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Issue 023 February 2013 www.themover.co.uk

TheMover

A photograph of Colin Quarrington, an older man with white hair and a mustache, wearing a checkered jacket and a dark scarf. He is standing in front of St Paul's Cathedral in London, with the dome and classical columns visible in the background. He is holding a black bag and some papers.

THE COLIN QUARRINGTON STORY

Colin Quarrington, PR man, on his
retirement. Page 26



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TheMover

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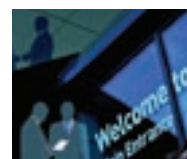
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LEADER

Referendum blues

Steve Jordan, Editor



Thanks for all the positive comments people have made in the last few weeks about *The Mover* Conference at Silverstone in October. People really seem to have latched on to the idea that it is going to be an affordable conference for everyone in the moving industry and we have already had promises of attendance from big companies and small. There is more information in this issue and bookings will open soon. I'll let you know when.

I guess you will, by now, have spotted my friend Colin on the front cover. I have worked alongside Colin for years both as a mover, a BAR councillor and as a fellow journalist and PR man. He's a great guy, much loved by movers worldwide, and I am tickled pink that he chose to give his first ever full interview to *The Mover*. Some will gently flick their way to page 26 with fondness and a few will scramble there to see what he's said about them. I'll say nothing here except to thank him for his frankness and wish him and his wife, Pam, a glorious and extremely lengthy retirement.

I listened to David Cameron's speech today on the future of the UK in Europe. I thought he did a pretty good job and felt happy agreeing with much that he said. But he is threatening to have a referendum on the UK's place in Europe sometime in the next five years - that worries me. How the average Brit is supposed to drag himself away from *EastEnders* and *Celebrity Big Brother* to make a fully informed and considered judgement on the macro economic consequences of leaving the EU I have no idea. I am sure I will have no idea myself and I don't even watch *Celebrity Juice*! I read something recently in *The Oldie* magazine that said that there are two sides to every story so, if you are sure about your position on any issue, you can also be sure you don't have all the facts. Thinking about it, there are a few topics for discussion coursing around the moving industry right now that probably fit into a similar category.

Green shoots? I heard yesterday that the US property market rallied by around 10% last year. As apparently the global financial crisis (whatever that is exactly) was forged by the US housing market, that's got to be a harbinger of spring - surely.

Steve Jordan



● Filming *Storage Hoarders* at Britannia Lanes.

Turning clutter into cash

Britannia Lanes of Somerset took part in a new ITV programme called *Storage Hoarders* that went to air in December. The show was on every week day for two weeks in December and for a further two weeks in January at 2.00pm on ITV 1.

Aggie MacKenzie ... said that although many people had made a real effort to declutter, many of them were lost causes.



The idea of the show was to feature people who cling onto stuff, often unnecessarily, and try to convince them to part with some of it by turning it into hard cash. The programme was presented by Aggie MacKenzie and Tom Keane. "Tom and Aggie arrived at our warehouse and went through a whole load of effects with two of our clients to see what they could find to take to auction," explained Ria Russell, the company's Director.

In each episode, hoarders were challenged to sort through their storage and say goodbye to the things they no longer need. An

antiques expert was on the lookout for any hidden gems to help them turn their forgotten collectibles into money. Along the way Aggie explored the emotional reasons why people struggle to let go of the past and enlisted the help of a long-suffering partner, friend or relative to help each of the victims break the habit.

After filming the show, Aggie MacKenzie was interviewed on BBC radio. She said that although many people had made a real effort to declutter, many of them were lost causes. It looks as though the personal effects storage industry is not in any danger of losing its best customers just yet.

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NEWS: UK

Classic cars locked away for the winter

Classic car lovers are turning to storage facilities to keep their precious vehicles stored safely in mint condition during the winter months.

Lancashire storage chain Store First, which operates centres in Blackburn, Burnley, Liverpool and Rochdale, has seen a surge in business from car collectors as they cope with another winter of harsh weather conditions.

Store First Operations Director Stuart Laverty said, "We've noticed a significant number of enquiries from car lovers this winter and we certainly have the capacity and the security measures in place to accommodate their requests for vehicle storage."

Store First is due to open centres in Barnsley, Preston, Manchester and Newcastle.

● For more information visit www.storefirst.com.



● Collectors' cars safely stored for the winter.

Download The Mover back issues

Visit: www.themover.co.uk/back-issues



● SMEs need diverse funding options, says Business Secretary Vince Cable.

Vince Cable announces £110 million boost for small businesses

Small businesses struggling to access credit are to be given a welcome boost with £110 million of new funding, Vince Cable has announced.

The Business Secretary pledged £55 million of government funding – through a scheme called the Business Finance Partnership – to peer to peer lenders and other finance suppliers.

Match-funding from the private sector is expected to bring in a minimum of £55 million, making at least £110 million available to lend to small businesses over the coming years.

Speaking at the Association of British Insurers' Investment Conference Vince Cable said, "Small and medium sized businesses need access to a diverse range of finance options, including non-bank lending. These new forms of finance are still small in scale today but they should, over time, bring additional choice and greater competition to the lending market."

"Today's funding announcement is just the type of help that the new Business Bank will offer. The bank, which will be operational by 2014, is being designed to tackle these long-standing, structural gaps in the supply of finance for SMEs."



"These new forms of finance are still small in scale today but they should, over time, bring additional choice and greater competition to the lending market."

Vince Cable

The Business Secretary also announced that a network of 1,000 Business Finance Advisors is to be launched to help small businesses identify the best type of finance for their needs.

Making new

When Steve Simpson from Simpsons Removals & Storage in Kent needed a new high cube vehicle for his European work, he didn't fancy spending £150,000 on a road train again.

Instead, he went for a second-hand option. He went the semi-trailer route.

He invested in a three-year old 38-tonne DAF tractor from Channel Commercials, a DAF main dealer, and a ten-year-old swan-neck box trailer that had served its time in a rental fleet. Vancraft did the rest.

"The beauty of trailers is that there's little to go wrong," said Steve. "As long as the trailer is sound and the running gear OK it will last for years."

At Vancraft the trailer went through substantial strengthening and adaption. It now has eight side doors as well as the rear door entry, a capacity of 3,250ft³, car ramps and eye hooks and is fully equipped for long haul removals work. "The rig is a welcome addition to our road trains on the European services and also creates additional capacity for the increasing number of import deliveries we have throughout the UK," said Steve. "Within two days of taking delivery of the trailer it was loaded with six consignments and en route for Leeds, Newcastle, Bradford, Harrogate, Durham and Coventry," said Steve "and any qualms I may have had about making deliveries with a truck and semi-trailer combination soon disappeared."

The truck and trailer was running into France, Switzerland and Italy. Steve said that the convenience of the large vehicle, as compared to the flexibility of a road train, was yet to be proven but he hasn't had any difficulties yet. Most importantly the whole exercise has delivered him an as-new vehicle at a fraction of the cost of a road train and about one-third the cost of a new semi-trailer.



● The Simpsons trailer during work, (top) and the finished article (above).

PPS Midlands launches new website

PPS Midlands, who announced last year its expansion into supplying crate hire to office and commercial sectors, has committed further to servicing this sector with the introduction of a new user friendly website www.officemovecrates.co.uk.



● Joanne Moss developed the PPS Midlands website to be simple and user friendly.

Having built up a comprehensive range of Returnable Transit Packaging (RTP), handling equipment and services over ten years to meet the needs of clients from diverse sectors in commerce and industry, PPS decided to create a new website precisely focussed to developing its business in removals and storage.

Joanne Moss from PPS was behind the development of the dedicated website. "The concept was to create a new website – one dedicated to giving you what you want and when you want it", she explained. "Simple to navigate, the site features a selected range of products and services

specific to industry requirements to ensure that customers do not get confused by an array of irrelevant products and information. This user friendly site is entirely focussed on supporting a proficient removal and storage service."

PPS plastic removal crates provide secure storage and protection for all sorts of office equipment including computers. These crates can be supplied to individual businesses conducting a move and to removal companies.

However, if in doubt, PPS has experienced personnel at the end of the telephone line to help customers select the right products to support your moving challenges.

Raising money for children at Christmas

Eagle Relocation (below) hosted a movers fancy dress on Friday 21 December. The event raised £335 for the NSPCC.



Getting in the Christmas spirit with fancy dress at John Mason in Liverpool



Back row, left to right: Beryl Donohue, Vivien Mason, Caroline Mason;
Front row, left to right: Becky Clamp, Denise D'Arcy, Noel Briscoe, Carol Sankey, Steve Sheldon

Pound Gates raises cash for children's hospices

Staff at chartered insurance brokers Pound Gates raised over £6,000 for East Anglia's Children's Hospices (EACH) by cycling 25 miles dressed as Santas.

EACH support families and care for children and young people with life-threatening conditions across Cambridgeshire, Essex, Norfolk and Suffolk.

On 9 December, the company's staff, family and colleagues cycled 25 miles dressed as Santas raising over £6,000 through personal and corporate donations including £1,000 donated from Pound Gates itself. Staff also generously donated presents of

DVDs, CDs, toys and games for the EACH Treehouse hospice, which were delivered by the Santas on the day.

Kevin Collins, Managing Director and a cycling Santa said: "We are delighted at how much we have raised for EACH and while a little sore and cold after the 25 mile route, it was great to spend time at the Treehouse and see the wonderful staff and facilities we are supporting."

Vanessa Bell, fundraiser for EACH, said "We are all so grateful for the great effort by the staff at Pound Gates. Our care team and children couldn't be happier to have received dozens of presents donated by the team and the money will go to support hundreds of families when it is needed most."

● You can find out more and make a donation by visiting: www.justgiving.com/santa-cycle.



TECHNOLOGY: BUILDING YOUR OWN WEBSITE

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A professional looking website for £50!

By Colin Wynn of Administer Software.

Yes you read correctly, £50, and with change too. Administer Software Limited (www.administersoftware.co.uk) has always had a web presence, albeit a poor one but nonetheless a web presence. Each time we decided to embark on having a professional website designed we were always set back by three things, firstly the cost, secondly supplying the content and thirdly the on-going fees should we want pages added/updated in the future.

In November the subject of a new website came up again, however, this time we decided to tackle it ourselves. First we sketched out our requirements and it became apparent that we needed a system which we could update on a regular basis, so basically a Content Management System (CMS), and with this in mind we chose Joomla! (www.joomla.org) is the most popular website software available today, it's an award-winning CMS, is highly extendable (with thousands of extensions available) and best of all its freely available to everyone.

Now you're probably thinking that as we are a software company we are complete 'techies', so this would be a doddle to us, but rest assured that no 'techie' knowledge was required. Once installed, Joomla is simply a system of menus and lists, each of which points to an article (content), which can be simple text, images, video or anything else. Joomla actually comes installed with a sample website showing you how to get started.

We simply set about entering basic content into Joomla to get a good feel of how it all looked and interacted,

First we sketched out our requirements and it became apparent that we needed a system which we could update on a regular basis, so basically a Content Management System (CMS)...

implementing some of the images from our huge library as they are mainly our product screenshots and example stationery.

When Joomla says it has thousands of extensions it is not wrong, and most are freely available. We implemented several, one takes care of displaying thumbnails of our images and when clicked upon then expands them into a slideshow, one provides us with Google Analytics (www.google.co.uk/analytics) - a service freely available to all that generates detailed statistics about visits to your website), and another gimmicky one that when turned on had snow falling over our content during the festive period!

From start to finish the entire project took two weeks, which included supplying and formatting the content, playing with extensions, etc. To give it the 'professional' look we purchased a professional, affordable and easy to use template (www.joomladesigns.co.uk - approximately £30 for three months access to all its template designs), which when implemented updated the complete look and feel of our website layout.

The best thing about Joomla from our point of view is that we can change or add to it at any time, from anywhere in the

world, without the need of going back to web designers time and time again.

You can also use Joomla for blogging, but because we already had two blogs running for several years we decided to leave these as they were. Surprise, surprise they are created and updated using another freely available software package, WordPress. WordPress (www.wordpress.org) is simple to use and we have installed extensions to provide us with analytics, e-mail us backups of our blog, fight spam postings and more, again all free.

Joomla and WordPress come with easy to use documentation, online getting started videos and free support forums.

You might be wondering, as we at *The Mover* were, how these companies make a living and, is there a catch? Colin Wynn explains:

Both WordPress and Joomla have several non-dedicated developers that devote their spare time to the project, in a way it gets your name out into the public domain, or more importantly in front of blue-chip companies. It's the same for the plugin/extension developers, a lot of these people develop a plugin/extension to serve a specific purpose for their own site, then someone sees it, asks about it and before you know it they've released it free for others to use, but then comes the support

and the requests and more time is then required, but again it's about getting your name out there, and some of these plugins/extensions do cost money, these are the serious ones. And then there's the donation way, if you like what you use then make a donation to support the pizza and beer consumed during development, Joomla offers this as a way of receiving money too.



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NEWS: UK

TEAM RELOCATIONS SIGNS DEAL WITH SHELL

TEAM Relocations and Shell have agreed a contract for global delivery of relocation and moving services.

Yogesh Mehta, CEO and co-founder of TEAM Relocations greeted the historic opportunity commenting, "Following the contract signing, we are now at the beginning of a truly exciting and challenging project which I, on behalf of all at Team, welcome enthusiastically."

Yogesh was joined at the signing by Cees Zeevenhooven, TEAM Relocations' Group Strategy & Development Director. Cees heads up the dedicated Shell account team and will have overall responsibility for implementation and the continued success of the business relationship.

"Our relationship with Shell is long and built on a strong mutual respect of many years of high quality moving and relocation service delivery," said Cees. "We are proud to have come through this latest stage and look forward to the next five years of working together."

The contract calls for TEAM Relocations to have responsibility for the global delivery of a substantial range of moving and relocation services to Shell employees worldwide. Central management of the contract under Board Director, Luc Oostendorp, will be in the Netherlands, with regional management across the globe.



Cees Zeevenhooven (left), Yogesh Mehta.

Got an event coming up?

