, a typical 1950s wife," said Sarah. "She seldom complained and was happy to support her husband and later Gordon and the boys, to make the business a success. We all owe her a great deal."

In the 1950s self storage as we know it today had not been invented, but Eric was actually providing self storage for the people of Barry long before the idea crossed the Atlantic. "We had rooms and lock-ups that people could store things in and access them more or less whenever they wanted to," said Gordon. "We didn't call it self storage, but to all intents and purposes that's what it was."

The moving business prospered domestically and there were also contracts with the military for storage of personal effects, alongside work from the government to ship emigrants to Australia and New Zealand during the era of the 'Ten Pound Poms'.

Eric died in 1983 at the age of 63 from a rare tropical disease he'd contracted while in Burma that had laid dormant in

PROFILE: MASONS MOVING GROUP

● Brothers Brett, Gordon and Richard Mason.

● Masons Self Storage;
right: Gordon as a child with his mother Esme.

● Masons Container Storage.



of success

his system for all those years. At that time the business was at a low ebb, partly because of the depressed trading conditions and also Eric's failure to invest in containerised storage, which was being widely adopted at that time. Gordon was 23 years old and having taken the reins of the company from his father, followed by his two brothers, decided to take a chance and raise the capital needed to secure the company's future.

At that time the brothers worked weekends and holidays to build up the commercial moving side of the business, especially with Cardiff and Vale NHS. Masons is still their main supplier 30 years on.

"We'd been trying to convince Dad that we needed to get into containerised storage for years, but he didn't have the money to do it and refused to borrow from the bank; people of his generation tended to be like that, if you couldn't afford it you didn't do it," said Gordon. "It took us five years to build the business up and save enough money to buy the land and put a deposit down to build a new office and warehouse."

In 1989 Masons built and opened its 500-container warehouse - the first in the Vale of Glamorgan - and in 1993 it opened the first self storage facility in the

"We'd been a Bishop's agent for many years, but becoming a franchisee opened up the European market for us ..."

Gordon Mason

area on the opposite side of the road in Priority Enterprise Park.

In 2015 the Group added another 170 rooms to the original 70-room self storage complex and by the end of 2017 another 220 will be added. Some of the space originally used for containerised storage will be converted into self storage, reflecting changes in demand and optimising the return on available space.

Despite the Group's diversification, removals is still at the core of the business, both within the UK and internationally. An important landmark came in 2002 when the company became a Bishop's Move franchisee. "We'd been a Bishop's agent for many years, but becoming a franchisee opened up the European market for us and gave us lots of opportunities,"

said Gordon. "We also do corporate work on their behalf and handle military moves through the Agility contract." About forty people are employed on the removals side of the business, with Brett Mason managing the international moves and Richard the UK.

Brett's son Warren currently works in the removals office and Richard's son Daniel is on the vans: it really is a family business.

Next door to the Masons' warehouses is another family enterprise, The Business Centre (Cardiff) Ltd, now in its tenth year of operation. The centre offers serviced offices, meeting rooms, conference facilities and even has its own gym. "At the time there was nothing outside the city like it, so when the building became available we decided to invest in its conversion," said Gordon. The centre is run by Gordon's son James and daughter Emma.

The Masons are clearly entrepreneurs, although Gordon and the rest of the family are far too modest to admit it. For a family business to survive and prosper for four generations is a remarkable achievement and one that Sidney would doubtless have been proud.

Visit www.masonsmovinggroup.co.uk.

NEWS: UK

Taking on the world's toughest motorcycle race

The directors of Greater Manchester-based removals company Roy Trevor Ltd took a trip to Romania last July to take part in the world's toughest motorcycle enduro race: the Red Bull Romaniacs Rallye.

Riding their KTM 250 machines, the two motorcycling daredevils John and Neil Trevor, supported by brother Paul, joined around 450 top endurance riders from 40 countries for the gruelling five-day event.

The race began in the Transylvanian city of Sibiu with an extreme obstacle course comprising huge boulders, old tractor tyres, wooden pallets and other assorted horrors to decide who would start in pole-position for the start of the demanding five-day off-road adventure through the Carpathian Mountains.

The competitors are required to navigate by way of a GPS preloaded



● John and Neil ready for the challenge.

by the organisers each day and can only deviate ten metres either side of the line without being penalised,

or even disqualified. Some of the terrain is so remote that bears and wolves still roam there. Should a

rider have an accident, rescue time can be up to two-and-a-half-hours, so each rider has to carry a survival pack containing essential supplies and flares.

The goal of the majority of riders is to cross the finishing line, which is no easy task. Happily, the Trevors did it and hope to return in 2018 for even more punishment.

After all the excitement it was back to the removals business for Neil and Paul and for John, who at 70 years of age is the oldest competitor to ever finish the race, it was back to retirement.

Neil and John would like to thank their main sponsor Basil Fry for their generous support.

Bishop's Move Exeter stores poppies for Royal British Legion

When Bishop's Move Exeter Manager, Mark Neave, was approached by the Royal British Legion to help store poppies for the Poppy Appeal, he was delighted to help. Bishop's Move is now providing indefinite free storage for poppies at its warehouse.

Claudia Kelly, British Legion Community Fundraiser Devon North, commented: "I would like to say a huge thank you to the staff at Bishop's Move for giving us the opportunity to use free storage at their site in Sowton, Exeter. This is a great help to those Poppy Appeal organisers who do not have the room at home to store all their much-needed stock for the appeal and will be a huge saving.

"I would like to say a huge thank you to the staff at Bishop's Move for giving us the opportunity to use free storage at their site in Sowton, Exeter."

Claudia Kelly

Support like this is invaluable and we are grateful for the help they have so generously given. Thank you again to Bishop's Move."

Mark Neave said: "The Royal British Legion provides lifelong

support for the armed forces community and we are particularly proud to be able to help ex-service people in our local area to help safeguard their welfare, interests and experiences. We are delighted to be able to help such a worthy and active cause and look forward to helping out further in the forthcoming year."

Founded in 1921, the Legion provides essential financial, social and emotional support to currently nearly 10.5 million armed forces serving men, women, veterans and their families. The first Poppy Appeal was held that year, with the first Poppy Day on 11 November, 1921 and continues today to ensure that the ex-service community voice does not go unheard.



● Left to right: Graham Moorish, long-serving Senior Driver at Bishop's Move Exeter; Claudia Kelly, British Legion Community Fundraiser North Devon; Mark Neave, Bishop's Move Exeter Branch Manager.

Top quality for Store & Secure

The Bournemouth and Basingstoke Store & Secure facilities have recently gained the British Quality Standard BS EN 15696:2008. The company believes that it is the first solely self storage company to achieve the accreditation.

Lucy Maidman from Store & Secure said: "It took a shed-load of work over three months, but has been well worth it. We've come out

with sharper processes, documents and manuals. More importantly our customers can have rock-solid confidence and trust in the way we operate. We're chuffed to bits!"

The company reports that the quality auditor – in her recommendations for each facility's approval – commented: "The business is extremely well run and I have no hesitation in recommending certification."



Lucy Maidman (left) with sister Sophie and Colin Morris, Bournemouth Branch Manager.

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LEGAL: CHRISTMAS PARTY TROUBLE

Avoiding trouble at the Christmas party

Tina Chander, employment lawyer at leading UK law firm Wright Hassall warns that while no-one wants to play the Grinch, it is worth reminding employees that they still represent their organisation, even when they are enjoying a few festive beverages at the work Christmas party.



SHOULD YOU HAVE TO FIT IN A BOX?



LEGAL: CHRISTMAS PARTY TROUBLE

From an employment law perspective, although the party may take place outside of the workplace and out of normal office hours, there remains the risk that an employer will be liable for the actions of its staff.

Unfortunately for employers, there is always the potential liability for acts of discrimination or harassment by its staff, which are usually the most common issues faced during an alcohol-fuelled party. Employees can sometimes get carried away drinking and act in a way they would never dream of when sober.

The most likely form of harassment at a work party is sexual, but incidents of discrimination relating to race, gender or sexual orientation can also occur – I'm sure we can all imagine the unsavoury scenario.

Having worked hard all year long, the opportunity to let your hair down can sometimes get the better of us, and for some this can mean consuming far too much alcohol and becoming emotional or aggressive. Workplace tensions that have been building up over time can come to the surface, resulting in a heated argument between colleagues.

Such behaviour could lead to claims for potentially unlimited compensation against both the employer and the employee responsible. The time and effort required by management in dealing with any grievance and/or disciplinary issues arising from any such incident, should also not be forgotten.

Incidents such as these are unfortunately all too common and every January,

employment lawyers will be inundated with calls from clients that begin: "There was an unfortunate event at our Christmas party ...". To lessen the risk of being that client, employers should firstly recognise the potential for problems and take the following steps:

- Everyone must be invited, regardless of whether they are ill or on leave – not inviting certain individuals could result in claims of discrimination;
- When employees can bring partners, do not discriminate on the grounds of sexual orientation and assume all partners will be of the opposite sex;
- Ensure that you have an equal opportunities/anti-harassment policy in place;
- Remind workers before the party that the same code of conduct applies, and that any instances of harassment, discrimination or violence will not be tolerated under any circumstances;
- Tell employees to enjoy themselves and have a good time, but remind them that inappropriate behaviour will not be tolerated and could result in disciplinary action;
- If hired entertainers tell racist, sexist or offensive jokes and the employer does not fulfil its duty to protect employees from this unwanted conduct, it could be liable for harassment claims;
- Consider limiting the bar tab. Providing limitless amounts of alcohol to employees, without monitoring who is drinking what is irresponsible, and can increase the likelihood of a serious issue occurring;
- Consider appointing a senior, responsible employee to stay sober, monitor behaviour and step in if necessary.

