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Issue 059 February 2016 www.themover.co.uk

TheMover



NEW GENERAL MANAGER FOR FIDI

An interview with Jesse van Sas. Page 24

Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

Guernsey & Jersey

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

Alderney, Sark, Herm rates on request.



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H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
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LEADER

Time this mess was sorted

Steve Jordan, Editor



However difficult sitting, typing, in a warm office in Milton Keynes becomes, I always have the thought that it could be worse. I could be driving a lorry through Calais.

I have some sympathy with the people who are trying to escape from what must be a horrific existence in Syria, Afghanistan and elsewhere. If I lived there I'd probably want to get out too. But if that really was the reason I was leaving I wouldn't care much where I ended up – just somewhere safe would be good.

It seems to me that the motives of the people in 'The Jungle' in Calais have changed. They are not looking for safety anymore; as far as I know their lives are not in danger in France. They have their own reasons for wanting to come to the UK and are determined to have their way at any cost. That cost includes breaking into vehicles, holding drivers at knife-point, jumping trains, trespassing, criminal damage and, most recently, storming a cross-Channel ferry.

David Cameron, the UK Prime Minister, said that the situation is "totally unacceptable". Jeremy Corbyn, the leader of Her Majesty's opposition, wants to "reach out to fellow human beings". Meanwhile the French police have arrested 24 people who broke into the ferry, presumably then to send them on their way with nothing more than a hard stare. Richard Burnett, Chief Executive of the RHA (Road Haulage Association) on the other hand, is calling for the French army to be brought in before one of the drivers gets killed.

Other cultures might be different, but Brits don't respond well to threats. Brits are welcoming of others, they are a nation of immigrants, but they don't like being pushed around. To be accepted by Britons it's not a great idea for immigrants to demonstrate their criminal intent before they've even set foot on the soil. If anyone else committed the crimes that these 'so called' asylum seekers have they would be in front of the magistrates very quickly and wouldn't be seeing daylight for some time. That's the way we like things here: nice and orderly.

I don't know the answer. Perhaps Mr Burnett is right or maybe Mr Corbyn is right that these people just need to be understood. Whatever the solution, this situation cannot be allowed to continue and those people who, whilst on the hustings told us they knew the answers to all the difficult questions, better get their skates on before it's too late.

Steve Jordan



● The MSC Maya.

The world's biggest container ship makes its maiden call to the UK

The biggest container ship in the world, the *MSC Maya*, made its maiden call at Southampton on Tuesday, 15 December. The vessel has a loading capacity of 19,224 TEU and is the first of four Oscar-class ships.

As well as being the biggest, the vessel - which is named after Maya Aponte, the four-year-old daughter of MSC President and CEO Diego Aponte - uses cutting-edge technology to make it one of the greenest vessels on the sea.

Her visit is just another record-breaking call for SCT5, the £110m new 500m berth at the container terminal, operated by DP World Southampton and opened by Olympic sailing legend Sir Ben Ainslie in March 2014.

In October, the port saw the deepest draft departure yet when the *MOL Quartz* sailed to the Far East; followed by the deepest draught arrival on record with berthing of the *CMA CGM Vasco de Gama* last month.

Nick Ridehalgh, ABP Director Southampton, said: "The arrival of the *MSC Maya*, together with our recent run of ultra large container vessels, is further evidence of Southampton's ability to handle the

"The arrival of the *MSC Maya*, together with our recent run of ultra large container vessels, is further evidence of Southampton's ability to handle the world's biggest ships."

Nick Ridehalgh

world's biggest ships."
"The Port's ability to handle these huge vessels, combined with our sector leading service levels, will ensure that Southampton continues to offer a compelling proposition to the market and remains at the vanguard of deep sea container capability."


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NEWS: UK

Nick Hewer is UKWA's host

The United Kingdom Warehousing Association (UKWA) has announced that television presenter Nick Hewer will host the UKWA Annual Lunch and Awards 2016.

Best known for his appearances as Lord Sugar's adviser on the BBC's *The Apprentice*, Nick is a former public relations consultant whose business experience has been acquired across a broad range of industries. "Nick Hewer is an excellent speaker who talks with authority and humour. I am sure UKWA members and their guests will enjoy listening to him very much," said UKWA's CEO, Peter Ward.

The UKWA Awards recognise excellence in the supply chain industry and 2016's ceremony takes place at the Dorchester Hotel, Park Lane, London on Wednesday, 6 July. Around 500 professionals from the logistics industry are expected to attend the event - which has come to be regarded as one of the most important networking occasions in the logistics industry's calendar.

Places at the UKWA Annual Lunch and Awards 2016 are priced at £150 plus VAT for individual bookings, with significant group discounts for complete tables. The price includes a champagne reception and a three-course luncheon.