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



Simon Long opens new self storage

Simon Long has recently opened his third self storage operation with a £500,000 investment in Hall Road, Norwich under the name of 4 Secure Self Storage, the company he set up in 2003 to complement his moving business.



● Simon Long outside the new Hall Road facility in Norwich.

Simon moved into self storage to help support the removals business in a slow housing market. He said that the slow housing market has left many looking for temporary storage facilities either because of downsizing, children moving back

with parents or sadly because of failed relationships. "The positive growth in Internet trading, for example eBay, has seen many traders using the facilities because of a need for extra storage outside of their garage space," he said. "Businesses riding the recession

choose to seek additional storage space on short-term rental rather than risk bigger business premises and they use the facilities to help control overheads. Others use them purely for ongoing archiving space."

The Hall Road secure storage facilities have just opened with 116 storage rooms over 8,025ft². The company also has self storage operations in Thetford and Kings Lynn. All three sites combined have 34,215ft² square feet of rented space and a choice of sizes of rooms. The business now employs five people across the three sites. The investment in the sites compares favourably with other national storage businesses in the area whilst being able to provide a more friendly and personal service.

"The positive growth in Internet trading, for example eBay, has seen many traders using the facilities because of a need for extra storage..."

Simon Long

Simon is committed to growing the business and is considering expanding into Suffolk and Cambridgeshire.

Real Time Information

Over the coming months a new part of payroll legislation called Real Time Information (RTI) is being introduced. By Verity Patch, John Needham & Co Accountants.

This will mean a change in how you send information to Her Majesty's Revenue and Customs (HMRC). RTI is a submission to the HMRC of all payments made to employees in a pay period; essentially this will mean that HMRC will know how much tax and NI you must pay.

What notice will I get from HMRC?

You will be sent a letter by HMRC 4-6 weeks before you are expected to 'go live' with RTI. This date is not optional and cannot be changed.

What you need to do:

- Check that the PAYE software you use is RTI compatible, for those who use the HMRC's Basic PAYE Tools, this will be updated for RTI in February 2013;
- Check the data you hold on your employees is correct: their full name, correct title, date of birth (as verified by your employee), address (all lines including

postcodes) and confirmation of National Insurance numbers;

- One additional change is that those employees who have previously been paid below Tax and NIC thresholds will now also need to be included on your payroll system and their figures submitted every time they get paid;
 - Another integral part of the RTI system being introduced is that HMRC will now require details of employee hours worked. This information will be used by HMRC to ensure correct benefits are paid to qualifying employees. For some employers this may be difficult to provide, however the advice given to prevent incurring financial penalties is to use contracted hours.
- **For more information on RTI visit:** www.hmrc.gov.uk/rti. John Needham & Co offers full Payroll Services including registration with HMRC. For further details please contact Verity Patch by e-mail: verity@johnneedham.co.uk.

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NEWS: INTERNATIONAL

Huichol art on wheels

Mudanzas Gou has been appointed to perform all the logistics and transportation services for the Vocho.

This is a classic VW Beetle Automobile (called a Vocho in Mexico) that has been carefully decorated with diminutive ceramic-glass pieces called chaquira all over on it, creating beautiful colours and decorations. The VW has now become a unique and high-value piece of art worth over USD \$500,000 and has been exhibited in several important museums in Mexico and the USA.

The vehicle is to be exhibited at the Quai Brandly Museum in Paris, the Autostadt Show and the Deutsche Bank Headquarters Gallery in Germany, and finally at the Museum of Fine Arts in Belgium. Mudanzas Gou appointed Sterling International as its agent in France and Germany; and Transworld in Belgium. After its European tour the car will return to the USA to continue its exhibition at Christies, N.Y.

The Huichol is an ancient culture in western Mexico. The artists have turned this particular Vocho into a Vocho, a beautiful and now famous piece of art in the Huichol style.



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● Maersk, the world's most reliable shipping line.

Container shipping reliability down

Container service reliability across all trades fell marginally in the third quarter of 2012 with the percentage of on-time ship arrivals dropping to 73.5%, down from the record high of 75.7% set in the second quarter, according to Drewry's quarterly report *Carrier Performance Insight*.

Drewry expects that the arrival timeliness of containerships and containers will decline again when the fourth quarter figures are released, due to the impact of hurricane Sandy and several disruptions from vessel winter programmes and blank sailings.

Maersk Line held on to their coveted status as the most reliable major carrier with an all-trades on-time score of 90.5% in the third quarter, down from 91.4% in the previous quarter.

Safmarine, by virtue of sharing space on many of its big sister Maersk's services, came in second with an on-time percentage of 90.3% to round off a good quarter for the A.P. Moller-Maersk group.

Hanjin Shipping dropped down a place, but kept a spot on the rostrum by finishing third with an on-time percentage of 88.1%, down by 1.5 percentage points compared with its second quarter result.

The leading trio of lines were some way ahead of the chasing pack and the latest results revealed a worrying variance of performance between lines with a staggering 40 percentage point difference between the most and least reliable carriers.

"While the industry average is finally getting up to mildly respectable numbers, shippers should not lose sight of the fact those standards can vary dramatically between carriers when making their procurement

decisions," said Simon Heaney, Research Manager at Drewry.

The report also highlights how the carrier industry's reliability issues seem to start before the box is loaded onto the ship as, according to data compiled by Drewry, about three out of ten containers are not loaded on the intended ship. The

"While the industry average is finally getting up to mildly respectable numbers, shippers should not lose sight of the fact those standards can vary dramatically between carriers..."

Simon Heaney

'On-Time Shipment of Cargo' in the third quarter was 68%, down by 1 percentage point on the previous quarter. As this Key Performance Indicator measures whether a box is loaded onto a ship as scheduled, any discrepancy at this point will likely mean that the container will arrive late at the final destination port, even if the originally intended ship voyage is on-time.

Single driving licence for the whole European Union

A new driving licence has been introduced throughout the EU. The new credit-card style format will replace around 100 different types of licence currently in use by some 300 million drivers.



● New licence for everyone in Europe.

The new licence includes a photograph of the holder and Member States can include a microchip giving access to information about the card holder. The licence has also been made almost impossible to falsify.

The European Commission believes that fragmented licensing is an obstacle to road safety as it encourages licence tourism. Potentially reckless drivers, such as those banned due to traffic offences, may try to get a new licence in another country. The introduction of a licence recognised in all Member States will also support mobility of responsible drivers and help to strengthen holders' European identity.

The licence is backed up by a European electronic data exchange system, which will facilitate the management of driving licences by administrations, especially for persons changing residence from one Member State to another. It will also contribute to better detection of driving licence fraud.

Car drivers and motorcyclists will need to renew their documents every 10-15 years (depending on which country they are in). Licences for lorry drivers will be valid for five years and a medical check-up will be necessary for renewal.

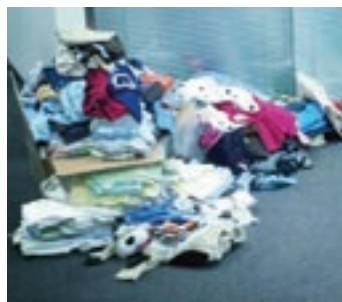
● Information courtesy of FEDEMAC.

O'Neil Software helps Sandy victims

Christine Spisto, Marketing Communications/PR Director for O'Neil Software in the USA, found that Hurricane Sandy came a little too close to home for her even though she lives in California.



● Above: the devastation caused by Hurricane Sandy on Staten Island; right: some of the items donated by O'Neil Software employees.



Her brother, his wife and two sons, and her cousin and family all live in her home of Staten Island:

where the storm hit hardest. Spurred on by the closeness of the effect on one of its employees, O'Neil Software set about doing what it could to reduce the suffering of Christine's relatives and the thousands of others affected by what became known as 'Frankenstorm' Sandy.

O'Neil Software employees were encouraged to bring into work items that were badly needed by those in Staten Island hit the hardest: cleaning supplies, toiletries, blankets, towels, toys and warm clothing, to mention a few. These small tokens of kindness and compassion were then boxed up and shipped by O'Neil Software to a local Staten Island school, that would handle the distribution to those in need.

Sandy had a 1,000 mile wingspan. Staten Island roadways, residential and coastal communities flooded. Houses caught on fire. Storm waters rose killing and devastating the lives of people, their property and treasured small town memories. Days later, Staten Island residents were still pleading for food and water, while others tried to survive cold temperatures without heat, electricity and necessities. Generators that could provide power sat idle in parking lots. Multitudes of people had no place to stay. And while there was gasoline at filling stations, most of them didn't have power to run the pumps, so people were unable

"... you give with your heart, of course, but your heart tells you to do the most good with everything you give. That is what O'Neil Software has done helping my hometown of Staten Island."

Christine Spisto

to get off the small island to higher ground, shelter, warmth and safety.

As they always do, Staten Island firefighters, police and emergency personnel performed at heroic levels, providing a glimpse into the never-ending strength and dedication of these first responders. Still hundreds were gravely affected. And major relief efforts were slow and inadequate, not unlike the aftermath of Hurricane Katrina in New Orleans in 2005, despite several days of advanced warning.

In the hours, days and weeks following this natural disaster, the collective eyes of the world were fixed markedly on the affected area and its people. TV channels worldwide and the Internet provided constant updates; camera crews

and news correspondents flocked like seagulls to the point of disaster; and a globalised world mourned the lives of those lost and prayed for their loved ones.

"Sadly, when Mother Nature is mad, there is no escaping her anger," said Ian Thomas, Executive Vice President of O'Neil Software. "Our deepest condolences go out to the people who succumbed to this horrific storm and to those whose lives have been irreversibly scarred by this natural disaster and the nor'easter that followed. We just couldn't stand by and do nothing."

"Staten Island drew a very bad hand during Hurricane Sandy," said Christine Spisto. "If natural disasters and catastrophic events have an upside, it's the opportunity to remember our true values. You give with your heart, of course, but your heart tells you to do the most good with everything you give. That is what O'Neil Software has done helping my hometown of Staten Island."

INTERDEAN NETHERLANDS ACQUIRES T&A RELOCATION

Interdean Netherlands, part of the Santa Fe Group, has announced its acquisition of T&A Relocation B.V. in The Netherlands.

The acquisition is part of the Santa Fe Group's strategy to provide relocation, moving and immigration services through each of its local offices globally. Although Interdean Netherlands has been developing its relocation services for the last ten years, the addition of T&A Relocation to its capabilities further strengthens this position.

Since 1999, T&A Relocation has established itself as a high quality provider of relocation and immigration services. T&A Relocation's commitment and expertise was recognised in 2009, when it was awarded the coveted EuRA Quality Seal for the very highest standards in relocation services.

The key team members joining Interdean Relocation Services are Jolanda Tetteroo, founder of T&A Relocation; Brenda Jongman, Senior Immigration Consultant and Marion Kunstman, Relocation Coordinator.

"It is absolutely key that we provide an end-to-end relocation service in every single country in which we operate," explained Lars Lykke Iversen, CEO of Santa Fe Group. "I am personally delighted that we are able to build on the expertise and knowledge of T&A Relocation to offer excellent specialist relocation destination services to all our customers requiring services in The Netherlands."

● International relocation enquiries for Interdean Netherlands should be directed to Petra Boddé at petra.bodee@interdean.com.



INSIGHT: CYBER-SQUATTING

Cyber-squatting on the rise

IP and IT specialist Oliver Smith advises businesses how to protect their valuable domain names and safeguard online business.

For any businesses, protecting your name and reputation has always been vitally important to success. But businesses now need to arm themselves against a new generation of online threats and protect their e-commerce from being hijacked, particularly with regard to illegal use of domain names.

Latest figures from the World Intellectual Property Organisation (WIPO) show that "cyber-squatting" is on the rise, increasing by 6% in the last year. Cyber-squatting is where a website address, or domain name, is registered by someone who has no legitimate interest in or connection to the name. They often intend to ransom the domain to someone who might have a real connection to it, or use it to divert traffic to their own website, possibly to sell counterfeit goods connected to that domain name. Luxury brand Gucci recently won a case to recover 100 domain names registered by a cyber-squatter and London Mayor Boris Johnson won a case over the use of his name in a website address.

There are two ways to recover a domain name hijacked by a cyber-squatter. The first, and often the easiest, is to make a complaint to the registrar of the domain under the WIPO Uniform Domain-Name Dispute-Resolution Policy (UDRP). This is conducted online. An independent expert will consider written arguments from both sides and then decide whether the domain was registered in bad faith and infringes your rights in the name. The expert can direct the registrar to

transfer the domain name to you. The process is relatively cheap and quick but does not award damages or an injunction, so the cyber-squatter can simply go on to register more variations of the domain name.

Cyber-squatting is where a website address, or domain name, is registered by someone who has no legitimate interest in or connection to the name.

If the cyber-squatter is trading from the website and using the goodwill in your name to make a profit then the second option of a claim for an injunction and damages may be a better choice. This will enable you to stop all future infringements of your name and to recover damages or an account of profits for the use of your name.

Prevention is better than cure, and it is therefore sensible to register the most common variations of your domain name and to get a registered trade mark. Even if you do not have a registered trade mark you will still have common law rights to claim an unregistered trade mark under the law of 'passing off' if you have used your name sufficiently to build up good will and reputation in it. This should entitle you to prevent unauthorised use of your name in a domain name, although the process is easier where the trade mark is registered.

In some cases, where there is an innocent

conflict of domain names, or the legal position is not clear cut, one party may offer to buy out the other's name. In those cases it can be helpful to use a solicitor to maintain anonymity whilst negotiating, so that the seller does not know your financial means or likely use for the name.

As the Internet becomes essential to businesses in acquiring new custom, it is increasingly common for cyber-squatters to use domain names to divert traffic to their websites. These may compete directly by selling the same goods or services, or even counterfeit copies of branded goods. Often it is some time before this is discovered and large sums can be lost to these activities. A domain name monitoring service can help detect such activity and then prompt action can be taken to shut down the cyber-squatter.

●E-mail oliver.smith@keystonelaw.co.uk.