Christmas gifts with a hidden agenda

Given the inevitable gifts and invitations to other organisations' Christmas festivities, it is important for employers to be mindful of their potential liability under the Bribery Act 2010. Failing to prevent bribery in the workplace is strict liability, and employers must show that it has 'adequate procedures' in place to successfully defend against such a case.

Regardless of size, all organisations should have policies in place to remind employees of what is and isn't acceptable. Liability arises from both offering and receiving bribes. Reasonable gifts and hospitality, such as a bottle of wine or an invitation to dinner should not raise too much concern, but if employees are whisked away on a private jet, sipping champagne to meet Father Christmas in Lapland, questions may need to be asked!

Tina Chander

Tina is an associate solicitor in the Employment team at leading Midlands law firm Wright Hassall and deals with contentious and non-contentious employment law issues. She acts for employers of all sizes from small businesses to large national and international businesses, advising in connection with all aspects of employment tribunal proceedings and appeals. Visit www.wrightthassall.co.uk.



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NEWS: UK



Brexit must be transitional

A group representing a wide range of industries, which includes the Global Shippers Forum, Freight Transport Association, the British Chamber of Commerce in Belgium, International Shippers Forum and the European Shippers Council, has urged EU and UK Brexit negotiators to put legal certainty and predictability for business and trade at the top of their negotiating agenda.

The group's priority for customs

Big bang or cliff edge situations must be avoided as they would send costly shock waves ...

is the guarantee of a seamless transition period after March 2019, which replicates the current

commercial, regulatory and trading environment. This guarantee should be provided urgently if it is to enable industry to plan and invest appropriately for the future. The transition period should last until the commencement of a long-term EU-UK partnership agreement, the details of which must be known sufficiently in advance for businesses to adapt and implement any changes. That agreement must promote an economic and trading relationship that maintains and improves the mutually beneficial ties between the EU 27 and the UK: each of them being an economic and trade partner of great importance to the other.

It is clear there are significant questions that both sides need to discuss and resolve at a political level, but the group argues that both sides' negotiators should not lose sight of the damage that will be inflicted if business and economic activities are not protected. Big bang or cliff edge situations must be avoided as they would send costly shock waves through EU trade flows and supply chains that have evolved and flourished over the last forty years. The EU and the UK should recognise their mutual self interest in finding a way to preserve these links and the legal certainty that is vital for companies to continue serving Europe's citizens on both sides of the Channel.

In the arena of customs, its associated systems and the EU Single Market, the group firmly believes Brexit must be a transitional, not a terminal journey for EU and British-based business and that there is no time to lose in making this happen.

UK MOVING GROUP AIMS TO RAISE STANDARDS AND PROFITABILITY

More than 20 representatives from removals companies around the UK met in Royston, Hertfordshire on 18 October to discuss the formation and development of the UK Moving Group; the latest addition to the U-Move Group founded by Mark Ratcliffe and Andy Pearson in 2016. Nicola Mason, the former chairman of The Movers Institute (TMI), has recently joined Mark and Andy to help develop the Group.

The UK Moving Group aims to create a network of professional removal companies who will enjoy benefits such as trade assistance from fellow members, reduced training fees for staff, sales enquiries and discounts on U-Move Group branded boxes and packaging materials.

All prospective members will undergo an on-site inspection - which will include observing an actual move - and will be required to demonstrate that their removal staff have the skills and experience to maintain the highest industry standards.

Andy Pearson explained that the UK Moving Group was not a trade association but a group of like-minded people who want to achieve better margins through cooperation and by delivering exceptional customer service.

Mark, Andy and Nicola will be working hard in the coming months to achieve their goal of creating a network of quality movers across the UK.

Visit www.u-movegroups.co.uk

Time to end congestion at Heathrow's cargo centre

Lord Deighton, Non-Executive Director of Heathrow airport, has recently launched a new plan to minimise the impact of emissions caused by freight vehicles around the airport. The plan highlighted ten major steps to be taken to handle Heathrow's cargo operations more efficiently, responsibly and sustainably in the future.

The plan talks about a Heathrow Cargo Cloud app for local

forwarders, upgrading cargo infrastructure at the airport to facilitate additional airside transshipments, the provision of consolidation points away from the airport's local roads, and the development of a new cargo village to help reduce unnecessary vehicle movements.

Robert Keen, Director General of the British International Freight Association (BIFA), said that congestion at the cargo terminal

means local police are now turning away vehicles. "We understand the airport will collaborate with local authorities to address congestion points with the introduction of a code of conduct for operators and a joint strategic freight plan for local roads," said Robert. "Our members, who currently are enduring misery on a daily basis when using the airport's cargo centre, want action not words."



● Left rear, Mark Ratcliffe; Andy Pearson; left front, Nicola Mason; Chiara Salter, Administrator.



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NEWS: INTERNATIONAL



● Clockwise from above: cheers to Tippet Richardson; Director Ron Waddling with one of the gallery vintage posters; Tom Coluccio, Executive Vice President Relocations, enjoys some business chatter; plenty of guests at the 90th anniversary celebration; Scott Naylor with Thorsten Koch and Philipp Lange ITO.



sincerely. Private dinners and two cocktail receptions were planned to include past supporters and newer agents attending IAM. Invitations were sent early in the hope of reaching as many IAM registrants who could afford some time to receive appreciation from Tippetts.

With an RSVP attached to the e-invites, the logistics of two receptions and dinner parties became somewhat easier. The gatherings were well attended with many hugs, handshakes and chatter, sharing memories of business relationships and resulting friendships. There were opportunities for international colleagues to meet TR executives, some who recently joined the firm bringing professional aptitude for implementation on worldwide relocations, mobility and eco-friendly production management.

A vintage gallery of Tippet-Richardson's past enhanced the meeting rooms, remembrance gifts were distributed and the firm was very pleased with congratulatory words from its many contemporaries who attended. In a letter to *The Mover*, Ron Waddling, Director International Agent Relations for Tippet-Richardson, commented: "The thought occurs, perhaps, the Tippet-Richardson International tag line applies overall to the company's associates ... 'friendly movers' and 'trusted worldwide' may just be the thread connecting the group."

Celebrating 90 years of friendly moving

During the IAM convention in Long Beach, Tippet-Richardson invited friends and industry colleagues to a series of events to celebrate the company's 90 years in business.

Tippet-Richardson was established in 1927 and is likely the longest running family mover in Canada with 'family' still running the business. Over 90 years the complexion of the firm has complemented the ever changing needs of commerce, household moving and storage, and international relocations. As with most companies the inner workings of Tippetts and the operating names may occasionally

Private dinners and two cocktail receptions were planned to include past supporters and newer agents attending IAM.

appear complex but the Naylor family, being part of the start up of Basil Tippet's innovative services, remain at the helm.

One of the catch titles of Tippet-Richardson is 'the friendly movers'. Another is 'trusted worldwide since 1927'.

At Long Beach, California during the IAM convention, TR wanted to celebrate its 90 years with as many of their associate international movers as possible, intimately and

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New kid on the block

Steve Jordan talks to Patricia Jade Ooi about her new industry conference in Bangkok – IMA.

Patricia Jade Ooi might be considered to be a new kid on the block in the conference scene, but she's not. She's just doing something new and, as many would say, brave.

Pat worked with IMC for three years as the general manager: the organisation that spawned, developed and refined the concept of efficient, one-to-one meetings at conferences.

Back in February 2017, Pat decided to leave her former company and, after much deliberation and loyal support from the industry, chose to set up on her own. This time, however, she was going to do it for herself ... her way.

Her organisation is IMA Group (International Mobility Alliance). The

conference is planned for 28 February, 2018 to 3 March, 2018 in Bangkok. Coincidentally, it's the same dates that her former company is having its conference in Bali. Choosing the same dates is either very brave or crazy – perhaps both. It will force delegates to make a straight choice: do they want to go with IMC or try something potentially different and go to IMA in Bangkok?

Pat doesn't quite see it that way. She said she chose the dates because of the other events that are occurring in Bangkok at that time: X2 Conference from 24-28 February, 2018 and FIDI's regional training for Masters in International Moving from 4-10 March, 2018. "I did consider doing it earlier or later but I took a risk because I don't think people

Pat affirms that IMA will not be identical to her previous company's programme. It will showcase the opportunity for face-to-face business meeting sessions. It's called the IMA Partner4Partner Scheduler, and booking arrangements will be sufficiently flexible to meet the individual needs of the user. She's also having three social events and a high-profile guest speaker, Mr Fred Schlomann from AIR INC Asia Pacific has confirmed attendance. Pat has not skimped on the conference hotel either: the IMA2018 will be held at the luxurious Marriott Marquis Queen's Park Hotel in Bangkok that won the Asia Pacific Awards 2017-2018 as Thailand's best convention hotel, Thailand's best city hotel and Asia's best city hotel. She has also negotiated a very good room rate of US\$148nett/night for all IMA delegates.