● For reservations contact UKWA's Sue Knief on 0207 636 8856 or by e-mail at Sue@ukwa.org.uk.



● Nick Hewer.



● Hangar '42 can accommodate more than 1,500 visitors, with parking for over 400 vehicles.

Movers & Storers Show moves to Bruntingthorpe

Animo Events have confirmed that The Movers & Storers Show is relocating to Hangar '42 at Bruntingthorpe Aerodrome. The next show will take place on Tuesday 1 and Wednesday 2 November 2016.

After three successful years at Silverstone Circuit, this move will come as a surprise to some in the industry. Organiser Charlotte Parslow explained that whilst Silverstone has been a wonderful base for the event, the time had come to make a change. "The biggest problem at Silverstone was the layout," she said. "Vehicles had to be displayed in the pit straight garages rather than in the exhibition hall, which produced a fragmented show across three floors. This made it challenging to staff the event and control security, and it was also awkward for visitors to navigate. By moving the whole event to one large, indoor space on one level, we hope to improve the visitor experience and increase the average length of a visit."

Animo described Bruntingthorpe as 'the coolest place you've never heard of'. A former RAF and US Air Force base, the site is now privately owned and is home to six separate test circuits, an aviation museum, and a massive vehicle storage and refurbishment facility. Scenes from *Fifth Gear* and *Mission Impossible* were filmed there, and *Top Gear*'s famous car football match was

"We've looked at a number of venues across the country, but nowhere else combined the top quality exhibition facilities and central location..."

Charlotte Parslow

staged on its main track. The owners are currently in the process of completing Hangar '42, a fully equipped exhibition hall which is where The Movers & Storers Show will now be held.

"We're thrilled that we will be able to display large vehicles in the heart of the show once again," said Charlotte. "We're also looking forward to working with Big Thunder Events at Bruntingthorpe to offer a range of exciting driving experiences. That was a big selling point for us. We've looked at a number of venues across the country in the last few

Hangar '42

Hangar '42 proudly served the RAF during WW2 and the USAAF during the Cold War. Today it has been totally refurbished and transformed at a cost of £2 million into a modern, practical and fully-equipped 36,000ft² venue adjacent to Bruntingthorpe Airfield and Proving Ground and close to the M1 in Leicestershire.

The new building includes a marble-floored 3,000ft² main entrance and reception, can accommodate over 1,500 people and there's parking for more than 400 vehicles.



months, but nowhere else combined the top quality exhibition facilities and central location that we need along with the excitement of driving experiences for our visitors."

Bruntingthorpe Aerodrome is located in Leicestershire, just eight minutes from junction 20 of the M1.

RAMSHAW TRANSPORT LTD JOINS AIM

Ramshaw Transport Ltd has recently joined the Alliance of Independent Movers (AIM). The Bishop Auckland-based company handles a range of removals and storage services for both private customers and commercial organisations.

The company has more than 20 vehicles, a 20,000ft² warehouse, and has successfully completed a number of very large projects, including the movement of over 70,000 books at Durham Cathedral.

AIM's founder Scott Rust said, "We welcome Ramshaw Transport as an AIM member and look forward to working with them in the future."

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

● www.ramshawtransport.com



● Ramshaw Transport Ltd.



● Operation Stack caused long delays on the M20 in Kent last summer.

Lorry park plan will ease Operation Stack nightmare

Proposals for a major new lorry area that would help improve Kent's resilience when services across the English Channel are disrupted have been the subject of a consultation by Highways England that ended on 25 January 2016.

Highways England launched a consultation on two sites near junction 11 of the M20 at Stanford that could be used as an emergency facility when there are delays at the Port of Dover or Eurotunnel terminal. The chosen site may also have the additional benefit of a permanent lorry park as well as accommodating the Dover TAP (Traffic Assessment

Project) – the system that avoids lorries queueing through the town when the Port of Dover is full.

The M20 was closed for 28 days last summer during disruptions to Channel crossings, causing chaos on Kent's roads and leaving truck drivers stranded on the motorway for hours with no facilities.

Natalie Chapman, FTA's Head of Policy for London and the South

East, said, "Kent desperately needs overnight facilities for lorry drivers to reduce the problem of trucks parking in villages and residential areas. We would urge Highways England to act quickly and consider providing a day-to-day facility for drivers that can also be used in emergencies instead of the Dover TAP and Operation Stack. Being stuck on the motorway in a slow-moving queue plays havoc with drivers' hours and rest breaks, so a dedicated waiting area is vital, but it's also important that the lorries can be moved in and out of the lorry park to access the port and Eurotunnel when spaces are available so that ferries and trains are filled to capacity."