Oliver Smith

Oliver Smith is a member of the Keystone Dispute Resolution and Litigation Team. He has over 20 years' experience settling disputes involving a wide range of commercial and intellectual property matters. He specialises in company and financial services disputes as well as trademark, copyright and libel claims. Oliver acts for both UK and international companies and has particular experience advising Russian entities. He has practised with a successful City firm and two leading West End media practices.





● IMC is geared around one-to-one meetings.

Will you be at IMC this year? If not, why not?

IMC, the International Movers Conference is taking place again this year from 20-23 February in Bangkok. It's open to anyone in the international moving industry who sees the value in great networking and building relationships with fellow industry members.

IMC is great value for money and it's in Bangkok, a place where few get the chance to visit. The whole event is planned around one-to-one meetings and making networking easy and don't forget, the other attendees are all there for the same reason: they want to meet you too.

This is the second IMC. Last year's event was a great success so if you are tired of wandering around cavernous hotel lobbies staring at people's navels trying to find your next appointment; or holding 'meetings' in crowded spaces where you can hardly hear yourself talk; or trying to talk to someone who is constantly looking

over your shoulder to see who else is wandering around or who the competition is talking to; this could be for you.

The organisers also still have sponsorship opportunities available from around \$250 and you can book your own booth if you like to give you a base from which to promote your organisation and at which you can welcome your guests.

Don't miss out. And if you are really serious about getting your name around the global moving industry – be there!

● For more information e-mail Andrew Rosemeyer on andrew.rosemeyer@gcrelo.com.

FIDI launches the FAIM 3.0 Quality Standard

FIDI has launched its new FIDI-FAIM Quality Standard (FAIM 3.0), an evolution of the previous FAIM 2.0 Standard and based on minimum requirements only.

However FIDI said that since quality should be a living platform, FAIM 3.0 is considered as a first step towards a future maturity model based on self-assessment and continuous improvement.

FAIM 3.0 is based upon a three-year, on-site audit cycle and contains a number of important changes from the previous Standard:

- The desktop compliance procedure has been removed;
- A mandatory pre-audit assessment has been introduced;
- Companies holding a valid ISO 9001:2008 certificate have been recognised and are now able to have elements of FAIM audited through their ISO certification. On successfully passing the FAIM certification they will receive a FAIMplus certificate;
- Minimum requirements for financial health (measured through financial ratios) are a pre-requisite for first time applicants only. The financial stability of existing Affiliates will be measured through Slow Payer parameters.

FIDI has recently sent its Affiliates new documentation to help in preparing for a successful audit. This included the FAIM 3.0 Quality Standard itself; a FAIM certification matrix that acts as a

guideline for future on-site audits and uses historical data to make sure that all FIDI Affiliates are treated equally in the transition to FAIM 3.0; an Implementation Manual including a mandatory pre-audit assessment and guidance on the whole audit process; and templates to help Affiliates who do not already have specific processes in place.

FIDI is in the process of contacting all Affiliates whose FAIM certification expires before June 2013 to advise on the compliance procedure. Affiliates whose certification expires after June 2013 will be contacted in good time.

● More information is available from the customer services team at fdi@fdi.org.



EUROMOVERS International

Worldwide Movers Alliance

EUROMOVERS International SA

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A friendly Network with a Family Spirit

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

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FEATURE: TRAINING



TRAINING

When money is short it is perhaps understandable that training budgets get cut. But, although this might save a few pounds in the short-term it could be disastrous for the company in the long-term. Here *The Mover* looks at some of the training available and considers whether improving employees' skills should be looked at as a cost or an investment.





Three-day foundation with Kidds

Kidds Services based in Hornsea, East Yorkshire runs courses covering every aspect of removals from basic operative training to estimating and fork lift truck driving. "Our three day foundation course is very popular," said Phillip Kidd. "We cover things like health and safety, furniture handling, packing, vehicle loading and unloading and customer relations. Companies send their new recruits to us rather than trying to do the basic training themselves and having unskilled people practising with their customers' prized possessions. All our training is very hands-on and trainees work with real equipment in real-life situations rather than just sit and watch videos, which I know happens on some other training courses."

"Companies send their new recruits to us rather than trying to do the basic training themselves and having unskilled people practising with their customers' prized possessions."
Phillip Kidd

Phillip said complacency over Driver CPC is still evident with some removals companies despite being compulsory from September 2014. "There are still some people digging their heels in and hoping it won't happen and I'm afraid a lot of them are going to get caught out," said Phillip.

Training for profit

A look at how proper training can save and even make money for movers, with David Hookins of Bridge Removals Training.



● David Hookins.

David Hookins is a specialist trainer for the removals industry. Until starting his own company three years ago, David was the field trainer for BAR. David believes that many companies see training as a necessary cost without appreciating how a proper training programme can make good commercial sense.

"The biggest mistake I see is a lack of structure in the training," David explained. He said that people tend to do their training ad hoc. They spot a problem area and then try to solve it instead of planning for what the business needs long-term. "The result is the skills of their staff are patchy."

The problem is that managers and owners are often too busy to take a step back and work out exactly what the business needs. "Sometimes they are unaware of the kind of training that is available," said David.

"The biggest mistake I see is a lack of structure in the training, the result is the skills of their staff are patchy."
David Hookins

David said that all companies, however small, should be doing basic training. "They must do manual handling training at the very least because it's a legal requirement." This instructs porters on the basics of lifting, both individually and in groups, and explains the use and maintenance of manual handling equipment. Training people in this way helps to prevent injuries and avoid unnecessary absences. It also protects the employer against prosecution by the HSE if there is an accident," explained David. There are many examples of companies suffering severe consequences because they failed to provide their staff with this basic level of training.

"The next step is to provide furniture handling training," said David. This helps people understand the fastest and safest ways of handling furniture. "When people

know the right way of getting a 7ft sofa out of a 6ft 6in doorway it saves a lot of time and makes the company look much more professional. While an untrained team would be still scratching their heads, the trained crew has already got the job done."

There can be little doubt that properly trained staff can work more efficiently, reducing the time on the job, avoiding overflows and improving the company's image. Trained packers are able to protect items more effectively thereby reducing insurance claims and, through the efficient use of materials, reduce wastage. Driver training can reduce fuel consumption and help drivers have a greater respect for their vehicles and so prevent minor damage that can reduce a vehicle's residual value.

Training can also help a company to expand and diversify. Many domestic moving companies, for example, shy away from European and deep sea work. But it's not difficult to train packers in export packing techniques and office staff in import and export documentation. It can add a completely new revenue stream to a company that can be very valuable, especially during quiet times.

But there is one aspect that might be more important still: staff morale. David said that when he first goes into a new company the reception from the staff can be a bit frosty. "They think that the training is going to be a waste of time. But after the first session they then look forward to what we are going to do next time." Training, even of the most basic kind, helps people feel that they are an important member of the team.

● Bridge Removals Training provides a wide range of training from basic manual handling up to advanced management and sales training. Contact David Hookins via: www.bridgert.co.uk.

● Right: David believes that all removals companies, however small, should provide relevant training.



FEATURE: TRAINING

Training is the real key to cost savings in materials handling

There is no doubt that advances in fork lift technology have helped businesses to boost production and cut costs, but leading UK training provider Mentor warns that upgrades to your equipment count for very little if you don't match them with sufficient investment in training.



● Above: operator training delivers hidden cost savings.

In fact, Mentor's Technical Manager, Steve Baldwin, argues that money invested in training is just as important for your profits as buying a better truck.

He explains, "Materials handling efficiency depends on the combination of a machine and an operator. A poorly trained operator will cause more damage and downtime, wear out your truck more quickly, use more fuel and deliver lower productivity. There are well-established statistics to prove that this is your biggest liability."

"Operator training has evolved ... and it really is the best investment you can make if you want to save money ..."

Steve Baldwin

Mentor estimates that 40% of fork lift 'incidents' involve just 20% of operators. Recent research from the Health and Safety Executive reveals that 20% of operators lack training and or supervision, and it is clear that the extent and quality of training of many of the others varies enormously.

When deciding how much to spend on training, the current and potential costs of damage to your operation need to be considered. They include damage to your premises, trucks, other equipment and stock – as well as legal bills and the financial implications of stoppages.

But avoiding incidents is not the only

consideration; you should also think about operator efficiency. In 2010, Skills for Logistics reported that every 1% increase in a worker's training improves his or her productivity by 3%.

It makes sense that a well-trained operator will have the knowledge and skills to work more efficiently, and make fewer mistakes, than someone with minimal training. The result: higher output. An additional benefit can be gained in terms of fuel consumption, as a well-trained operator will know how to perform tasks smoothly and economically. Bearing in mind that the truck's fuel is likely to cost you more, in its lifetime, than the purchase price of the truck, it's a benefit well worth having. For example, a smooth-driving, fully trained operator will also reduce the frequency of replacing brake pads and other parts that wear or break.

Steve Baldwin continued, "Operator training has evolved, just as trucks have, and it really is the best investment you can make if you want to save money and boost productivity – whatever the size and nature of your business. Our courses are specifically designed to help operators use equipment in the safest, most productive and cost-effective way. They show how everything should be done properly, from inspection and start-up procedures to operating techniques, such as safe loading and unloading, and avoiding wear and tear."

● For more information about Mentor, e-mail info@mentortraining.co.uk.

Learn the secrets of successful business presentations with *The Mover*

During 2013 *The Mover* will be running one-day workshops to help people in the moving industry improve their presentation skills and overcome the fear of speaking to an audience.



Giving presentations is something that most business people are just expected to be able to do. In at the deep end, sink or swim, with little preparation and almost certainly no training. Not surprisingly business presentations tend to be dull and boring for the audience and more often than not, terrifying for the person on stage.

A typical presentation often goes something like this:

The speaker walks nervously to the lectern, head down taking care not to make eye contact with the audience. The projection screen is usually positioned in the middle of the stage with the speaker standing in the corner, usually in semi darkness. It's more like being at the cinema than a business presentation. Then they apologise for being there; "Jim couldn't make it so I've stepped in at the last minute", etc, etc. Then comes the bad joke, just to warm things up ... Not a titter. Seemingly endless slides full of tiny writing are then projected onto the sacred screen, which the speaker then reads to the

audience. Why bother? They might just as well have put the thing onto automatic, left the room, and come back in when it was all over. What would happen if the projector bulb decided to go on the blink in the middle of the performance? With no hard notes, or back-up I guess the show's over. Not good if you've travelled half way across the world to see it. After a half hour the whole thing eventually fizzles out, and the audience, who've not really known whether to read, listen or nod off; sit and wonder what it was all about.

What would happen if the projector bulb decided to go on the blink in the middle of the performance? With no hard notes, or back-up I guess the show's over.

We should all be using presentations to promote our businesses, but at present less than 10% actually do. Great presenters are made, not born, so it makes sense to invest a little time to learn how to get it right and inspire the audiences that we hope will become the customers of tomorrow.

Make 2013 the year you take up the challenge and become the speaker everyone wants to listen to. It could change your life!

● For more information call David Jordan on 01908 695500 or e-mail david@themover.co.uk.



● David Jordan.

Preparation makes Driver CPC Training a positive experience

As the deadline for Driver Certificate of Professional Competence (Driver CPC) compliance draws closer, Derek Broomfield, Managing Director of training specialist Novadata explains how preparation can make a Driver CPC course a useful and positive experience.

The fact that Driver CPC is designed to demonstrate the professionalism of experienced drivers actually gives them an advantage. Research has shown that one of the best ways to learn is to relate what you are hearing to what you already know. The drivers we see are highly knowledgeable and therefore find it straightforward to relate their practical experience to the theory of a Driver CPC

Research has shown that one of the best ways to learn is to relate what you are hearing to what you already know. The drivers we see are highly knowledgeable and therefore find it straightforward to relate their practical experience to the theory of a Driver CPC course.

course. Much of what we share with them is a formalisation of their own experience. The structure of the course allows them to demonstrate their high levels of competence while gaining the Driver's Certification Card (DQC) that they will shortly require in order to operate legally. The training room may be unfamiliar territory to most commercial drivers, but they already have the prerequisites to be high achievers at Driver CPC Training.

There are a couple of simple things you can do to prepare. First, you want to choose a course that's going to be genuinely useful, so you need to strike a balance between exploring topics you know less about and choosing modules that you will be able to apply in your working life. Driver CPC course topics to look out for include: drive safe and stay legal; first aid; dealing with emergencies; safe and fuel efficient driving; drivers' hours and digital tachographs.

Secondly, choose a training provider that will give you a number of ways to complete your training – 35 hours isn't always easy to fit in, so look for one that gives you the option of five-day courses to complete Driver CPC in a week, or individual seven-hour courses that you

can fit in over a longer period. Some will run courses at weekends or over a couple of afternoons so you can fit them around your schedule – flexibility is essential as the deadlines for compliance approach. If you have a number of drivers who need to complete Driver CPC, you should also have the option of having the trainer come to you, and they should be able to tailor the course around what you do as a business to make it as relevant and practical as possible.

You also need to apply the same principles as you would to your normal routine, and that includes getting adequate sleep before the course; you need to be alert just as you would before driving. Secondly, it's important to stay hydrated, so don't skip breakfast and make sure you take in fluids during the day – we include regular breaks for this very reason. Lastly, educationalists tell us that if you discuss what you've learned with a friend or colleague, you will remember it in more detail; so share your knowledge over a coffee when you get back to the workplace – you'll help the next person who comes on the course or refresh the knowledge of someone who has already completed it.

You will need to repeat Driver CPC Training every five years from September 2014, so it's now a fact of life. Adopting the attitude that you will make it as positive an experience as possible will benefit everyone, especially you.

● For more information visit www.novadata.co.uk.

● Novadata training in progress.



NEWS: ON THE ROAD



● Local authorities must publish statements detailing where the additional funding has been spent.

Government pledges £215 million for local road maintenance

The government has pledged a further £215 million to fund essential maintenance for roads in England.

This is in addition to the £3 billion it is already providing for councils in England between 2011 and 2015 for highways maintenance.

The maintenance funding could be used for improvements such as road resurfacing, maintenance to bridges or repairing damage to highway infrastructure caused by severe weather events, such as the recent flooding.