Pat is very excited at the prospect of running her own company and, as all who know her will agree, will work tirelessly to make it a success. She's also very proud that it's independent. "I love what I do and I want it to be neutral and transparent," she explained. "I just want it to work for the benefit of my delegates. If it works for them, it will work for me. Nobody will take better care of my delegates and their pockets than me."

The 3½-day IMA2018 conference costs US\$920 to attend. A portion of the registration fees will go directly to Pat's chosen charity, Operation Smile, Thailand, that works to provide surgery and post-operative care to local babies who are born with cleft palate. "We want to give the gift that saves a life and stays for life," Pat smiles.

So where will everyone be heading off to on 28 February, 2018? As IMA goes ahead, it will probably split attendance away from IMC – that can hardly be avoided. How will it all shake out? Only time will tell.

"I love what I do and I want it to be neutral and transparent. I just want it to work for the benefit of my delegates. If it works for them, it will work for me."

Patricia Jade Ooi

will go to two mobility conferences in succession," she explained. "It would double their costs for half the results; I don't want to do that to my friends and delegates. I also have to take into account how to maximize their flight investments for those who are attending the other events in Bangkok and so I am willing to take a step back in their favour.

If my delegates can come to me, I will definitely welcome them; but if they can't, I will understand."

It's a big financial commitment and Pat says she is taking the risk by funding everything herself.

She has been offered financial support but has chosen to resist it. When I spoke to her, in early October, her conference webpage (www.cvent.com/d/7tqm87) showed

to have over 50 delegates from 28 countries who had their names listed as attending. In the interest of journalistic good practice, I did some investigation and checked with some and they have confirmed that they will be there.





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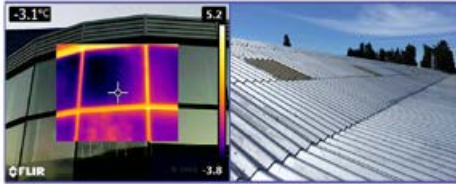
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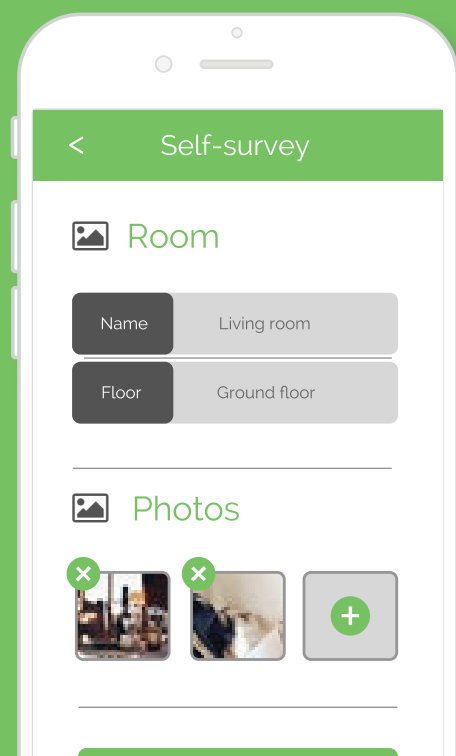
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NEWS: INTERNATIONAL

CARTUS RECEIVES SUPPLIER PREMIER AWARD FROM EATON INDUSTRIES

Relocation services provider, Cartus Corporation, has received a Supplier Premier Award from Eaton Industries, a global power management company. The award was presented recently at Eaton's third annual Global Supplier Conference in Cleveland, Ohio.

Eaton works with 50,000 suppliers globally, and presented an award of excellence to just ten recipients. Its Supplier Premier Award honours a strategic partner that exhibits integrity, teamwork, accountability, positivity, and superior performance. This year's award recognised Cartus staff in three regions – The Americas, EMEA and APAC – and a business partnership between the two companies that has been in place since 1986. Approximately 150 suppliers attended the conference in person and an additional 2,000 attendees joined via WebEx.

"We are very pleased to have received this prestigious honour from Eaton and look forward to many more years of working together," said Steve White, Director of Global Account Management at Cartus.



● Steve White.



● Paul Chavez (left) presents a Rockwell watch to an ex-serviceman.

Arpin Van Lines driver honours veterans and first responders

Paul Chavez, a driver for Arpin Van Lines, knows the sacrifice that veterans and first responders make. Two years ago, Chavez began purchasing commemorative Rockwell watches, each bearing the insignia of a branch of the US armed forces, and offering them as a gift to the veterans he moved.

"They often go through long separations that can be very difficult on a personal level and put strain on their families," said Chavez. "Everybody in the service chooses

it, but some occupations are thankless and they don't get the recognition they deserve. I wanted to come up with a way to show my appreciation for all they have given."

After giving away dozens of watches, he began to include first responders such as police and firefighters. Chavez also offers them t-shirts bearing the word 'freedom' and the American flag.

Now, Chavez captures each presentation with a photo and, if the service member is willing, he shares the picture and member's story on

"I wanted to come up with a way to show my appreciation for all they have given."

Paul Chavez

his Facebook profile. His Facebook wall features dozens of veterans and first responders who received a watch. Chavez estimates that he has given out over 125 watches.



Kuwait customs

Move One has advised of an important change to customs rules in Kuwait. With effect from 19 October it is a requirement for all FCL and LCL shipments, import and export to and from the country to be palletized. If cargo is found to be non-palletized on custom inspection the cargo will be stopped by customs and a penalty fee of KD80 (US\$264) imposed payable directly by the customer. Additional service charges will apply. Cargo will not be released until the charges have been paid.

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New investment partner for Move4U

Removals software specialist Move4U has announced a new partnership with Dutch investment company Castle Capital Investments (CCI).

CCI is known for investing in high-potential initiatives, start- and scale-ups in a wide range of sectors, including healthcare, production environments and traffic management. CCI's owner Tim van Tartwijk said, "As an investment company that embraces modern technology and its applications, we are constantly keeping an eye out for opportunities within sectors that have enormous potential when it comes to the implementation of technology. The moving industry is one of such high-potential sectors



● Joggie Taute.

and we believe Move4U is a company that is one of the pioneers in leading the exploration of possibilities within the industry."

For Move4U, attracting new investment is an acknowledgement

of its work to establish innovation and digitalisation within the moving industry. Move4U's CEO Joggie Taute said, "Our focus on innovation and possible disruption within the moving industry has not remained unnoticed. We are very proud to announce the collaboration with CCI and other new investors and looking forward to accelerating our growth within the industry."

The Move4U proposition currently consists of a wide range of solutions covering a broad spectrum of processes for removal companies and their customers. In addition, the company has introduced a consumer-focussed online moving portal and is in the process of expanding internationally.

Joggie Taute concluded, "Together with CCI and our other new investors, we will continue to expand and improve our proposition to both removal companies and consumers both locally and internationally."

MOVE ONE JOINS UNIGROUP WORLDWIDE MOVING NETWORK

UniGroup Worldwide Moving has announced that Move One joined the UniGroup Worldwide Moving network on 1 October, 2017 working in 29 markets across the Middle East, Eastern Europe, Central Asia and East Africa.

Curt Clements, CEO of Move One commented, "This is a significant milestone for Move One as we step up our continued expansion into transitional economies. This global partnership with UniGroup Worldwide Moving will significantly augment the strong regional mobility experience for our customers, and we see it as a natural step in Move One's approach to serving our customers and our strategic vision of expanding with our emerging market customers. Move One's philosophy is to partner and collaborate with the best companies in their fields and we believe the vision that Jim Petzel's team has designed provides a unique opportunity and exponential benefit for both companies."

UniGroup Worldwide Moving's Chief Operating Officer, Jim Petzel said, "Curt Clements and the Move One team have built an amazing company over the last 25 years. Their commitment to quality, compliance and integrity provides great value to our customers and we are thrilled to have them as a keystone member of our network."

John Mason International helps save the kiwi

John Mason International has partnered with Kiwis for Kiwi, the New Zealand charity that is helping to protect its national bird, which is at risk of extinction.

The company will be supporting a kiwi bird for every family it moves to New Zealand. The promise of adopting a kiwi is a move that could help protect and grow the numbers of the country's rare and endangered mascot. Customers who move to New Zealand with John Mason will receive a photo and be kept up to date with the kiwi's progress.

In areas of New Zealand not under special kiwi management, some 95% never reach breeding age. If the survival rate of kiwi chicks can be boosted to just 20%, the population would naturally increase, but as it currently stands the number of kiwis in the wild is dropping by 2% year-on-year.

Marketing Director Simon Hood said, "We're proud to be playing a part in safeguarding New Zealand's kiwi population. The kiwi is an iconic symbol for New Zealand, part of its identity and its charm for the native population and for



● Save the kiwi!

people settling here. The natives call themselves Kiwis, the currency Kiwis, the rugby team Kiwis. It would be a big problem if kiwi birds were to die out in our lifetime just because so few of these creatures get a chance to make their own move and mate!"

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REPORT: IAM CONFERENCE 2017



● Checking in.



● A grand entrance.



● Has it really been a year?



● Terry Head.

In October 2017 IAM held its annual conference in Long Beach, California. Will Kohudic, Marketing and Communications Manager for the International Association of Movers, reports on the proceedings.

IAM CONFERENCE 2017

IAM's 2017 Annual Meeting and Expo was held in sunny Long Beach, California. In all the most important ways, the IAM conference was the same as ever – a gathering of nearly 2,000 industry professionals with unlimited opportunities for networking, developing new business, socialising, and strengthening old connections. The theme of this year's event was 'Charting a New Course', which was meant to apply to the state of the industry in general (think Brexit, cyber threats, alternate transportation methods, and changing regulations, just for starters) and also to numerous innovations in the meeting itself.

One new feature was the check-in process. People who registered for the meeting in advance (about 98% of attendees) received a QR code in their confirmation e-mail that allowed them to check-in quickly at one of several kiosk stations, grab their badges and bags, and head straight to their pre-arranged meetings and the expo hall. This system was better than having to choose from one of several long lines at the registration desk, by all accounts.

The expo hall, too, was a novel scene this year. Firstly, it opened earlier than ever before on the first day, allowing traffic from the check-in kiosks to flow straight in to the exhibit floor. The expo hall space was much larger than usual as it was in a convention centre, rather than in a hotel space. The expanded size allowed for the placement of trucks and

REPORT: IAM CONFERENCE 2017



The most anticipated events of the first day of the meeting were, naturally, the social events, which began in the early evening with the IAM-YP (young professionals group) welcome reception at the nearby Cove venue

containers in the hall, and contributed to a décor theme the IAM staff named 'warehouse chic'.

On the first three days lunch was provided by food trucks positioned in the expo hall. For many attendees the food trucks, with their variety of offerings, were a welcome change from the typical conference fare, while some missed the abundance of the buffet. One more new feature was the availability of small offices inside the expo hall that people were able to reserve for their own networking meetings. The idea behind these offices was to provide a central, easily-accessible place for members to schedule client meetings because the meeting was not contained in a single hotel. The consensus was that for a first-time trial the office spaces served their purpose well while generating important feedback for their use in future annual meetings.

The most anticipated events of the first day of the meeting were, naturally, the social events, which began in the early evening with the IAM-YP (young professionals group) welcome reception

at the nearby Cove venue, which offered YP members an opportunity to socialise together before the start of the night's main event: the IAM opening reception, which was held outdoors to take advantage of the wonderful coastal California climate. Food trucks and plentiful bars provided refreshments, and the venue remained lively all evening as members renewed old friendships and mingled socially.

One major event that IAM held at the opening reception was an attempt to set a Guinness World Record for Most Nationalities in a Group Hug. There was an official Guinness World Record judge on hand to adjudicate and individuals from many countries signed up to take part. Unfortunately, not enough nationalities were present and checked in to set an official record, but a valiant attempt was made; those who did take part enjoyed the experience, and lessons were learned for possible future attempts.

The Alan F. Wohlstetter Scholarship Fund FUNd Night was also conducted during the opening reception, an event at which attendees supported IAM's

scholarship fund while playing games of skill and chance. The games included casino table games, fair games, the Money Machine, and a Texas Hold'em poker tournament, whose top prize was a free registration to the 2018 IAM Annual Meeting and Expo.

The second day began with the membership breakfast, at which IAM President Terry Head traditionally gives his State of the IAM address. Mr Head began by inviting Move for Hunger Founder and Executive Director Adam Lowy to the stage to present an award to Beltmann Relocation Group for supplying more donated food over the past year than any other IAM member. Over the last eight years, Lowy said, IAM members have supplied 1.2 million pounds of food through Move for Hunger; collecting unwanted, non-perishable food from customers when they move and taking it to a local food bank where it is distributed to those in need rather than thrown away.

Mr Head started his presentation with a look at IAM membership statistics. During the past year, he said, IAM has grown by 112 companies. He illustrated IAM's new joins with a chart that showed the largest percentage of growth (29%) coming from European companies, followed closely by growth in Asia (including Southeast Asia, 23%) and North America (19%). He followed this chart with a series of slides showing the current distribution of IAM member

continues over

REPORT: IAM CONFERENCE 2017



continued from previous page

types geographically and explained that the trend towards increasing overseas membership in all categories continues, particularly in the case of governing and IAM-YP membership.

Mr Head devoted a significant portion of this year's address to the results of the recent IAM Member Needs Survey. The survey was opened to all members this past April, and was designed to measure what aspects of IAM membership are most highly valued and what challenges and obstacles concern the members most.

The first slide of survey results showed responses to the question of why companies choose to join IAM. The top three answers, by a wide margin, were 'To network with others in the industry,' 'To find other IAM members around the world,' and 'To attend the IAM Annual meeting.' A related slide showed that 61% of respondents valued networking and making connections most about IAM, with the next-highest rated answer coming in at 15%. "All of this data," Mr Head remarked, "tells us that, more than anything, IAM members value the ability to meet directly with one another and establish the relationships that our industry is built upon."

The next two slides displayed the level of satisfaction that respondents reported with their IAM membership, with 89% saying they are either 'somewhat' or 'very' satisfied. Compared to the average 76% level of satisfaction for trade associations,

Mr Head began by inviting Move for Hunger Founder and Executive Director Adam Lowy to the stage to present an award to Beltmann Relocation Group for supplying more donated food over the past year than any other IAM member.

IAM finds this very encouraging. "We see this not as a sign that IAM can rest on its laurels," Mr Head said, "but rather as an indication that we are on the right track and that we need to continue to focus our efforts on staying current with industry trends and delivering what our members need most."

Other slides showed that 83% of members consider the value of IAM membership to be equal to or greater than the cost, and that 'keeping up with changes in technology' and 'financial concerns' top the lists of challenges that people believe will have the greatest impact on the industry over the coming years.

To address these topics, Mr Head first gave an overview of IAM's near-term financial prospects and assets, which have levelled off since the previous year but have not regressed. Also, he presented an overview of the continuing success of IAM's Receivable Protection Program (RPP), which became an inclusive Core and Governing member benefit in 2015. Since its inception this program has paid out approximately \$274,500 in unpaid

invoice compensation to members. Combined with \$321,890 resolved via IAM intervention on debts during the same period of time, \$596,399 has been delivered to members who would have otherwise gone unpaid.

Speaking both to members' technology concerns and to the importance of connecting with other companies, Mr Head talked at some length about the just-released IAM Mobility Exchange (IAMX). IAMX is a revolution in the traditional membership directory concept, as it is far more than just a list of IAM member companies. "An association directory exists to serve the interests of its members," Mr Head said. The vision of IAM Mobility Exchange is to become the universal directory of service partners for the moving, relocation, logistics and mobility services industries. It serves the whole industry by presenting enhanced directory information about IAM members and non-IAM member companies.

With this step into an inclusive dynamic directory, IAM has recognised that the agent-to-agent concept of industry service

providers collaborating to deliver service to their clients depends on efficient and accurate partner selection. Businesses in our industry depend on the availability of reliable information about companies they need to partner with, and this need for solid connections is the premise on which IAMX is based.

Future improvements to IAM Mobility Exchange are in progress as companies are catalogued into the directory and are invited to claim their listings to ensure their accuracy. The need to differentiate between the service providers who are flying by the seat of their pants and the ones that have invested in infrastructure, staffing, and quality is further addressed in the IAMX Validation program.

Mr Head then pointed out two business sessions focussed on IAM Mobility Exchange later in the meeting schedule. Rather than reproduce them here, if you would like to learn more about the directory and review and claim your company's own listing, visit www.iamovers.org/mobilityex.

Mr Head closed his presentation with a recap of scheduled events and an announcement that the 2018 IAM Annual Meeting will be held at the Gaylord National Resort and Convention Center in Washington, DC from October 5–8.

Attendees spent the remainder of the Annual Meeting alternating (sometimes frantically) between their own scheduled client meetings, the exhibit hall, the knowledge labs, and the US government business sessions. Also, a special luncheon was held on Wednesday to recognise recipients of, and donors to, the Alan F. Wohlsetter Scholarship Fund and the newest inductees of IAM's Hall of Honor: Anthony (Tony) Waugh, Maureen Beal and Estelle Tredway.

At the end of the final day, attendees and their guests gathered one more time for the closing reception, dinner and entertainment. The final celebration is always highly anticipated and never fails to provide an evening of spectacular entertainment, social mingling, and dancing. This time, the theme was a cruise ship environment. IAM President Terry Head welcomed everyone to the venue, after which dinner was served and performers took to the stage to create an enchanting and elemental spectacle. When dinner and the grand show were finished, the dance floor filled quickly and remained active for the remainder of the evening. We're not entirely sure how IAM intends to top this show in 2018, but we look forward to finding out.

Impressions of IAM

Menno Martens, Head of Surveying at Gobuzzsurvey, reports on his experience of attending the IAM convention.

October's 55th annual meeting and expo of the International Association of Movers in Long Beach, California was a fun event, but it had a serious edge too.

On the fun side, expo attendees were able to take advantage of discounted tours of Hollywood and Beverly Hills, get free admission to the *Queen Mary* ocean liner, and enjoy 70% off the cost of entry to the Long Beach Aquarium of the Pacific. The IAM Young Professionals group held a competition for members to come up with a new superhero identity for children in distress. And the first evening saw the IAM attempt to get in the *Guinness Book of World Records* for the most nationalities ever in a group hug. (We came close, but just lost out by being 15 attendees short.)

We attended the closing dinner also, which had spectacular entertainment throughout, and a great cover band after the dinner. Plus there were cheerleaders during the expo – which just goes to show the American genius for adding a showbiz touch to almost anything.

On the serious side, IAM President Terry Head touched upon several of the challenges facing the moving and

Of course, technology is nothing without people and the IAM proved to be a great networking opportunity for us, as well as for our fellow exhibitors.