Transport Secretary Patrick McLoughlin said, "This extra money will support economic growth and development by helping local authorities to get the best out of their local road networks. This funding can be spent on measures to bring smoother, safer and more reliable journeys to the travelling public whether they are commuting to work or taking the children to school."

A condition of the funding is that local authorities publish a short statement on their websites at the end of each financial year setting out on what and where this additional funding has been spent.

New DAF website helps bodybuilders meet EC type approval requirements

DAF Trucks has developed a new website dedicated to assisting bodybuilders to meet the requirements of the new EC Whole Vehicle Type Approval (ECWVTA) directive.



● DAF's bodybuilder website, www.dafbbi.com.

Bodybuilders can register for access to DAF BBI Plus through the existing DAF bodybuilder website DAF BBI (www.dafbbi.com), which will continue to be the essential reference point for bodybuilder guidelines, chassis drawings, specification sheets and CAD files.

DAF BBI Plus adds a host of additional information to help make body installations simpler and more straightforward. Bodybuilders and converters who are developing and maintaining type approvals for their own bodywork will have access to approval information, vehicle specific chassis drawings, insight into current and upcoming legislation, and details on the entire DAF product range.

ECWVTA came into effect for new

goods vehicles over 3.5 tonne gross weight at the end of October 2012 for 'complete' vehicles that are built ready for the road in a single stage and for 'incomplete' chassis/cab vehicles. This means that all DAF's now leaving PACCAR plants in Leyland and Eindhoven are fully type approved under the ECWVTA directive and converters who alter a vehicle before it is registered must also comply.

For most bodybuilders who mount their bodywork to chassis/cabs to produce 'completed' vehicles, ECWVTA will become mandatory from 29 October, 2014. As a result many are now starting the process of creating their own approvals by developing the necessary internal systems and processes.

More road charging in Europe

In a speech to the European Automobile manufacturers' Association in December, European Commission Vice-President, Sim Kallas, Commissioner for Transport, said that it would be necessary for Europe to use road pricing policy to maintain its excellent road network.

He said that there was a financing gap between what countries invest in road infrastructure and the requirement. "Thanks to recent technological progress, toll levels can be varied according to a vehicle's type and characteristics, as well as the time and place of its use. This way, road charges can be used to send precise price signals for efficient infrastructure use. They can help shape more sustainable transport behaviour and give incentives for consumers to buy and use cleaner vehicles."

Mr. Kallas also said that road charging is a way to manage congestion, which causes unnecessary emissions and waste of fuel, as well as loss of productivity



● Sim Kallas.

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New guidance on grey-fleet safety released

The Fleet Safety Forum, a division of Brake, the road safety charity, has published new guidance for fleet managers on grey fleets (employees' vehicles used for business).



The guidance, sponsored by Romex, provides vital advice on how to minimise the risks and maximise the safety of grey fleet drivers.

Managing the grey fleet is a key safety issue fleet managers need to address. In the UK, employee-owned cars used for business are nearly seven years old on average and therefore do not benefit from the latest safety technology. This compares unfavourably with company cars which leave service on average after four years. Research by Brake has found that even among companies that subscribe to its Fleet Safety Forum, nearly one in three, 32% report their policies on vehicle checks and maintenance do not extend to grey fleet vehicles.

The guidance provides clear advice to help managers reduce risks

● Grey fleet vehicles are generally too old to benefit from the latest safety technology.

associated with grey fleet drivers. It highlights the importance of providing alternatives to grey fleet use in the first instance, and if drivers do have to use their own vehicles for work purposes, subjecting them and their vehicles to the same rigorous safety checks and risk assessments as other company drivers. The guidance features a best practice case study of an operator that has taken steps to successfully mitigate the risks associated with grey fleet drivers.

● The guidance is available for free to Fleet Safety Forum subscribers, or can be purchased for £5 by non-subscribers. E-mail admin@brake.org.uk or call +44 (0)1484 559909 to order.

VOSA ceases vehicle testing at two sites

VOSA will stop testing at its Gillingham and Grantham sites by the end of March 2013. Although the sites will not close, VOSA has taken the decision to cease testing at these sites. Operators that would have used Grantham will instead be able to test their vehicles at authorised testing facilities (ATF) in Newark, Lincoln and Boston. Companies previously using the Gillingham site can now use ATFs in Maidstone,

Sevenoaks, Faversham, Rochester, Sittingbourne and Aylesford.

A VOSA spokeswoman said, "VOSA's Testing Transformation Programme is taking testing closer to the customer helping to reduce vehicle downtime. Many fleet operators have told us that they are saving tens of thousands of pounds a year in reduced fuel costs, vehicle downtime and salaries and also seeing first time pass rates noticeably improve."

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NEWS: ON THE ROAD

New measures to reduce fraudulent whiplash claims announced

Action has been taken after figures showed there had been a 60% rise in personal injury claims related to road accidents since 2006, despite vehicles becoming safer and a 20% reduction in the number of reported accidents over the same period.

There were more than half a million whiplash claims last year – and insurers estimate they add £90 a year to the average motor insurance policy.

The consultation proposes:

- Creating new independent medical panels to improve diagnosis of whiplash injuries. This will ensure that genuine claims can still go ahead, but exaggerated, misrepresented or fraudulent claims are robustly challenged.

- Options to allow more whiplash cases to be challenged in the small claims court - to change the current position where it can be cheaper for insurance companies to accept questionable claims than to contest them.

Justice Secretary Chris Grayling said, "We are proposing action to support effective whiplash diagnosis by medical experts and to simplify procedures which will help bring speculative or fraudulent claims before a judge – so genuine claims can still be settled but fraudsters are left in no doubt there will be no more easy paydays."

● Fraudulent whiplash claims will be challenged.



● Gas can be used as a more eco-friendly alternative fuel for road transport.

Natural gas a viable alternative to diesel

The Freight Transport Association has called upon the government to provide the necessary assurance to freight operators to embrace gas as a viable alternative to conventional diesel in its recently published Gas Manifesto.

Natural gas can be used as a road fuel either as a liquefied natural gas (LNG) or a compressed natural gas (CNG), producing less harmful emissions than conventional fuel. However when biomethane produced from waste is used, carbon savings in excess of 60% can be made when compared to an equivalent diesel vehicle.

The Gas Manifesto supports the development of a national refuelling infrastructure on the main motorway networks. For smaller operators, public refuelling stations would give confidence to invest in gas-powered HGVs as part of planned vehicle replacement cycles as well as benefiting larger companies. FTA says the Treasury urgently needs to confirm at least a seven year rolling guarantee for road fuel gas duty rates to provide certainty to support vehicle and infrastructure investment.

Rachael Dillon, FTA Climate Change Policy Manager said, "Gas is a credible option for industry to

"Gas is a credible option for industry to make serious reductions in carbon emissions whilst serving the needs of the economy in delivering goods and services."

Rachael Dillon

make serious reductions in carbon emissions whilst serving the needs of the economy in delivering goods and services. However, in order to significantly increase gas-powered HGVs on UK roads, government needs to support the development of a national refuelling infrastructure on main motorway routes to enable long distance running for vehicle fleets."

Personalised number fraud risk

DVLA is warning motorists to check the Certificate of Entitlement (V750) when purchasing a personalised registration number from a private seller after 900 blank certificates were stolen.

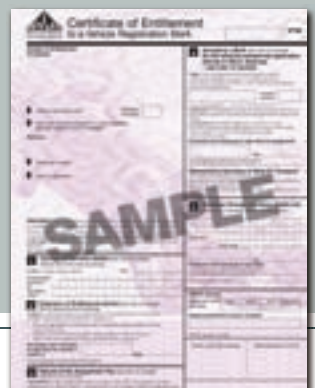
Motorists are advised not to purchase the registration number if the serial number of the V750 certificate falls within the following range: 5930101 to 5931000.

The serial number is located in the top right corner of the certificate.

If a motorist is offered a V750 when buying a personalised registration from a private seller that falls into this range they should report the matter to Northumbria police immediately.

The V750 certificate is issued for a registration number which has never been assigned to a vehicle. If the number had previously been assigned to a vehicle then the buyer should ask to see a Retention Document (V778) or a vehicle registration certificate (V5C).

DVLA Spokesperson, Victoria Ford said, "We know that personalised registrations are very popular and that many people may be looking to purchase one for themselves or family and friends. We are warning people if they are buying from a private seller to check the serial number on the Certificate of Entitlement to see if it falls within the range 5930101 to 5931000. They should also be wary of the serial number being altered. If you are unsure, don't buy and contact Northumbria police."



Born to be drugged, hunted and shot. Fair game?



Kimba was a tiny cub, just two days old, when he was taken from his mother and hand-reared for the savage 'sport' of canned hunting. South Africa's canned hunting industry is the most extreme and barbaric form of trophy hunting, and it's on the rise. When the price is right, lions are locked in caged enclosures with nowhere to run – sometimes even drugged beforehand – and shot by trophy hunters. These blood-thirsty tourists are prepared to pay extravagant fees to kill a lion, and males with an impressive mane can fetch up to £37,000.

Kimba was one of the lucky ones. Although he'd already been offered as a trophy on the internet, we managed to secure his safety and he's now living as head of a pride at our LIONSROCK sanctuary. FOUR PAWS has been a leading force in global animal welfare issues for more than twenty years, and is committed to taking action against all forms of animal cruelty. Last year, canned hunters killed over 1,000 lions. **This has to stop. Will you give us the urgent help we need to rescue more lions like Kimba?**

Yes, I will help to rescue lions from canned hunting.

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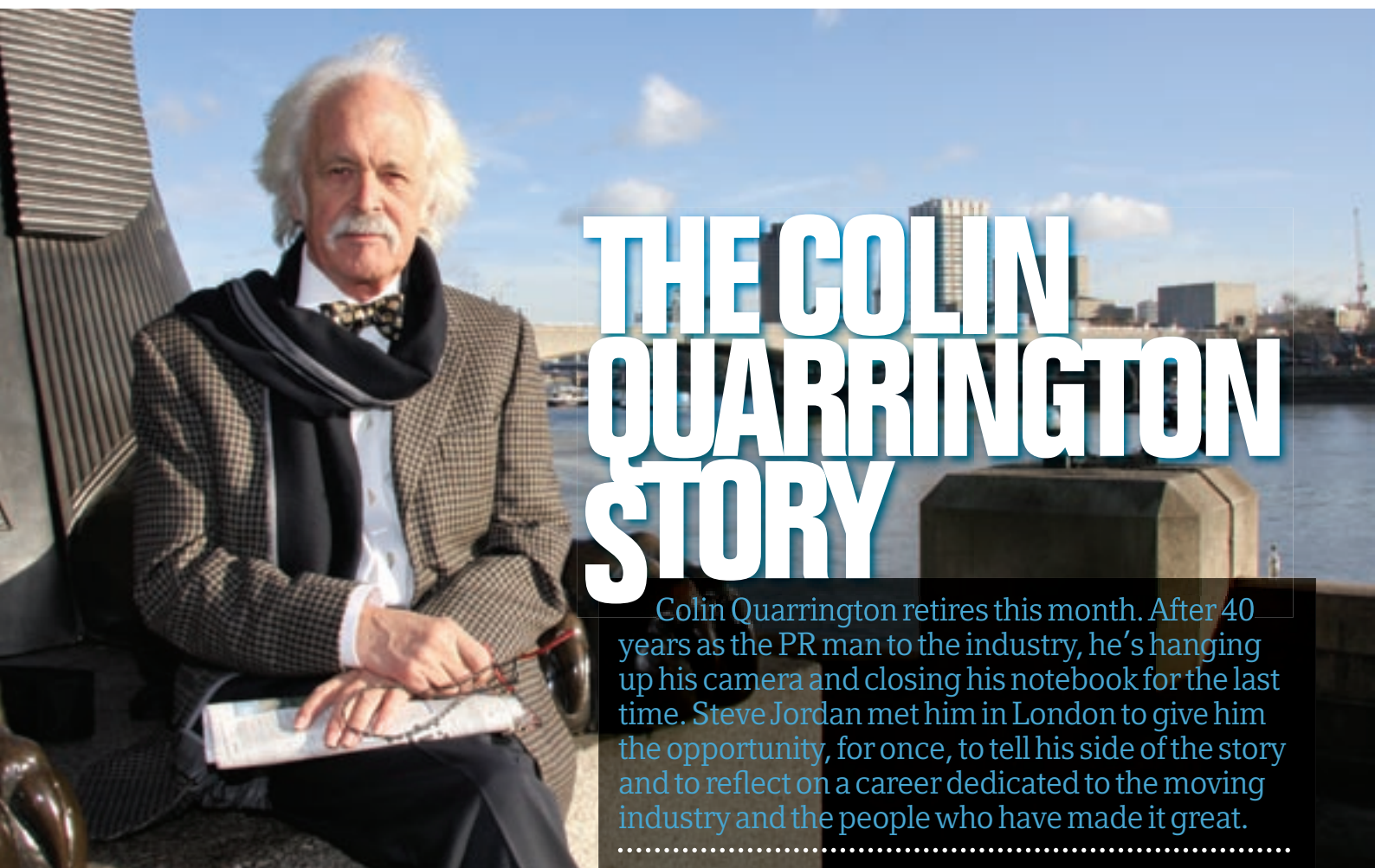
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COVER STORY: COLIN QUARRINGTON



Colin Quarrington retires this month. After 40 years as the PR man to the industry, he's hanging up his camera and closing his notebook for the last time. Steve Jordan met him in London to give him the opportunity, for once, to tell his side of the story and to reflect on a career dedicated to the moving industry and the people who have made it great.

I confess to approaching our rendezvous on a bright December afternoon with a little trepidation. I don't usually get nervous before interviews, and I have known Colin for 30 years or more so I should have been perfectly relaxed, but interviewing the man who has interviewed everyone is not a normal day at the office, even for me. I should have realised, however, that Colin was equally apprehensive. He'd never done a full-length interview before. After four decades as the trusted aid and mentor of the industry's leaders, there was too much to say - too much to remain silent about.