We were also lucky enough to be invited to join the IAM's Technology and Communications Committee, which meets five times a year. We're very much looking forward to contributing to increasing the knowledge of and access to useful moving technology for IAM members as part of our ongoing participation on this committee.

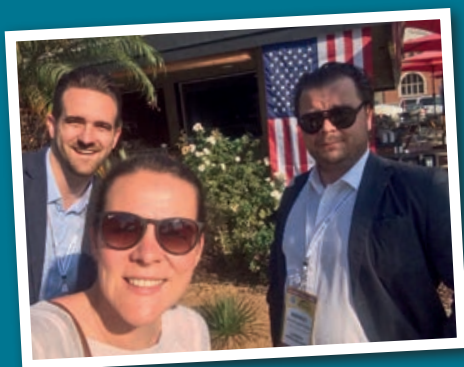
Lastly, we helped raise funds for victims of hurricane Maria in Puerto Rico. It was a good feeling to be able to help, even in a small way. And it shows how the moving industry can contribute towards society in many different ways.

All round, a great expo for us. We joined the Technology Committee. We met – or got reacquainted with – hundreds of moving industry representatives. We were part of an almost-successful world record attempt. We helped out some people in need. And we saw several senior moving executives take their shoes off and dance the night away at the closing dinner. Can't really wish for more than that at an industry conference, can you?

We were also lucky enough to be invited to join the IAM's Technology and Communications Committee, which meets five times a year.

relocation industry in his State of the Association Address. These included: increasingly demanding customers and accounts, increasing competition, and the threats posed to the shipping industry by cyber attacks. "The reality of change is constant," said Terry, arguing that "the industry is always evolving. That's why the theme of this year's annual meeting is 'Charting a new course'."

In was in this spirit that we introduced our Gobuzzsurvey video survey technology to the event. We believe technology can help movers to find their way – and maintain their margins – in an increasingly competitive market.



● Left to right: Charlie Vinall, Head of Client Partnerships at Buzzmove/Gobuzzsurvey; Roelien Ruys, Chief Strategy Officer at Buzzmove; Menno Martens, Head of Surveying at Gobuzzsurvey.

NEWS: ON THE ROAD



● London Mayor Sadiq Khan's quest for a cleaner London could have consequences for its economy, warns the RHA.

A cleaner London, but not at any price

The Road Haulage Association (RHA) is warning that the London economy risks being damaged by the new 'Toxin Tax' and the planned Ultra Low Emission Zone imposed by Mayor of London Sadiq Khan.

Since 23 October, 2017 all older diesel vehicles registered in 2006 or earlier, which enter the central Congestion Charge zone pay an additional £10 toxin tax on top of the Congestion and Low Emission Zone charges. These vehicles already pay £200 per day for driving into London's Low Emission zone – so the RHA, which represents Britain's hauliers, sees it as just another tax on business in the capital.

"... changes the mayor plans for ULEZ in 2019 will be a massive tax burden..."

Richard Burnett

Commenting, RHA Chief Executive Richard Burnett said, "We fully appreciate Mayor Khan's vision for a cleaner, healthier London. The

T-Charge on lorries is a modest tax, but the coming changes the mayor plans for ULEZ in 2019 will be a massive tax burden. It will impose taxes on those operators of lorries just a few years old who simply cannot afford to replace nearly new lorries - we will see jobs lost and hauliers put out of business to achieve very modest air quality improvement. It will mean prices consumers have to pay rising at a time of uncertainty over Brexit that's a threat to the UK economy."

HALLOWEEN HORROR FOR TRUCK DRIVERS

The night of 31 October, 2017 was a horror story for truck drivers in the south of England, not just because it was Halloween: the Ashford Truck Stop in Kent was full, with over 200 trucks turned away.

According to Ashford Truck Stop's General Manager, Darren Smith: "By 18:30 we had received over 90 reservations. By 19:30 we had to turn away 252 trucks - a record to say the least. We have applied for permission to establish an additional 300 parking spaces but that won't relieve the immediate problem."

Those turned away from official rest areas have had no alternative but to spend the night in their cabs, in public lay-bys, on or close to public roads or on motorway slip roads - many facing fines and prohibitions.

Road Haulage Association Chief Executive, Richard Burnett said: "This clearly underlines the lack of even the most basic of facilities for HGV drivers who need to rest at the end of their shift. No driver wants to spend the night in a lay-by - it's both unsafe and unhygienic. But for those who are unable to get into an official truck stop there is no alternative. The additional stress that this causes HGV drivers is both unnecessary and unavoidable."



Time for a rest?

Following October's government announcement that HGV drivers are to be fined by DVSA (Driver and Vehicle Standards Agency) if they take their full weekly rest break in their cabs from 1 November, 2017, the Freight Transport Association (FTA) is calling for evidence from drivers to help highlight the inconsistency in the standards of rest facilities available across the UK.

FTA is campaigning for urgent action to provide more secure, safe and good-quality rest areas close to major routes for HGV drivers, to prevent them being forced to take their mandated rest in their cabs. FTA is asking for photographs of the facilities encountered by drivers to be sent to the Association's

@newsfromfta Twitter account with the hashtag #ftarest.

Malcolm Bingham, Head of Road Network Policy at FTA said, "We fully support the need for drivers to step away from their cabs to take their rest breaks, but without a consistent, widespread network of safe and secure rest stops nationwide, drivers will still opt to take rest in their cabs particularly when their fully fitted cab offers a better standard than some accessible amenities."

FTA is calling on government to use common sense in applying the new £300 fine system to accommodate the fact that in parts of the country, facilities for drivers are substandard, or simply not available.

DVSA now punishing resting drivers

From 1 November, the DVSA (Driver and Vehicle Standards Agency) in the UK has started punishing drivers who take full weekly rest breaks in cabs outside formal rest areas (i.e. service areas and truck stops). This will apply to weekly rests taken in public lay-bys, on or close to public roads and on motorway slip roads.



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REPORT: PAIMA 2017



● PAIMA President Jose Marrero.



● Antonio Tremols, PAIMA Executive Director.



● Ladies' golf team, opposite: Mike Allison of Henk, overall golf winner.



PAIMA conference 2017

The 33rd annual PAIMA conference took place in October, a few days before IAM, at the Hyatt in Long Beach. It really is one of the friendliest conferences on the circuit and the PAIMA bunch always seem to have a fabulous time. By Steve Jordan

In common with most groups, PAIMA has taken to starting off its conference with a golf tournament which is great fun for those who enjoy it and, of course, totally baffling for those not of the persuasion. That said, the PAIMA golfers do take a somewhat relaxed view of proceedings, welcoming golfers of all standards (and no standard at all), to have a walk in the sunshine and swing at a few balls. There are some star players, but having fun is by far more important than sporting prowess.

As well as having a good time there's a lot of business going on at PAIMA during

The tradition is to have half-hour meetings with each person which, if you have a lot to talk about flies by, but if you don't, can be hard work.

the formal part of the proceedings; though I never know why it's necessary to have a roll-call at any conference and PAIMA do

like to have one at the start of each day, which seems a little excessive. For the first time PAIMA included a half-day, IMC-style one-on-one networking session which was very well attended. The tradition is to have half-hour meetings with each person which, if you have a lot to talk about flies by, but if you don't, can be hard work. Maybe 20 minutes might be enough and then continue in the bar afterwards if necessary?

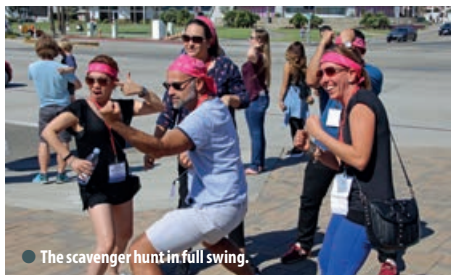
Don Snyder, Director of Business Development at the Port of Long Beach, was the guest speaker and, as it turned out, a very good choice. The subject



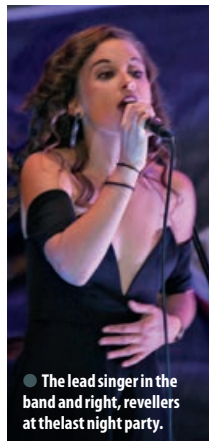
● Don Snyder.



● An unusual way to eat an Oreo.



● The scavenger hunt in full swing.



● The lead singer in the band and right, revellers at the last night party.



matter was relevant, interesting and Don was an excellent speaker who managed to mix information with humour in a very engaging way.

PAIMA had a recreational disaster looming with its Amazing Race Scavenger Hunt event held on the Saturday afternoon. This required executives to run around the streets of Long Beach getting total strangers to do silly things and filming them in the process. For many groups this would have been a non-starter but PAIMA is different. Everyone joined in. It was a hoot! The great California public entered into the spirit too and I even saw

The PAIMA conference is a fun, relaxed, gentle, annual get-together that is greatly enjoyed by all who attend ...

one group enlist the help of a passing policeman to drop his guard long enough to join in the game. Next time you are around your home town, try asking a bunch of passers-by to join you in dancing

The Nutcracker while someone else takes movies: see what reaction you get!

The PAIMA conference is a fun, relaxed, gentle, annual get-together that is greatly enjoyed by all who attend and still gets the business job done. It's also a great networking opportunity with a relatively small number of people, most of whom know each other and are keen to welcome those they do not. It's always held immediately before IAM to keep travelling costs down for everyone. If you are a PAIMA member, and don't go to the conference, maybe you should. Next year it's in Washington DC, so take a jumper.

NEWS: ON THE ROAD



● The TRL blind spot simulator rig.

TRL blind spot simulator aids truck design

The global centre of innovation in transport and mobility, TRL, has developed a unique blind spot simulator rig which utilises virtual reality to help improve the design of truck cabs and road layouts, as well as aiding accident investigations.

The precision of the system is based on a physical rig developed

We wanted to take VR technology one step further than just a visually appealing experience ..."

Ceki Erginbas

and calibrated by TRL in collaboration with Volvo, to ensure a highly accurate representation of direct vision from a real-life Volvo vehicle cab.

The calibrated rig allows all combinations of seat and steering wheel adjustments available in a real-life vehicle to be accurately replicated for each driver. The virtual reality experience is then

reconfigured for each driver to reflect their unique physical dimensions and their individual seating positions. The resulting VR experience is an accurate replication of the view they would see when driving, as if they were in the actual vehicle.

Ceki Erginbas, Senior Researcher at TRL said, "VR technology is increasingly being used throughout the industry to create immersive visual experiences. However, immersion or high-quality computer graphics does not necessarily mean accuracy. We wanted to take VR technology one step further than just a visually appealing experience, and create a scientific tool for virtual testing."

"With this calibrated system, we can accurately test new vehicles or road environment designs, without the need to physically build them. We can also accurately recreate traffic accidents, from the viewpoint of different people located at the scene. By offering this unique virtual testing system, not only are we aiming to improve safety for vulnerable road users, but also to help reduce costs for designers, contractors and manufacturers, as they can detect vision problems early in the design stage; saving them from high reconstruction costs."

Tougher penalties for drivers who kill

New legislation that could put drivers behind bars for life for causing death by speeding, street racing or while on a mobile phone has been welcomed by leading road safety charity IAM RoadSmart – but it warned that the threat of jail alone is unlikely to make people drive in a less dangerous way.

The UK government launched a consultation on the issue in December 2016, with thousands supporting tougher penalties for the most serious road offences.

IAM RoadSmart's own survey in February this year found nearly 80% agreed there should be a new offence of causing serious injury by careless driving – which is now part of the government's plans.

Many respondents in the IAM RoadSmart survey also felt the current maximum penalty of 14

years in jail for causing death by dangerous driving wasn't nearly high enough; with almost 50% saying the penalty was not set at the right level.

The government will now proceed with the measures, which will see life sentences introduced for those convicted of causing death by dangerous driving and causing death by careless driving while under the influence of drink or drugs. The issue was brought into sharp focus with the jailing of Tomasz Kroker for ten years in October 2016. Kroker killed a mother and three children when he was distracted by changing music on his smartphone and ploughed into a line of stationary traffic in his lorry.

Neil Greig, IAM RoadSmart Director of Policy and Research said, "The public has been calling for stricter penalties for those who



● Drivers who kill as a result of dangerous driving will face life sentences.

cause death by driving recklessly, and the moves today by the government are wholeheartedly welcomed. However, we feel that visible policing, and a high

likelihood of being caught, is the surest way of making people drive better. If people don't think they will be caught, they simply won't drive in a safer way."

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NEWS: ON THE ROAD/PRODUCT



● A training session in progress.

Companies benefit from training LGV drivers to behave professionally

Being a proficient, professional LGV driver is about more than the skills learned to handle the vehicle safely and efficiently on the road. It is also about being an ambassador for the company and the brand. According to RTITB (Road Transport Industry Training Board) - the largest Driver CPC consortium in the UK and Ireland - more businesses, particularly well-known brands, are seeing the benefits of training their LGV drivers in professional conduct.

"LGV drivers are on the 'front line' and are often the face of a business, as the first, and sometimes only, person a customer interacts with..."

Laura Nelson

"LGV drivers are on the 'front line' and are often the face of a business, as the first, and sometimes only, person a customer interacts with," said Laura Nelson, Managing Director for RTITB. "To make the best first impression, it's essential that employers and drivers understand the importance of professionalism. This both protects and benefits the reputation of the business."

"Professional conduct training from RTITB can be easily incorporated into compulsory Driver CPC Periodic Training," explained Laura. "This helps employers to educate drivers in their legal, professional and social responsibilities. Investment in this type of training also gives drivers a sense of how important their job is, and helps to develop their professional skills and career."

RTITB's 'Professional Driver' module covers many contributing factors to professionalism, and the responsibilities of a driver, such as working time regulations, load safety and traffic regulations, as well as customer relations and interactions with the public. The module also includes guidance on being courteous to other road users and driving safely and responsibly, such as indicating in good time, not driving aggressively and leaving plenty of space between vehicles, for example.

Laura concluded, "LGV drivers usually wear a company uniform and drive a branded truck, which basically acts as a huge advertising hoarding for the business. If a driver lacks proper professionalism on the road, or in interactions with others, this can seriously damage a company's reputation. Correct training is a simple, proven way to protect against this."

Beware of dodgy self-employment advice

The Road Haulage Association (RHA) is calling on both hauliers and drivers to beware of taking the wrong tax advice on employment status.

It follows news that HMRC has taken action against those driving agencies and managed service companies that are providing incorrect advice to drivers and operators in the haulage sector.

Some haulage companies and workers are not being told about tax legislation - including National Insurance contributions - which can lead to tax arrears, interest charges and penalties.

Commenting, RHA Chief Executive Richard Burnett said, "In this industry it is rare for someone to be genuinely self-employed unless they are an owner-driver. However, whether someone is employed or self-employed, is not a matter of choice

"This practice is not new, but we are pleased that HMRC is now taking steps to eradicate those companies and individuals that are supplying false information..."

Richard Burnett

but is determined by the particular terms and conditions under which a person works."

Broadly speaking, someone is self-employed if they are in business on their own account and bear the responsibility for the success or failure of that business. They will be employed if they personally work under the control of their engager and do not run the risks

of having a business themselves. Evidence has now emerged that haulage companies are sold the idea that they can set up, or have an agent set up, companies for their workers and avoid tax.

Employers using agency drivers with self-employed status or who are hired through 'umbrella' companies are warned that HM Revenue & Customs may well



take action as they are likely to be breaking the rules, and could face substantial penalties.

Richard Burnett continued, "This practice is not new, but we are pleased that HMRC is now taking steps to eradicate those companies and individuals that are supplying false information - information that thousands of drivers are taking in good faith."



● The new Nissan e-NV200 offers a 60% extended range of up to 280km (174miles) NEDC.

Nissan launches new longer-range electric van

Leading electric vehicle manufacturer Nissan has announced the arrival of its new longer-range, zero emissions van that goes further than ever on a single charge.

The new 40kWh battery for the 100% electric e-NV200 offers a 60% extended range of up to 280km (174miles) NEDC (New European Driving Cycle). With no increase in the physical size of the battery, customers will face no compromise in either load space or payload.

The new longer-range e-NV200 was unveiled at Nissan Futures 3.0 in Oslo, Norway in October. As well as helping business customers enhance their green credentials, the van represents a key pillar in Nissan's wider commitment to cutting the level of CO₂ emissions in city centres caused by professional drivers making deliveries and collections.

Gareth Dunsmore, Electric Vehicle Director at Nissan Europe, said, "With its longer range and excellent cargo capacity, the new e-NV200 is the perfect last-mile delivery solution for urban deliveries and collections. Given the huge impact that business deliveries and collections and professional drivers have on air quality and traffic congestion, especially in city centres, helping cut the level of CO₂

"The world is going electric, which means re-thinking pretty much everything we know about driving, commuting and powering our lives."
Gareth Dunsmore

emissions they create is a vital part of creating a more sustainable future."

He added, "The world is going electric, which means re-thinking pretty much everything we know about driving, commuting and powering our lives. But to make that future viable, we must create a fully electric ecosystem that enables modern life to be cleaner, safer and more connected for everyone. Smarter, better, 100% electric vehicles like the new e-NV200 are at the heart of that ecosystem – now and for generations to come."

The new e-NV200 will be available to order from the end of 2017.

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PUERTO RICO: AFTER HURRICANE MARIA



Starting again in Puerto

Steve Jordan interviews Neftaly Rodriguez from La Rosa Del Monte and Aida Robles from Rodi Cargo, both in Puerto Rico, just three weeks after Maria destroyed their island home.

It was on the night of 20 September, 2017 that hurricane Maria hit Puerto Rico. The island was not prepared.

Hurricane Irma had passed close only a few days earlier, damaging some power lines and destroying many of the nearby islands; all of Puerto Rico's resources had been funnelled into helping its neighbours. They had no idea what was coming their way.

Maria started as a tropical depression. By the time it reached Puerto Rico it was a category five hurricane, the biggest and most powerful it's possible to categorise. "Nobody expected a five!" said Neftaly Rodriguez. "But it was even worse. A category five has winds of 150mph. In the mountains of Puerto Rico they hit 230mph. With Irma and Maria we were hit by 2½ hurricanes at the same time."

I was blessed because my home and business weren't destroyed. I will do whatever I can. You can't say no."

Aida Robles

Aida Robles was in her second-floor apartment when the storm hit at 1am. She was petrified. The lights went out. She had hurricane-proof windows but knew it was just a matter of time before they exploded. "When the windows go it's like a vacuum cleaner: it sucks everything out, including people. You have to jump into the bathtub. I've been through hurricanes before but nothing

like this." The storm raged for eight hours. Aida's apartment survived. The apartments above and below did not.