Colin's work in the moving industry has been dominated by two groups: BAR and FIDI. He was the PR man for both organisations, but that doesn't begin to tell the story. Yes he wrote and distributed press releases and acted as the guardian of their commercial images, but it was in his role as 'the man who makes things happen' that he found his true identity and the moving industry, worldwide, found its most loyal friend.

Early days

Colin was brought up, with his brother and two sisters, in Tangier, Morocco. When the family returned to England Colin went to boarding school in Kent: "It's

fashionable to be critical of boarding schools but it's a great preparation for life - if you don't make the effort to get on with everyone else you're sunk, and even if you're rebellious by nature you have to learn self-discipline."

It was while browsing in the school library that Colin made a discovery that would guide his career in a most unexpected direction. "I came across a big fat yellow book that described how in the early 1950s the American baking industry was in big trouble," he explained.

"I thought that if PR can change an entire nation's thinking over a piece of fried dough, I want to be part of it."
Colin Quarrington

"They put together a fighting fund of about \$4million and came up with the idea of Dunking Donuts. It changed everything. I thought that if PR can change an entire nation's thinking over a piece of fried dough, I want to be part of it."

PR was an almost non-existent business in England at that time and Colin's parents were dead against it; although he left home at 16, to please them he spent two years studying to be a solicitor but was soon bored; a family friend, a director of

Colin by the Thames.

Aims of Industry, advised him to get into PR by way of practical experience in journalism.

He got a job on a local newspaper in Harlow, Essex. "That was good training too. I remember that after handing in my first story John Weyers, the terrifying sub-editor telephoned me: 'Mr. Quarrington,' he said in menacing tones. 'If you ever use a word in your copy that is not wholly Anglo Saxon in its origins I will personally tear out your guts and stuff them up your arse.' And slammed down the phone!"

After a spell in a sanatorium as a result of what was euphemistically called 'burning the candle at both ends', he moved to a PR firm in London with accounts such as Volvo, Carlsberg, Bacofoil and Polaroid. "I learned a lot. It was a very small PR firm and I had to do everything: photography, press releases, design, special events - I even bought a Rolls Royce for a Hollywood movie star!"

A friend told him about a journalist in Portsmouth desperate for help with his growing PR agency. They met and decided to work together. But to his horror he was told that one of his clients would be a removals firm called White & Company.

"I thought, I really don't want to work for some awful company with a couple of old vans under a tin roof. But my new boss told me just to go along for a meeting



● Above: When BAR conferences changed – Joe Luxford's conference in Bournemouth was transformed – and members appear to enjoy the change at a themed French evening!; Above right: on one of the Stewart Wrightson sailing weekends David Hoyle of Cantay (left), Michael Gerson and CQ; Left: Pam Quarrington and Jim Thompson (centre) enjoying dinner at the end of a Board meeting in Brussels; Far right: cartoon done of CQ by a work experience lad in the office

with Geoff Halliwell and talk cars to him. It opened an entire new world to me. I'd found my doughnut!"

New business and the moving industry

The PR company became extremely successful but in a pattern that soon became familiar, success went to the company's owner's head. When not only a new BMW coupe arrived in the car park but the man's mistress was given a senior role in the company, Colin walked out and formed his own company.

"There were a lot of good companies within the BAR and the organisation was doing great things with its training ... but nobody knew about them."

Colin Quarrington

By this time his abiding interest was the construction industry working in dredging, civil engineering, hover technology and heavy plant and he built up a small portfolio of clients in that business. However, Sam Elliott, the MD of White & Company was on the board of the British Association of Removers which was considering hiring a PR agency. He asked Colin if he was interested.

"The 1968 Transport Act had abolished the old A and B licences and opened up the industry to van operators," Colin explained. "It had changed everything in removals and the BAR wanted someone to help them get the Act repealed. I told them to forget it and instead to take a more positive view of the situation by promoting the quality of the traditional



remover against Man-and-a-Van ... But BAR decided it couldn't afford my rather modest fee, so when I heard it produced a rather indifferent magazine, I offered to take that on at no extra cost. I felt guilty taking it away from the editor but his magazine was desperately old fashioned."

The magazine was a success and almost immediately moved into profit. In addition Colin's company took the BAR message to the public through a relentless PR campaign through local press and lifestyle magazines. "There were a lot of good companies within the BAR and the organisation was doing great things with its training (led by young, enthusiastic people like Colin Gordon now of TheMIGroup) but nobody knew about them."

Conferences

When Joe Luxford (Luxfords of Weybridge) took over the BAR presidency at short notice he asked for Colin's help in planning his conference and so began a relationship with the BAR and later FIDI conferences and the beginning of the steepest of learning curves.

"I wanted to make a difference, so I spent £3,000 of my own money showing what a little bit of professional audio-visual could achieve – and luckily I had huge help from Neil Hambridge from Trans Euro who had a lot of theatrical knowledge." The conference was successful and Colin, and his wife Pam, became part of the conference scene.

Colin had first met Pam when they were both teenagers, but didn't marry for another 17 years. They became inseparable at conferences with Pam forging her own role as an essential support act to Colin and a friend to all those wives who were often unexpectedly thrust into the unwelcome limelight of a conference. "Pam was brilliant, there were so many things I couldn't have done without her – she was my eyes and ears. For instance, I often wonder if Dick Ferriday knows that he was



saved from having a Gary Glitter tribute band during his gala dinner because Pam and I got to the room with only minutes to spare to turf them out – somehow the booking agency had muddled the venues ... or she and our dog would be with me at the office at 11pm waiting for the CMG chairman to fax through his copy for the conference the next morning ... there are dozens of stories like that.

Building BAR

When Hugh Wilson left BAR Brian Mitchell took over as General Secretary. "I often wonder if people realise just how fantastic he was – smart as paint, no side to him, industrious and always well prepared. You couldn't put anything over him. If you stepped out of line Brian would pick up the phone and shred you like coleslaw. After that everything would be forgotten and you would still be the best of friends."

His relationship with BAR was very good, especially with Brian Mitchell and Sylvia Hawkins, the Secretary. "They were a great team – and understood the membership. For instance, to this day when attendance at conferences is much lower I believe, no one realises that Sylvia always tracked past delegates. Weeks before-hand she would be on the phone cajoling and bullying people to register. In that way she probably added another 25% to the numbers. And we always went back-to-back with the FIDI meetings. It was typical of the way she and Brian worked."

COVER STORY: COLIN QUARRINGTON

But Colin remembers many other remarkable people too. Chief amongst them is David Trenchard: "It's a fact that big men are often the lightest on their feet – David is a big man and dances beautifully. He makes it seem so effortless – and that's how he operated within the BAR – he was the consummate politician. But from his mind poured a stream of brilliant ideas for the good of the entire industry."

"Then there was Eric Bourne. Tall, languid and always affable, he steered the BAR Publicity Committee for years with a skill that was a joy to watch. He was never afraid to try new ideas but sometimes with projects like the Customer Care Programme he was ahead of his time." Colin also remembers working ferociously hard with Tony Richman to create the Commercial Moving Group (CMG) against odds. "It eventually succeeded thanks to the support of Derek Payne, the then president. It's one of the things that I am most proud of during my time with BAR."

FIDI

When Michael Gerson joined the FIDI Board he recognised that the organisation needed to modernise. The *FIDI Journal*, a rather ponderous publication produced in three languages was very well intentioned but amateur, rather like the *Removals & Storage* of old. Colin got the editor's job but it was soon made clear that his enthusiasm for the task ahead was not shared.

"One day I got a call from Mr. Andre Van Der Castele of the FIDI office in Brussels. He told me 'I understand you now have the contract for the *FIDI Journal*. You must understand Mr. Quarrington that you will not receive any co-operation from this office.' And with that he put the phone down! I understood then that the European ideal had some way to go."

Then it was Jean Pierre (Arthur Pierre) who first asked Colin to help with a conference and Jim McCluskey (Grace Bros) who really changed things – "Well, more than change – Jim introduced a revolution."

Committing to moving

Taking on the FIDI work was a big step for Colin and Pam. They had become part of the BAR family and knew that to make the relationships work it was necessary to have a real affection for the family members. "We were now going into a bigger family and we knew we would need to commit to it. We decided to gradually let go of our other clients which ranged from a leasing company (our biggest client by far) to construction-related businesses and to exchange ambition for the opportunity to travel and to spend our working lives with people we really liked."

The FIDI Institute and 35 Club

I asked Colin what he was most proud of during his career with FIDI. "The FIDI Institute (now the Academy) and the 35 Club," he said, without hesitation.

It was in about 1986 that Jean Pierre conceived the FIDI Institute to provide training for the worldwide industry. Lars Östman (Kungsholms) had recently retired and was enjoying life in the South of France when Colin and Jean descended upon him, handed him a computer, and gave him a few weeks to come up with the definitive manual for international moving. "But Jean Pierre has a way of making things happen and it did happen after relentless hard work – suddenly there were 25 students from all over the world, studying together and bonding. It was a fantastic experience."

The 35 Club came later as a way of keeping those young students together. "It was intended to build on the success of the Institute and to provide a platform for young people. It's hard to imagine but people used to tell me horror stories about the Old Guard at FIDI back in the fifties, some of whom were so grand that they totally ignored young people. But the 35 Club has done extraordinary things under the direction of its Board members – they have all been amazing."

Recently, club members ambushed him when they named him the 35 Club Godfather and gave him a pen inscribed: Godfather 35 Club: CQ. "Nothing in my entire business life has meant more to me. I was touched beyond measure. I love the 35 Club because I love people who get on with their lives and do things. They play hard and work hard and I adore people who put a lot back into life."

"Almost every BAR president I had worked for was a sheer delight. They were clever, affectionate and hard working. But towards the end you could sense growing hostility ..."
Colin Quarrington

Long hours

For Colin working in the moving business has been a labour of love; but it was labour nevertheless. He was a work-a-holic. Going to BAR meetings sometimes three days a week, going to Area meetings all over the country, spending three months a year on the road for FIDI, handling PR, the magazines, helping to organise three conferences a year (FIDI and two for BAR). "I was being run ragged because we were a tiny office. One day I overheard Pam telling a friend 'I know when Q's been home because I see a dent in the pillow'. I thought, there's a warning here. So I



● CQ and Pam in Lisbon, 2011.

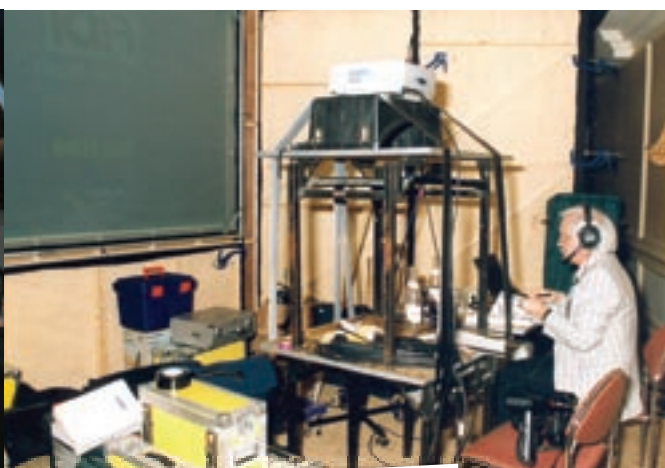
trained myself to get up at 3.00am every day. That way I could usually get home in time to be with Pam." Even now he still wakes at 3.00am.

Leaving BAR

Colin resigned the BAR account in 2000. His last job was the centenary conference for the incoming president, John Luxford, nephew of the legendary Joe Luxford, for whom Colin had organised his first BAR event. He had enjoyed 27 happy years working with the organisation but, eventually, petty politics got him down.

"Almost every BAR president I had worked for was a sheer delight. They were clever, affectionate and hard working. But towards the end you could sense growing hostility – but in every association you always get people who come waltzing in with egos bigger than brains, move the furniture about and then bugger off. Certainly some people thought I had too much influence. Some were appalled that I wrote key speeches for instance – but they weren't bright enough to see that was part of the PR function. These same people probably really believe that an article in a newspaper under the by-line of David Cameron is actually written by him. But of course it isn't – his PR advisors listen to his briefing and then write the article or speech."

COVER STORY: COLIN QUARRINGTON



● Above: CQ working behind the scenes at a conference; left: Linda Lawrence, Pam Quarrington, Chuck Lawrence (former FIDI President) and CQ.

"Anyway, there was a sort of seminar to discuss the future of the BAR, with everyone invited including the office cleaner, probably ... but not me. After the meeting a good friend called to advise me to watch my back for the next three months or so – but I thought, after all this time and hard work why should I watch my back?"

He decided to quit, but in order to secure the job of his very hard working editor of *Removals & Storage*, he concocted a 'pretty transparent' story about retiring on the grounds of ill health.

"In terms of PR the goal Karin and I aimed for was to position FIDI right at the heart of the mobility industry. After all, we are the ones with the assets, the trained staff, the knowledge and experience and we deserve the high ground."

Colin Quarrington

Inspiring people

Throughout his career Colin has worked with the leaders of the industry. Asked who had been the most inspiring he immediately said "The two Jims (McClusky (Grace Bros.)) and Thompson (Crown)). They were not only visionaries but had such charisma – you would walk on hot coals for them. Both had an incredible eye for detail and were very well organised – and they made time for you because they understood the PR function and wanted things to be right. When I see

some of the people standing in front of a conference now I often think 'The Jims would never be as sloppy as this'."

But there have been so many others to learn from: "Ernst Jörg (Packimpex), who is typically Swiss and so passionate about everything he does; Cees Zeevenhooven (TEAM), a fantastic action man. He'd just pick up the phone and get the job done. Jean Pierre could take you into battle (even though you might not win) with total belief; Peter Robinson, a master class in management, never flustered, always seeing the wider picture; Chuck Lawrence with an incredibly analytical mind that could close like a steel trap; and Eric Lim who clearly hates cobwebs because he worked like a true tiger to open all the windows of FIDI."

FIDI today

Colin isn't leaving FIDI with a sense of a job completed. "People will be irritated by me saying this but FIDI hasn't been the same since Karin Wouters left. She certainly got a bit above herself, but she was an obsessive worker, the office hummed like a sewing machine and I think we made a good team. Nothing was left to chance when we went to an ERC meeting to persuade corporates to use FIDI members. Sometimes she would take someone off for a coffee to explain how to draft an RFP, while I manned the stand and did the selling; in the evenings we went to the bars to drum up contacts. She had the same approach to everything which is why we had some of the best conferences, communications, PR and publications. She was tough, wholly committed and she made mistakes. Who doesn't?"

"In terms of PR the goal Karin and I aimed for was to position FIDI right at the heart of the mobility industry. After all, we are the ones with the assets, the trained staff, the knowledge and experience and we deserve the high ground. I still believe that passionately – and it's good to meet up with independent relo companies who may only have 50 or 100 moves a year, but since FIDI's campaigning, they are all going to its members."

His contract with FIDI has been terminated in a fairly bizarre manner which he is reluctant to discuss: "But it's probably in line with the current mantra being spouted about 'delivering service faster, cheaper and more efficiently' which is the sort of language used by corporates that makes movers despair."

"I still have letters written to me by the late Phil Reading of Manchester, who used to refer to me as 'That toffee nosed Tory from the South' – and they are precious to me. We were great friends and worked together with Arthur Brown of Vanplan to secure the industry's first ever mobile training vehicle to provide packing

instruction around the country. BAR got it for free. I still have hundreds of similar memories, from people who actually worked on the vans to those like Paul Evans who is just a phenomenon. You can see their elbow marks on our kitchen table."

Retirement

Colin makes a point of never regretting anything. He's met some wonderful people in the moving industry. He admires their drive, intelligence, reliability and hard work. "I think that what I found in the construction industry I also found in the moving business – hard working, intelligent people, doing a tough job that is too often under-valued."

He's past normal retirement age now and jokes that he intends to become "a domestic goddess" – although Pam threatens to lock him in a shepherd's hut in their meadow and not let him out until he's written a novel.

He will no doubt continue his passion for classic Jaguars; he might even add to his collection of 400 Dinky toys; he has work offers from friends in the classic car business, but writing a book, perhaps the obvious choice, is not high on his list. "I don't really like writing," said the man who has written more words about the moving business than anyone in history, "although I must admit I rather enjoyed ghost-writing the adventures of Rita, for the 35 Club. Rita was a very pretty but extremely naughty girl and I made up these adventures for her - Pam would research the latest in make-up, hangover cures and fashion and I would do the words. I remember a woman coming up to me and saying: 'Colin, I just love Rita – she understands so well what we women go through ... she is just amazing! I've always felt a bit guilty about that.'"

By the end of the interview we were both struck with a mutual sense of inadequacy. For Colin, how could he possibly say all he wants to say, how could he thank all those he wants to thank and how could he possibly allow his true feelings out when the emotions, good and bad, are still so raw? For me, how could I reflect the significance of Colin's contribution to the industry and the affection in which he is held by so many, in just a few words? Without saying a word, we both came to the same conclusion: we couldn't. Perhaps we need a little more time to pass before instalment two.

Meanwhile I asked Colin what he would say to the good people of the moving industry if they were all in the room at that moment. His response was simple. "Thank you for being my friends." On behalf of the moving industry Colin, may I thank you for being our friend too and wish you and Pam a long, happy and healthy retirement.

NEWS: ON THE ROAD

Thousands of traffic signs felled in government cull

Transport Secretary Patrick McLoughlin has urged local authorities to reduce the number of unnecessary signs cluttering Britain's roads. He has also unveiled a new document called *Reducing Sign Clutter* that provides guidance to local authorities on how to remove unnecessary traffic signs as cost-effectively as possible.

In London alone 8,000 repeater signs and 4,000 poles installed on the capitals' roads in the early 1990s have been ripped out. Laid out side by side these would stretch almost 2.5 miles. In Hampshire 200 traffic signs have been taken away along a 12 mile stretch of the A32 while Somerset has also done away with a further 1,000 signs.

The Transport Secretary is encouraging other local authorities across the country to follow suit. He said, "There are too many unnecessary signs blotting the landscapes of our towns and cities. That is why I have published new guidance, to help encourage local authorities to make old, confusing and ugly signs a thing of the past."

The government is also keen to reduce the number of signs on rural roads. "Rather than



● A typical repeater sign.

being hector[ed] [bullied] by health and safety signs alerting of any possible risk, people driving on rural roads should be encouraged to expect to share minor rural roads with a range of other road users," said McLoughlin.

Editor's note:

Repeater signs advise of above 30 limits in built-up areas with street lights. Removing them risks confusion. If there are street lights assume it's 30 until you know different.



● The eCall system will automatically alert emergency services in the event of an accident.

New cars to call emergency services automatically by 2015

The European Commission has adopted a measure to ensure that by 2015 new cars and light vehicles will be able to call the emergency services automatically in the event of an accident.

The Commission wants the life-saving eCall system to be fitted to all new models from 2015. eCall automatically dials Europe's single emergency number 112 in the event of a serious accident and communicates the vehicle's location to the emergency services. According to some estimates, eCall could speed emergency response times by 40% in urban areas and 50% in the countryside, and save up to 2,500 lives a year.

Commission Vice-President Sim Kallas, responsible for transport, said, "These measures are the first adopted under the Intelligent

Transport Systems Directive. They address the upgrading of emergency call response centres, to receive and process 112 eCalls, including calls from vehicles registered in any EU country. Together with my colleagues responsible for Digital Agenda and Industry Vice Presidents Neelie Kroes and Antonio Tajani, I will pursue our joint efforts to ensure that by 2015 the introduction of the eCall service in the whole European Union will be effective."

The Commission's aim is for a fully functional eCall service to be introduced all over the European Union as well as Croatia, Iceland, Norway and Switzerland.



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Tachograph cheat gets 18 months

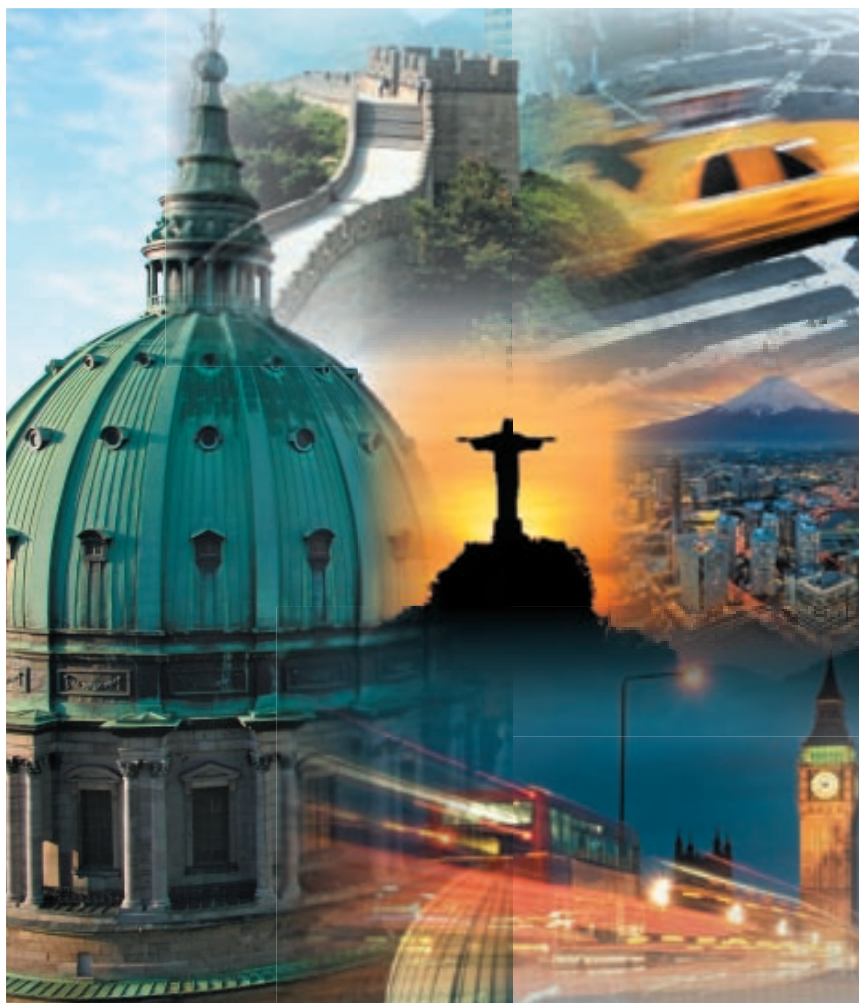
Richard Samuel Dewart, 44, owner of Dewart Transport, Waringstown, Northern Ireland was convicted of forgery and sentenced to 18 months imprisonment, suspended for three years, at Craigavon Crown Court.

On 26 February, 2011, the Police Service Northern Ireland (PSNI) conducted a joint enforcement operation with the Driver & Vehicle Agency that included the examination of vehicles owned by Dewart Transport. Following the execution of a PSNI Warrant to enter and search several of the company's vehicles, a number were seized on the grounds that tachograph interrupter devices had been installed which, if activated, had the capability of

disabling the tachograph and the speed limiter. Numerous tachograph records and various documents were also seized.

A detailed examination proved that an interrupter device had been activated to enable the driver to continue driving while the vehicle appeared to be stationary, resulting in false tachograph records.

Geoff Dunning, Chief Executive of the Road Haulage Association welcomed the news. "Falsifying driving records is planned in advance and is one of the most serious offences in road haulage. For that reason, the Road Haulage Association considers that the only effective deterrent for such an offence is a custodial sentence."



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PROFILE: GB TRANSPORT



● James and Greg Brown.

Doing things the hard way

GBTransport has branched out into the external hoist business. It's a radical diversification, but one that makes sense according to the company's owner James Brown. Steve Jordan dropped by the company's premises in Windsor to find out more.

GB Transport was founded by Greg Brown (James' father) in early 1969. It was his intention to become a pig farmer and, although he did lease farm premises, it was to removals that he turned to fund his passion for animal husbandry.

In the early days Greg made a living doing whatever he could. He bought a small van and made a living doing small deliveries. One major contract he had was delivering

"I have always believed that it's wise to become good at doing things that other people find difficult."

Greg Brown

trouser presses in Europe for Corby and it was this that gave him a taste for European removals.

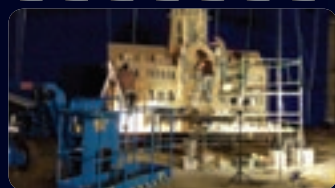
"I decided I had to specialise in something," said Greg. "I have always believed that it's wise to become good at doing things that other people find difficult. So I chose Spain where the paperwork was a nightmare."

Greg's business did well and soon he was running regular household goods services to Spain and bringing

back return loads of shoes from Alicante. "It was very profitable in those days," he said. For the best part of 20 years Greg and his son James trunked to Spain and back in a variety of vehicles including a 100m² DAF 3300 road train.

"But when the import regulations were removed for Spain everyone started to do it," said Greg. "The business more or less died overnight so there wasn't any point in doing it anymore." The business

James Brown: the movie mover



Angels and Demons

This is a replica of a church used in the film *Angels and Demons*. It took three trips in an 18m truck and trailer to deliver to Shepperton film studios. The Vatican in Rome had to be replicated as the movie wasn't allowed to be filmed there.



Wolf Man

This is part of a replica of Chatsworth house used in the film *Wolf Man*. It was a wooden construction in sectional pieces and had to be craned into place.



Love it light Diet Coke advert

This consisted of miniature puppets and set. This was a mission to move as the miniatures were so small and fragile and took a long time to pack.



Cadbury's Twirl advert

It was exciting to see the finished product assembled as there was a lot of engineering and assembly by the crew to make the model turn and it looked amazing.

"The plan is to use small vehicles to handle exclusive consignments. That way I don't need to use the services of a local agent for the final delivery."

James Brown

closed in 1997.

James, meanwhile, was training to be a mechanic working on heavy plant. But, eventually, the call of the old business got the better of him and, in 2003, he resurrected GB Transport. This time he concentrated closer to home. "The local removals market around Windsor is very good," he said. "It was only later that we started going into Europe again."

James used his engineering talent to build his first truck himself from an old chassis. "It was a twin axle so it wouldn't be overloaded. I finished building it and took it to Marbella for a test drive." Today, James is focussing a little closer to home: Switzerland. It's all part of the principle of doing the harder things. Switzerland has more restrictions than EU countries and there is plenty of good quality work there. "The plan is to use small vehicles to handle exclusive consignments. That way I don't need to use the services of a local agent for the final delivery. It makes a sensible alternative to airfreight."

The hoist idea came to James when he realised how much he was paying in hire charges. "There are not many companies in London that have their own hoists so having my own means I can quote for the more difficult jobs and hire out my services to other companies," explained James. He is also keen to use the hoist service as a way of demonstrating his own capability as a problem solver. James is very practical and prides himself in always being able to work out a solution to a tricky situation. On one occasion, for example, a mover had got stuck lifting a very heavy piano out of a window in Windsor. Rather than use the gantry, which was overloaded, James just took the floor out of the scaffolding and lowered the instrument down that way.

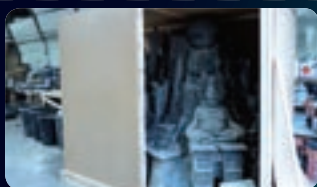
"There are not many companies in London that have their own hoists so having my own means I can quote for the more difficult jobs..."

James Brown

So James is not stepping aside from moving in favour of hoist hire – quite the opposite. He will be using his hoist as a way into new accounts to demonstrate his ingenuity for doing things that other people find difficult. It's the family way of doing things.

Supporting cast

A church ceiling, from *Angels & Demons* (below); the completed mock-up of a section of Chatsworth House, from *Wolf Man* (below right); items used in *The Imaginarium of Doctor Parnassus* (right).



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EVENT: THE MOVER CONFERENCE



A conference for all movers

On 22 and 23 October this year *The Mover* will host the UK's first ever business conference for the whole moving industry. Everyone is welcome to attend. By Steve Jordan.