"It's been three weeks now, but I still can't sleep more than four hours a night."

Neftaly said that daylight revealed utter devastation. "I put my boots on and went out to start clearing the mess," he said. "All communities did the same."

Aida couldn't leave her property for two days because it was buried in trees and debris. "There were some trees standing, but none had leaves," she said. "It was the most heart-breaking thing I had ever seen."

There was no power, no phone signal, very little fuel as the tanks had been contaminated by water and there was no power for the pumps anyway, food was short as many of the shops had been destroyed, water was contaminated, roads had been washed away. The power distribution network had been destroyed too so reconnecting it would be difficult. And there was looting; criminals even stole the copper out of the fallen power lines making repairing the network even more difficult. People were desperate.

"30 of our employees lost everything," said Neftaly. "We had no communications, so we couldn't find out if they were still alive. But after a day or so they started showing up for work, some just to let us know they were OK, some looking to do what they could for the relief effort and the company." Many were still trapped in their homes.

It was three days before Aida got to her warehouse. The roads were blocked with fallen trees and cables until then. When

she arrived the warehouses nearby had been destroyed. Miraculously, her warehouse still stood, its security gates demolished and doors blown out, but upright. "I was very lucky," she said.

It took Aida six days to contact all her employees to make sure they were OK. Three of them lost their homes completely. Customers could not be contacted. The only fuel was on the other side of the island and the queues were two miles long. Even then you could only get US\$20 worth of fuel at a time (about ¼ tank). "Every day we just said, 'what can we get done today?'. The airport was closed, supplies that did get through had to be unloaded by hand, it was very hot, there were mosquitos, there were many dead animals so there was a risk of disease, no lights, long queues at ATMs to get cash, we were hungry and thirsty and there was a plague of bees because the hives had been destroyed. They were everywhere."

Neftaly said that the authorities did what they could, but it was very slow. Most of the relief effort was provided privately. Genaro Rodriguez from the La Rosa del Monte office in Miami was contacted by government agencies to help with shipping 50 containers to Puerto Rico from Florida. "They knew we had experience of moving goods to Puerto Rico, so they called us first," he said. His company had been without power for a week after Irma hit but they were pleased to help. The goods were consigned to FEMA and the Red Cross so, when they arrived, they were stuck in red tape and were not initially getting through to the people.

PUERTO RICO: AFTER HURRICANE MARIA



Rico



● Neftaly Rodriguez (right) of La Rosa Del Monte braved the treacherous roads to deliver supplies into the mountains.

Aida's office in Miami has also helped. "They have been great," she said. "They were able to ship a consignment of generators over for friends and family."

A week after the storm, Neftaly got a call from his father up in the mountains. He didn't know he was alive until then. Through his contacts he had secured access to food and water, but had no transport to get it to where it was needed. There were few trucks or drivers available so, at 5.30am, Neftaly took one of his own flatbed trucks and loaded up at the FEMA distribution centre. He drove over the mountains, with a heavily-loaded truck, on almost impassable roads with precipitous, unfenced drops. There was a risk of violence too with vehicles being hijacked for their fuel. Neftaly had a police escort for some of the journey. He got through.

Aida too did what she could for the relief effort. "If I have got trucks and I can help I need to do that," she said. "I'll do it until the end. I was blessed because my home and business weren't destroyed. I will do whatever I can. You can't say no."

But there is also paid work. There are a lot of people who want to leave Puerto Rico, frightened by the devastation and fearful for what might follow. Agencies charged with providing relief are quick to use local companies to provide the logistics. "We are getting some work though government agencies," said Neftaly. "They hire us to do the transport. They just want to get things done."

Three weeks after the storm only 15% of the island had power. The priority is to restore power to hospitals, schools, the

city of San Juan and the tourist areas on which so much of the island's economy depends. Aida said she's not expecting power back fully for six months. "Puerto Rico was in a financial crisis before the storm, so we will need a lot of help from the US."

Donald Trump visited. "I don't know why he came," said Aida. "He threw paper towels at journalists and told them to clean up the island with them. It was a total waste of time him being there."

So, as the world moves on to think about new troubles, Puerto Rico licks its wounds and tries to carry on out of the gaze of the world's media. But just because CNN is not there it doesn't mean the problem has gone away. People try to rebuild their houses, many without the benefit of insurance and with severe shortages of basic materials such as wood and nails. Companies learn to get by with limited power, no computers, and often just a pen and paper create documents and write invoices. The moving industry meanwhile braces itself for a flood of insurance claims for water, mould and mildew damage that will probably continue for many months.

But is it all bad? Is there anything good that can be salvaged from this tragedy? Aida thinks so. "I probably learned more in the last three weeks than in the last 30 years. I now appreciate more what I have. I don't waste water or food. I now know my neighbours. We look after each other. We talk to each other again now that there's no smartphone to distract us. It's the small things that matter. Material

things are not important because they can so easily be taken away."

Puerto Rico will recover. When FIDI and LACMA have their conferences there next year people will be struck by how normal everything appears. Let us hope so anyway. But when we all live in such an Internet-reliant, social media-obsessed, power hungry, material world, can it really be possible to break free and create a society with different needs and values? Probably not. The genie is out of the bottle and doesn't know its way back. Similar disasters will happen again, and we will probably be equally unprepared when they do.

36 people were recorded as having died as a direct result of hurricane Maria. "But that doesn't account for all the people in hospital who died because they had no power or oxygen," said Neftaly. "The death toll was much higher." All of Aida and Neftaly's staff, friends and family survived.

The message from this story, if you have read this far, is that we should not forget Puerto Rico. The island needs help now, even though it's not in the headlines, will need help for a long time and, unless we can find a way to mitigate our reliance on material things, it will happen again.

Editor's note:

The Mover tried to get photos from Rodi Cargo as well but the communications were still unable to get through. This clearly illustrates the difficulties the island is having.

NEWS: PEOPLE

Obituary: Quinn Bell



On Wednesday, 18 October, 2017 Steve Suddath, Chairman of The Suddath Companies, announced the death of Quinn Bell. Quinn had been with the company since 1968 and its president and CEO.

"It was a much smaller Suddath in those years, with a few branches in Florida and southern Georgia," said Steve. "Quinn quickly recognised the need for additional talent and, over the course of the next few years, brought in a combination of youth and experience with whom he superbly managed to grow Suddath from a regional player into an industry leader."

"He not only provided inspirational leadership here at Suddath, but capably served as a highly respected Board member of United Van Lines (now UniGroup) during some of its most profitable and successful years," Steve continued. "Quinn was a recognised leader in both domestic and international household goods industry associations. His good name and reputation were synonymous with the Suddath organisation."



● Sherry Liu.

New head of Crown Relocations

Crown Worldwide has appointed Sherry Liu as head of Crown Relocations; the company's domestic and international relocations service for private customers.

In her new role, Sherry will be leading the development and implementation of Crown's new propositions for the consumer market as part of Crown's 'Customer for Life' initiatives.

Sherry Liu joined Crown in 1999 and has held sales and general management positions with increasing responsibilities in Crown's Relocations, World Mobility, Records Management and Fine Art businesses. She is also a key member of the Executive Management Group.

Regional Managing Director for North America and Executive

Board member Jennifer Harvey said, "We are delighted to have Sherry driving growth in services to private customers. Today, more people move for the personal experience and quality of life and more employers are taking a hands-off approach when it comes to relocation, allowing people to make their own choices. These trends mean growth and opportunity in the private sector."

Sherry will continue to be based at Crown's Hong Kong office and will report directly to the Executive Board.

Bishop's Move employees complete over 25-years' service

Bishop's Move would like to acknowledge the outstanding commitment of two long-serving members of staff, Mark Allan, (London International) and Brian Ward (Oxford branch). Mark has completed 30 years' continued service and Brian, 25 years with the company.

Mark joined Bishop's Move as a porter at the Leatherhead branch and now, as international warehouse manager, is based at Head Office in Surbiton, Surrey. Brian Ward has always worked at the Oxford branch. He actually joined in the early 1980s but left the company for a year before returning to Oxford. Twenty-



● Mark Allan.

five years later he remains Oxford's general foreman.

Al Bingle, Bishop's Move's Managing Director said, "We would like to thank both Mark and Brian for their dedication and loyalty to the company and wish them both continued success for the future."

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The White & Co Mystery Mover

What a shame that nobody spotted our mono, but ever tuneful, Luigi Briotti from EUROMOVING2000 Milano last month. The years have served him well and his voice is as strong as ever. This time we come a little more up to date – but not much. Can you put a name to the face? If you can, e-mail editor@themover.co.uk for a chance at winning the White & Company Black and Red watch.

New appointments at Bishop's Move

Bishop's Move has announced the appointment of Mark Neave as branch manager of Bishop's Move Exeter and South West operation. Mark takes over from previous manager, Eddy Hall, who after thirteen years with the company is moving on to challenges outside the removals industry.

Mark, who has returned this year from a five-year posting in the Middle East, has been in the industry for thirty-eight years in many roles starting as a porter, export packer, sales consultant, operations manager, branch manager and general manager. He has worked in various countries throughout Europe and lived in Prague, Madrid, Bahrain, Saudi Arabia and Dubai before returning home to the UK.

"Bishop's Move is an ideal match for me as it is a family company with great heritage, good leadership and quality driven throughout the organisation," said Mark. "I'm looking forward to the challenge and at the same time I am happy to be home to spend valuable time with my wife, five children and four grandchildren."

Bishop's Move has also made changes within its London

Division. Kevin Crockford has taken on a new challenge, moving to the role of domestic sales manager for the London region, whilst Chris Sarling takes on Kevin's former role as branch manager of Bishop's Move London Domestic.

Al Bingle, Bishop's Move's Managing Director said, "We are delighted to welcome Mark to the company and wish him every success. Having worked in removals for over thirty years, Mark brings a wealth of knowledge and experience to his new role. We would also like to wish Kevin and Chris well in their new positions within the London division."



● Mark Neave.

New senior client services manager for Willis

The Willis Relocation Risk Group (WRRG) has announced the appointment of Lorena Torales as senior client services manager.

With over a decade of in-depth knowledge and understanding of the global relocation industry, Lorena Torales has served in a variety of managerial and operational positions throughout her career, including positions as director of finance and most recently as senior auditor consultant with The Trilogy Group.

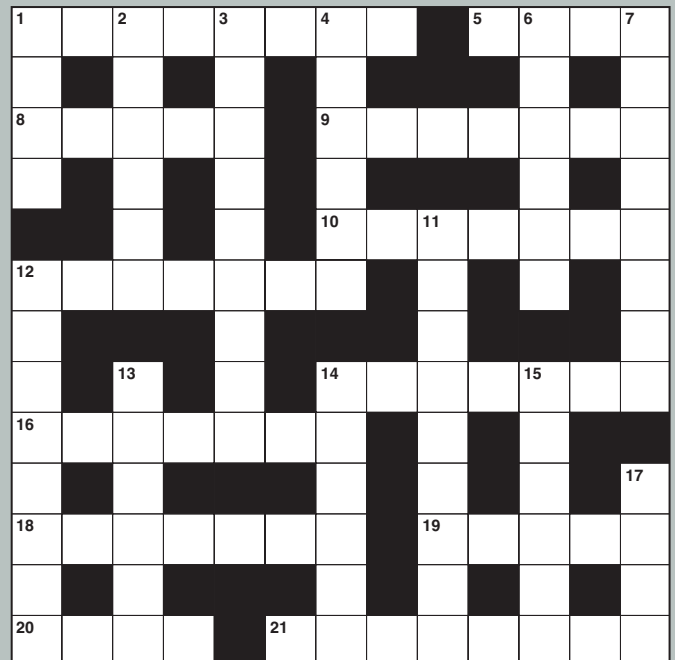
Mrs Torales takes pride in her attention to detail and supporting clients in making informed and data driven business management decisions.

Boris Populoh, WRRG's Senior Vice President said, "We are delighted to welcome Lorena as the newest member of the WRRG client advocacy and service team as we continue to expand our service offerings and associated analytical capabilities."



● Lorena Torales.

Puzzles



ACROSS

- 1 Heath (8)
- 5 Group of countries in an alliance (4)
- 8 Soft lustre on a surface (5)
- 9 Act of getting rid of something (7)
- 10 Distant runner-up (4-3)
- 12 Small falcon (7)
- 14 Breaks into pieces (7)
- 16 Pasta dish (7)
- 18 Flowers (7)

- 19 Praise highly (5)

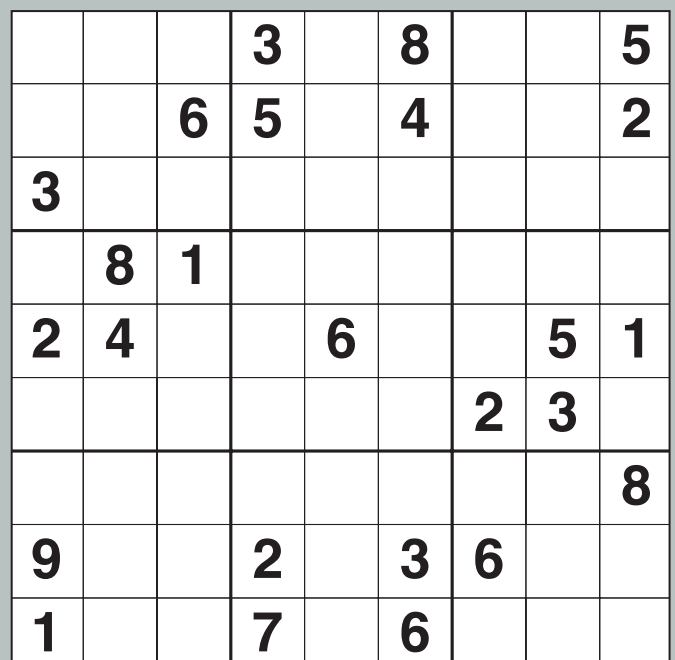
- 20 Look for (4)
- 21 Changing (8)

DOWN

- 1 Sentimentality (4)
- 2 Large bodies of water (6)
- 3 Tarrying (9)
- 4 Standard; usual (6)
- 6 Distinctive uniform (6)
- 7 Communities of animals (8)

- 11 Pile of discarded materials (9)

- 12 Spoilsports (8)
- 13 The spirit or soul (6)
- 14 Perceived (6)
- 15 US state of islands (6)
- 17 Male deer (4)



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Tony Allen: And finally...



Comfort and joy!

So finally and inexorably we enter into the dark days – and I don't mean this metaphorically, but quite literally. We have reached that time of the year when light seems to evaporate and we feel like hunkering down like dormice. The season of mists, etc.

I know that *The Mover* is published throughout the world and that you might live in an environment which includes relentless blue skies, but here in the UK it's really a time for taking stock; it's our cosy time and frankly nothing does 'cosy' as much as a cold, windy, rainy, snowy day. It's a time for not feeling guilty about being indoors watching TV, reading a book, doing a jigsaw, accompanied by a glass of red wine and the all-pervasive smell of a slowly cooking stew.

Yes of course it's also a time for crisp walks and for kicking over the last of the fallen leaves and for being amazed that the lawn, which you thought you'd cut for the last time two weeks ago, already needs cutting again. Now is the time when the fickle season of autumn finally gives way to uncompromising winter – and I have a suspicion that most of us secretly love it.

Yes I know there are those who suffer from Seasonal Affective Disorder (SAD) which can be quite debilitating; and it can't be much fun for the sick and homeless for whom we must spare a thought, but for most of us I think that a dose of semi-hibernation works very well.

Then of course, to carry us through this time, there is Christmas – and I must confess that it never seems quite the same if we have a warm sunny Christmas day (see 'cosy' above) – but of course in those parts of the world where Christmas takes place under very warm conditions I am sure that people adapt in their own particular way and have their own form of cosiness.

According to a number of our local shops, Christmas officially started at the end of October, but normally a couple of days before the 25th – with a typical application of Parkinson's law – I am still scrabbling around in the nearby High Street looking for a gift for the lady wife. Which, I might add, I normally end up paying through the nose for and which I will find in the back of a wardrobe some years later.

Suitable gifts can be a real problem at this time of year. I came from quite a large family and there was a bottle of Old Spice aftershave which must have gone through a large number of Christmases when, each year, it was received with thanks

and then, in due course, passed on to someone else the next year. It was almost like a form of currency and in the end it became a family joke.

But for most of us the whole Christmas experience is a wonderful one and it is a time when cosiness reaches its peak. I particularly like the comment that it's a time for children young and old and it's a great time for meeting up with family and friends and either playing extremely silly games (enjoy) or clustering around the TV watching the nation's favourite programme (not keen).

I suppose in amongst all of this we must have a 'humbug' moment, and here's one. I really do not like turkey. I realise that this is a poultry comment (a poor joke being a mixture of a pun and a malapropism!). I have always found that turkey is the most bland and unappetising of meats and which to my mind is the turkey's way of punishing us for ruining its Christmas. I always hide mine under the Brussels sprouts which ... never mind!

I have always found that turkey is the most bland and unappetising of meats and which to my mind is the turkey's way of punishing us for ruining its Christmas.

Anyway, apart from the odd aversion, for most of us this is a very happy time and it's a suitable moment for searching out that box of Turkish Delight which nobody has ever eaten and which qualifies for a place on *The Antiques Roadshow*. I'm also pleased to say that religion still plays its very important part at this time of year and the goodwill that it brings ensures that we can lose ourselves in an oasis of goodwill; free from the tribulations of the real world. There's no need to go to a pantomime, just simply turn on the news!

Of course the added bonus for many of us is that the Christmas break now seems to last for an eternity, I can just about remember the time when, if Christmas or Boxing day fell on a weekend then it was simply tough luck and you would not get an additional day in lieu.

So finally, may I take this opportunity of wishing you and yours a very happy and relaxed Christmas (even if, for some, that might mean standing on top of a mountain somewhere) and of course a happy and prosperous New Year. I will just leave you with one last thought: Do Eskimos have an alternative version of 'I'm Dreaming of a White Christmas'? Keep cosy!



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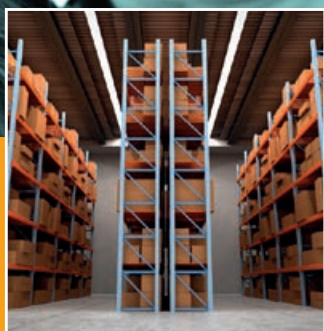


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