The global moving industry is not short of conferences. In the UK there are the BAR and Britannia conferences in the spring (although Britannia is in France this year). These are both well established, fine events and I would encourage all those entitled to attend to do so. There is no doubt that meeting people at these conferences, particularly in the bar after the formalities have finished, is by far the best way to make lifelong contacts that will make doing business easier and more profitable.

Worldwide too there are many popular events. The FIDI, OMNI, LACMA, EuRA and EUROMOVERS conferences, all in the first half of the year, are also 'must go' events for all those who are allowed to attend. There are many other regional events. The real biggy, of course, is IAM in the USA at the beginning of October.

But there are problems. Firstly, and most importantly, to go to any of these events you have to be a member. Personally, I think the value of conferences is such that I would join any of these organisations, if I qualified, just so I could attend. But that's not possible for many, perhaps most, moving companies.

The other problem is that these events can be a shade intimidating for some. If you don't know anyone, walking into a crowded cocktail party and making conversation can be a nightmare. I spent years feeling inferior at these events until I realised that everyone else felt the same.

Everyone welcome

The Mover Conference will solve these problems. Firstly, everyone is

welcome. Whether you are with a multinational or a start-up business; whether you employ one person or 10,000; whether you are a serial networker or have never attended a conference event before, you will be welcomed, encouraged to participate, and I can guarantee you will go away with valuable information and even more valuable friendships that will last you a lifetime.

But there are many more people who never attend conferences because they see them as pompous, expensive or simply because they are not members of the right group. We want them to come too...

The venue and exhibition

The Mover Conference will be held alongside the established Movers and Storers Show. This year the venue is special and a real treat for all petrol heads: Silverstone, the home of the British Grand Prix. Silverstone has built a brand new exhibition centre, right over the pit garages, overlooking the famous International Pit Straight, and we will be one of the first conferences there.

Holding the conference with the Movers and Storers Show will give us one of the best accompanying exhibitions of any moving conference worldwide and give our delegates the opportunity of joining in some of the 'adrenalin fuelled' events that the Show organisers are planning. Most importantly it brings the two purely independent initiatives, that have marked a step change in the UK moving industry in recent years, under one roof, working together to bring straightforward, practical help, advice and information to the whole industry at a single event.

What will it cost?

One of the big criticisms of the established conferences is that they are too expensive. Movers are practical people, yes they sometimes like a little luxury, they enjoy getting dressed in their finery and brandishing their gold chains, but most of the time they just want to get the job done. The high cost means that it's usually only the owners and top management who attend and, many movers simply can't afford the five-star cost.

The Mover Conference will cut through all that. The content, networking, organisation and conference facilities will be top notch. The accommodation will be practical (in fact it's very quirky but more of that later), the food will be delicious, the bar will be at normal pub prices, and the welcome will be warm. The cost for the two-day event including access to the business discussions and workshops, refreshments, dinner in the evening, entertainment and overnight accommodation will be less than

£300+VAT. Pretty good value and all tax deductible. And access to the Movers and Storers Show is free anyway if you book in advance.

Who should come?

There are many people in the moving industry, in the UK and abroad, who understand the value of conferences and we are hoping that they will add *The Mover* Conference into their schedule. But there are many more people who never attend conferences because they see them as pompous, expensive or simply because they are not members of the right group. We want them to come too; we want them to give conferences a try.

We also hope that the larger companies will give the opportunity to attend an industry conference to some of the people who have not previously attended the established events: senior foremen, import and export clerks, operations staff and junior management. *The Mover* Conference will be the perfect, low cost way of easing them into the world of networking and, perhaps, of giving them a reward, at the end of the summer season, for a job well done.

What happens next?

Bookings haven't opened yet but we'll let you know as soon as they do. Over the next few months in *The Mover* we'll be telling you more about the speakers, workshops and business information that you can expect at *The Mover* Conference. For now, please just scratch off 22 and 23 October in your diary, think about who from your company would benefit from attending, and help us to spread the word.

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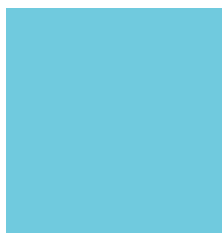
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NEWS: PEOPLE



● Katie Weight.



● Mark Davies.

New starters at Basil Fry

Katie Weight and Mark Davies have recently joined Basil Fry & Co Ltd.

Katie was previously employed for Royal Sun Alliance (RSA) as a bespoke motor claims handler working in the fleet department. Greg Wildman, Director at Basil Fry, explained to *The Mover*: "Katie has a substantial base of knowledge dealing with the very kind of claims that our clients experience and already knew Basil Fry when she was recommended to us via our recruitment agency. Katie stood out throughout our recruitment process and we are delighted that she chose to join our company." Katie felt that there were limited opportunities to progress within RSA and said: "I was provided with an opportunity at Basil Fry to join their claims team and I look forward to progressing my knowledge of the removals industry. The company are very keen on qualified progression and are supporting me through my insurance exams." Katie's initial thoughts are positive: "Working for the company I have gained an insight into how Basil Fry retains and grows its business and how all my colleagues have built a close rapport with their clients in the industry."

Katie enjoys a range of sports including Formula One and football.

Mark recently joined Basil Fry from the IT industry and is currently studying towards taking his CII qualification. Over the past few months, Mark has built up his own client base and has made progression

"Having worked with Mark before, I was aware of his skills and I wanted to employ him on a few occasions over the last three or four years but the opportunity did not arise."

Greg Wildman

in his insurance exams. Greg Wildman explained: "Having worked with Mark before, I was aware of his skills and I wanted to employ him on a few occasions over the last three or four years but the opportunity did not arise. Mark is extremely personable and conscientious and we are delighted that he chose this direction in his career." Mark has over 16 years' experience in sales and account management. For the past ten years Mark has worked as an account manager in a number of industries such as IT, hospitality and building.

He prides himself on the business relationships he achieves with clients through reliability and understanding of the client needs.

Mark's hobbies include watching Tottenham Hotspur.

Long service rewarded at Kidds

Dominic Hornby and Derek Canfield have both achieved 25 years' service with Kidds Services.

Twenty-five years ago Derek came direct from the Royal Navy. He has performed many roles at the company including being a BARTS (BAR Training Services) removals instructor and an RTTB fork lift instructor. Derek now looks after the company's warehousing.

Dominic, now a foreman with the company, joined Kidds 25 years ago too from his previous career as a butcher. Dominic as well as a class one driver and removal man, drives one of the company's road trains.

The two men were presented with a cheque and a certificate of appreciation by Philip Kidd.



● Dominic Hornby (left) and Derek Canfield: 25 years with Kidds.



● Gareth Hilton of Johnsons Business Moves receives his iPad from Greg Wildman of Basil Fry

Basil Fry iPad competition winner

Many readers of *The Mover* will have puzzled over the locations for the Basil Fry iPad competition over the last few months. The winner, who was the first person correctly to identify all seven locations, was Gareth Hilton of Johnsons Business Moves.

The correct locations were: 1 Cape Town, South Africa; 2 Rio De Janeiro, Brazil; 3 New York, USA; 4 Great Wall of China; 5 London, England; 6 Montreal, Canada; 7 Tokyo, Japan.

Try out the search facility on www.themover.co.uk. It's lightning fast!



Ever wondered why we send Valentines cards?

Phil Kidd explains



On February 14 around the year 278 A.D., Valentine, a holy priest in Rome in the days of Emperor Claudius II, was executed.

Under the rule of Claudius the Cruel, Rome was involved in many unpopular and bloody campaigns. The emperor had to maintain a

strong army, but was having a difficult time getting soldiers to join his military leagues.

Claudius believed that Roman men were unwilling to join the army because of their strong attachment to their wives and families.

To get rid of the problem, Claudius banned all marriages and engagements in Rome. Valentine, realising the injustice of the decree, defied Claudius and continued to perform marriages for young lovers in secret.

When Valentine's actions were discovered, Claudius ordered that he be put to death. Valentine was arrested and dragged before the Prefect of Rome, who condemned him to be beaten to death with clubs and to have his head cut off. The sentence was carried out on February 14.

Legend also has it that while in jail, St. Valentine left a farewell note for the jailer's daughter, who had become his friend, and signed it "From Your Valentine."

For his great service, Valentine was named a saint after his death.

In truth, the exact origins and identity of St. Valentine are unclear. According to the Catholic Encyclopaedia, "At least three different Saint Valentines, all of them martyrs, are mentioned in the early martyrologies under the date of 14 February." One was a priest in Rome, the second one was a bishop of Interamna (now Terni, Italy) and the third St. Valentine was a martyr in the Roman province of Africa.

Legends vary on how the martyr's name became connected with romance. The date of his death may have become mingled with the Feast of Lupercalia, a pagan festival of love. On these occasions, the names of young women were placed in a box, from which they were drawn by the men as chance directed.

In 496 AD, Pope Gelasius decided to put an end to the Feast of Lupercalia, and he declared that February 14 be celebrated as St Valentines day.

Gradually, February 14 became a date for exchanging love messages, poems and simple gifts such as flowers.



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● Fatty foods or fat cats - neither would fare well in Michael Warwick's economic model.

Clearing the deficit

An alternative view of economics, by Michael Warwick.

Students of history will note that all thriving economies have at their heart a taxation and benefits system which is impossible to escape, fair and very cheap to administer. Contrast this strategy with Europe and the UK where we spend billions a year on pen pushers trying to collect Income Tax, VAT, Council Tax, Corporation tax, Rates, etc. all of which can be reduced or avoided by another army of accountants and lawyers. The recent evidence of the heated bile heaped on politicians and millionaires due to the 45% tax rate ignores the fact that most of them actually pay less than 10% tax including those screaming the loudest.

My friends and I have focussed the little grey cells and combined the many dubious talents of the regulars of the Dog and Ferret to crack this problem by eliminating all these taxes and replacing them all with a simple tax on all commercial transactions. These tax rates will vary by type of goods or services which can easily be modelled on

last year's sales to generate the right level of tax take for each country.

Governments can vary tax rates to achieve specific objectives. So products deemed good for society such as the old vino and malt whisky can have a lower tax than those deemed bad such as hamburgers, crisps and tickets to football matches. The abandoned Council Tax can accurately be replaced by the tax on water and energy usage without having to spend millions valuing homes or millions chasing non-payment. Local shops could now flourish and compete with supermarkets as neither would have to pay Council Tax or rates.

The nightmare of the 200 billion black hole benefits system would also be scrapped saving, billions in benefit and billions chasing illegal immigrants and fraudsters. This is by reverting to the founder Lord Beverage's founding principle of people paying in before getting benefits on a self-funding insurance-based model. Those of working age that do not pay in do not get as much benefit. Instead, at Job Centres only UK national unemployed people under retirement age will get issued with a benefit card and pin giving them a monthly financial level of food, fuel, clothing, heating and housing with a tiny quantity of cash – not enough to pay for drugs or booze – that can only be drawn if they enrol in work including charity work or training. Those incapable

of work or training will have the same basic system triggered by doctors and social services.

Illegal immigration would of course stop like a shot unless they pay in a years' worth of contributions before making any claims. Similarly families who have previously elected to have a lifestyle of unemployment over many generations would suddenly start to smell the coffee. We have seen a similar system in the South of France which apparently works a treat.

...products deemed good for society such as the old vino and malt whisky can have a lower tax than those deemed bad such as hamburgers, crisps and tickets to football matches.

Pensions would, over time, be properly funded under one government scheme whereby folk outside the public sector can transfer funds held by insurance companies to the government scheme to pay out a guaranteed rate for each pound of contribution

instead of this potty gamble on annuity rates and fund values where the only winner is the insurance company. This government-backed insurance-based operation will allow anyone to pay in more than the minimum premium to get increased benefits all of which of course will be tax free.

Existing public sector employees will be credited with the equivalent monies to the fund to achieve the same pensions as entitled today. The result will be a flood of private savings which were previously decimated by Brown and Co.

The NHS would become a not for profit organisation providing free basic services and loads of optional chargeable extras including selling illegal drugs to drive the drug barons out of business and save us billions trying to catch them. Treatment for overseas visitors, private rooms, Jamie Oliver quality food, legal assisted dying, old people's homes, etc. could all be added to the chargeable list to turn a large, expensive, vital but overstretched institution into a thriving worldwide medical business.

Councils will revert to the policies of the 1940s when my Grandpappy was Mayor of St Albans. Minutes of meetings show that only a handful of professionals were paid on a set scale, the Mayor and all councillors only received expenses. None of this £200 grand a year lark for the CEO while firing the bog cleaner

Michael Warwick

Michael Warwick is a retired captain of industry blessed with a quick wit, a goodly supply of common sense and not an ounce of political correctness.

when things get tough.

The simple elegance of this system means that all tax is derived from commercial transactions. Wise ones will deduce that the costs of everything will go up. Not so; at a country level we save billions a year due to tax collection costs. With net incomes on average 30% bigger we have ample scope to build a fair system which cannot be manipulated. Millionaires hiding in Monaco and other boring tax havens will flock back to the flesh pots of old Blighty together with their companies to further boost the economy with no personal tax or corporation tax to pay. At last the much trumpeted working man in the street will realise that it is his money after all and not the government's.

Millionaires hiding in Monaco and other boring tax havens will flock back to the flesh pots of old Blighty together with their companies to further boost the economy...

Our wise readers with sharp eyes will have noted that the day after announcing the abandonment of corporation tax, the stock market will rise to levels unseen for many decades. Here our master plan reveals its true racing credentials. Readers will of course buy share options to make a much needed few quid the day after the announcement. The government in collusion with the banks will however make trillions by slowly buying share options months before the grand announcement to avoid alerting the market. In one bound the UK will be free of debt, all bank debt will be paid off, and the great British people can at last get off their knees or arses as the case may be.

We commend our proposals to the House in the certain knowledge that our policies will lead to the sunny uplands we so desperately seek and never seem to reach. We are also certain that the Sir Humphries of the world will find a million reasons to preserve the status quo and fight to the death to retain all means possible to frighten and coerce our peoples.



● Disaster is about to strike for Ewan McGregor, Naomi Watts and family.



Title:

The Impossible

Director:

J.A. Bayona

Starring:

Naomi Watts, Ewan McGregor, Tom Holland

Running Time:

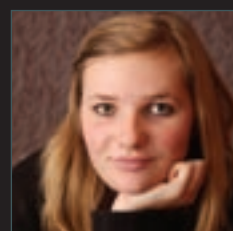
113 minutes

Rating:

12A

Genre:

Disaster/drama



Mary Jay is a student of film at Redborne College in Bedfordshire.

Once is good enough

This is the sort of film that when you've seen it once, you don't really need to, or want to, see it again. That isn't saying that it isn't worth seeing. *Once is enough* but not at all isn't good enough. Naomi Watts and Ewan McGregor star as married couple Maria and Henry. They go on holiday for Christmas to Thailand with their three boys: 12-year-old Lucas (Tom Holland), 7½-year-old Thomas and 5-year-old Simon. A terrible tsunami hits the hotel and washes away everything for miles and splits up the family. Maria and Lucas find each other but are away from the others. Maria is very badly injured so with some help the two make their way to a hospital where there are loads of other people injured by the tsunami. While this is going on Henry is searching for his wife and eldest son while trying to keep his two young boys safe. The rest of the film is the heartwarming story of how the family finds each other and gets back to safety.

This film isn't for the faint hearted. The reason why it is so good is because it's based on a true story about the December

26, 2004 Tsunami. As brilliant as the acting and the story are, there are some parts that are fairly gruesome. For those who are not fans of gore, it is still worth watching, but maybe hide behind your fingers at those bits. All three of the starring roles are brilliantly acted. We all know Ewan McGregor is a very good, versatile actor and Naomi Watts is an award-winning actress so we expect them to be good. Tom Holland is a huge surprise. For someone so young and with such little previous experience he has done extremely well in this film. All three of them have either won or been nominated for awards, so their fantastic jobs haven't gone unnoticed.

Upcoming films:

In March new Disney film *Oz The Great and Powerful* comes out. This stars James Franco and has a brilliant supporting cast including Mila Kunis, Rachel Weisz, Michelle Williams and Zach Braff. It looks good and with this cast it can't go wrong.

TECHNOLOGY: SARTRE PROJECT



Volvo Trucks leads with tomorrow's wireless road trains

Using wireless technology to link a road train, in which a lead truck controls a convoy of vehicles driving behind it, is already technically feasible.

The technology was demonstrated at the conclusion of the SARTRE project, which Volvo Trucks participated in. Although it may take some time for wireless road trains to be part of everyday reality, the technology brought about through the project could be put to use for other purposes to make our traffic environment considerably safer in the near future.

The EU-financed SARTRE (Safe Road Trains for the Environment) project recently presented the results of three years of research and trials. Representatives from the EU Commission and experts in transport technology from Europe, the US and Japan got to see a fully functioning wireless road train in operation at Volvo's proving ground in Sweden. In the lead was a Volvo FH truck, closely followed by another Volvo truck and three cars.

Self-driving cars in road trains

The participants were able to see that the project's aims had been achieved:



● SARTRE technology makes it possible for multiple vehicles in a road train to integrate smoothly with other traffic on public motorways.

development of a technology for wireless road trains that can improve traffic safety, reduce the environmental impact of road traffic and improve traffic flow. The building of test vehicles, car-to-car communication and sensors for the control of nearby vehicles has been underway for three years. Now these technical achievements make it possible for multiple

vehicles in a road train to integrate smoothly with other traffic on public motorways. The entire road train is interconnected through wireless technology, which ensures that the trailing cars follow exactly in the track of the lead vehicle - as though the train consisted of a single vehicle. The result is that the driver in a trailing car can relax, perhaps read a book or watch TV, while the car drives itself.

"The gaps between the vehicles are much smaller than in normal traffic, but it is as safe, or even safer to be part of the road train, since it is lightning-quick computers and not human beings who respond to even the slightest change in any of the cars in the train," explained Andreas Ekfjorden, Project Manager for Volvo Trucks' portion of the SARTRE project.

One of Volvo Trucks' most important responsibility areas in the project was to determine exactly what information needs to be transmitted back down the road train so that the other cars can follow the lead truck.

"All the vehicles in the road train have a roof-mounted antenna so they can receive information from the lead vehicle's computer system. For instance, if the lead truck starts braking, all the other vehicles in the train brake at exactly the same time," said Andreas Ekfjorden.

Safer and more economical

The purpose of SARTRE - to increase safety and decrease fuel consumption - is the reason that Volvo Trucks chose to participate in the project. It is the cars' fuel consumption that drops the most as a result of the reduced air drag in the compact convoy of vehicles, but the lead truck's fuel consumption is also cut. This will make it profitable for haulage firms to provide lead trucks. Vehicles that join the convoy could pay a fee, thus benefitting the haulage firm.

"It's fantastic that a truck driver can drive from A to B with at least one car trailing behind, while at the same time cutting both fuel consumption and carbon dioxide emissions. And, not least, that he can replace several car drivers and thus boost safety," said Lennart Pilskog, Director Public Affairs at Volvo Trucks.

Future challenges remain

However, although the SARTRE project has developed well-functioning road train prototypes there are still challenges that have to be overcome before the system can become an everyday reality. For instance, it is necessary to continue working to boost reliability, which must be on a par with that of an aircraft's autopilot before road trains can emerge as a truly viable transport solution on public roads.

YourComments

Re: Bringing the past to life

The Mover, January 2013, page 14.

George Dunn

Many thanks indeed for sending me the January issue of *The Mover*. What a great job you did, not only in writing the article but also the excellent presentation ... I am looking forward to perhaps hearing from a few names from the distant past, although it is now 30 years since I retired from Pickfords.

Thank you once again for a really excellent article and a 100% professional magazine.

Best wishes,
George Dunn

Editor's note:

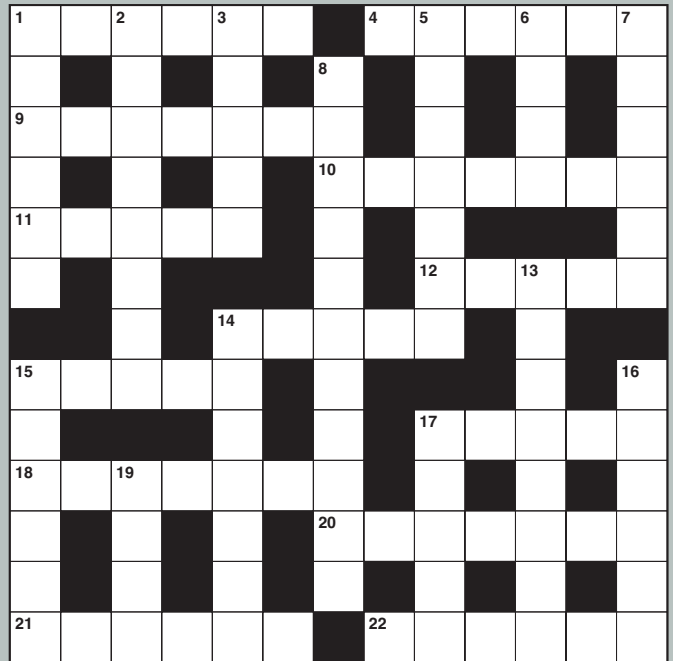
If you remember George and would like to get in touch please contact *The Mover*.



● George Dunn.

Puzzles

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ACROSS

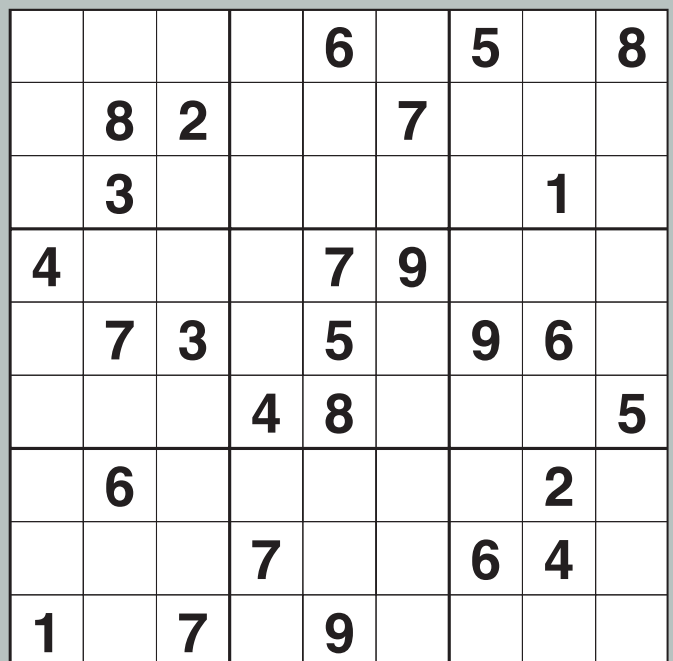
- 1 Pieces of broken glass (6)
- 4 Modify (6)
- 9 Whisky (7)
- 10 Petitions to God (7)
- 11 Mountain range in South America (5)
- 12 Songbirds (5)
- 14 Financial resources (5)
- 15 Imitative of the past (5)

DOWN

- 17 Natural satellites (5)
- 18 Unit of electric charge (7)
- 20 Driving permit (7)
- 21 Examined (6)
- 22 Flipped a coin (6)

5 Causes to leave the tracks (7)

- 6 Impel (4)
- 7 Has confidence in (6)
- 8 Unsavoury (11)
- 13 Bounces back (8)
- 14 Single eyeglass (7)
- 15 Spacecraft (6)
- 16 Go up (6)
- 17 Very masculine (5)
- 19 Tall vases (4)



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DiaryDates

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**2nd IMC International
Movers Convention**
Bangkok, Thailand
20 – 23 February 2013

**10th Annual Road User
Charging Conference**
5 – 6 March, 2013, Radisson Blu
Royal Hotel, Brussels, Belgium

LACMA Convention
9 – 13 March 2013,
Quito, Ecuador

IMHX 2013
19 – 22 March, 2013
NEC, Birmingham, UK

CV Show 2013
9 – 11 April, 2013,
NEC, Birmingham, UK

**16th Annual EuRA International
Relocation Congress**
24 – 26 April, 2013,
Bucharest, Romania

OMNI Annual Conference
7 – 10 May, 2013,
Monte Carlo

FIDI Annual Conference
12 – 16 May 2013,
Athens, Greece

BAR Annual Conference
16 – 18 May 2013,
Newcastle, UK

Young Movers Conference
16 – 19 May, 2013
Amsterdam, Netherlands

Annual General Meeting of CSD
17 – 19 May, 2013
Paris, France

EUROMOVERS Conference
22 – 26 May, 2013
Istanbul

MöLo International Fair
19 – 21 September 2013,
Kassel, Germany

AMÖ General Assembly
21 September 2013,
Kassel, Germany

IAM 51st Annual Meeting
7 – 10 October 2013,
Vancouver, BC, Canada

FEDEMAC General Assembly
25 – 27 October 2013,
Sofia, Bulgaria

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The Mover magazine is distributed free in the UK but if you'd like your own copy sent to you in another country, just take out a subscription for £100 a year and it will be delivered to you every month anywhere in the world.

Send in your stories too

Although *The Mover* is published in the UK it tries to include as many stories from around the world as possible. So, don't be shy. If you have something to say about what's going on in your country or a message for the members of the global moving industry, just tell *The Mover* and we'll tell the rest of the world.

Don't forget that all stories published in the magazine itself will be reproduced on www.themover.co.uk allowing anyone the opportunity of reading them at any time. What's more, your stories will all carry a live link to your company website making it easy for search engines and real people to find you.

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Did you know?

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

Frogs can't swallow with their eyes open.

The yo-yo was originally used as a weapon for hunting in the Philippines.

Mars hosts the deepest known canyon in our solar system, called Melas Chasma.

Months that start on a Sunday will always have a Friday the 13th.

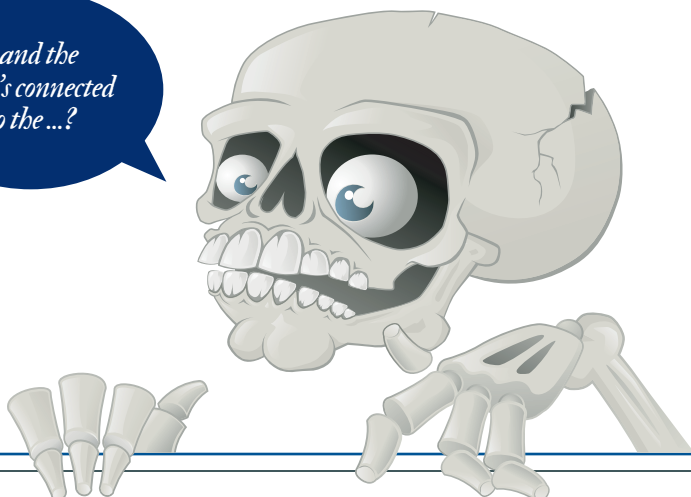
The hyoid bone in your throat is the only bone in your body not attached to any other.

The Earth weighs 6,588,000,000,000,000,000 tonnes.

The only continent with no active volcanoes is Australia.

The first crossword puzzle appeared in 1913.

... and the hyoid's connected to the ...?



Puzzle solutions

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S	H	A	R	D	S		A	D	J	U	S	T		
U		B		E		U		E		R		R		
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7	4	1	2	6	3	5	9	8
9	8	2	5	1	7	4	3	6
6	3	5	9	4	8	2	1	7
4	5	6	3	7	9	1	8	2
8	7	3	1	5	2	9	6	4
2	1	9	4	8	6	3	7	5
5	6	4	8	3	1	7	2	9
3	9	8	7	2	5	6	4	1
1	2	7	6	9	4	8	5	3

FEATURE SCHEDULE

Over the coming months we'll be putting together in-depth features concerning aspects of the moving industry. If you'd like to contribute, please e-mail editor@themover.co.uk.

Features coming up:

March: Trade Groupage

April: Pet Shipping



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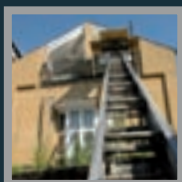
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MARKETPLACE*			
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