Roads Minister Andrew Jones said: "The government's long-term plan is to find a solution for the hardworking people of Kent so they can continue to travel around the area freely, even when there is disruption to cross-Channel services. A new lorry area will ease congestion as well as help the road haulage companies to operate more effectively."

Highways England Asset Manager for Kent, Kevin Bown commented: "Summer 2015 saw the longest deployment of Operation Stack in its history, and underlined the need for long-term improvements for dealing with cross-Channel disruption. A lorry area could help significantly reduce the likelihood of having to close the M20 in the future and also has the potential to improve facilities for lorries across the county in general."

The Chancellor announced £250k funding for a solution to Operation Stack in his Autumn Statement.

Scania opens new premises in Maidstone

Scania has opened a new 2.5 acre, £6m flagship site in Maidstone, UK.

The site was opened on 7 December, 2015 by Her Excellency Nicola Clase, Sweden's Ambassador to the UK. She was joined by an estimated 100 transport operators together with senior Scania executives and representatives of the site developer/owner, Gallagher Group.

"Scania Maidstone is a clear statement of our intent to continue building for the future and to provide our customers with the highest possible levels of quality and service," said Claes Jacobsson, Managing Director of Scania

(Great Britain) Limited. "Together with our purpose-built Inverness premises, which opened earlier this year, Scania Maidstone represents the latest major investment in our UK network infrastructure. The programme will continue in 2016 with the upgrading of several existing Scania UK sites now either planned or underway."

Scania's Maidstone site is situated on the A229 just off junction 6 of the M20. It has the ability to provide 24-hour operation and includes five drive-through

workshop bays, a DVSA Authorised Testing Facility (ATF) lane and a full Scania parts service.

● Below: Scania's newly opened facility is situated close to junction 6 of the M20.





Companies need to be even more vigilant on compliance in 2016

According to EY, companies need to be even more careful about compliance issues in 2016 and its Fraud Investigation & Dispute Services (FIDS) has announced its top fraud and corruption trends.

The company says that a dramatic rise in geopolitical instability and persistent cyber attacks are pushing organisations to be more vigilant about planning to guard against, and respond to, internal and external threat factors.

New guidance for prosecutors from the United States Department of Justice (DoJ) in the form of the Yates Memorandum, as well as the ongoing protection provided to whistleblowers, suggest that law enforcement and regulators will play a bigger role as an integrity gatekeeper. Meanwhile, renewed interest in data privacy in Europe is forcing organisations to revisit their strategies for information governance.

Brian Loughman, EY Americas FIDS Leader, commented, "The geopolitical risk facing companies is manifesting itself with increased exposure to bribery, fraud, cyber breaches, and terrorist financing. Companies are being confronted with risks on all fronts at the same time that their ability to invest in the compliance function is under pressure. Companies will need to stay vigilant, work harder at

providing the right training to their employees, and focus more on monitoring risks proactively."

EY FIDS identified these top trends that companies should address in their 2016 planning:

Preparing for the inevitable cyber breach

Cyber breaches will continue and recent destructive attack techniques will be adopted by hackers to drive their agenda. With more than one third of global organisations still lacking confidence in their ability to detect sophisticated cyber attacks, according to EY's Global Information Security Survey, companies are looking to technology to reduce cybersecurity risks associated with both insider and external threats. 'Cyber-savvy' companies and their boards are demanding more information about the specific threats they face, evaluating their resources, bolstering protection for critical assets, and preparing for incursions by advanced threat actors.

Focussing on the individual

As the United States Securities and Exchange Commission (SEC) and

DoJ have continued to invest in specialised resources to combat fraud, bribery, and corruption, there is increased focus on the individual. While statutory safeguards exist to protect and motivate whistleblowers, the DoJ Yates Memorandum advances expectations for companies to fully identify all individuals who took part in corporate wrong doing if they are to secure credit for cooperation with the authorities.

Data privacy and information sharing

The European Court of Justice recently invalidated the Safe Harbour Data Privacy regulation between the US and the European Union that enabled the movement of personal information across the Atlantic. In addition, the Cybersecurity Information Sharing Act passed the Senate and is close to being signed into law. If passed, corporations will be sharing information to help reduce cyber breaches and attacks, but will need to protect the data privacy of individuals using their systems. The ongoing focus on how personal information is handled internationally and how commercial

information is shared between companies and the government during a cyber breach investigation will drive companies to revisit their information governance strategies.

Sanctions and their commercial implications

As governments continue to enforce trade sanctions against individuals, companies and other governments, companies are left navigating a difficult regulatory compliance environment. They need to be vigilant about understanding risks posed by third parties and individuals that are often masked by corporate structures, often involving illicit drug trade or terrorist financing. Companies will need to build more robust local compliance teams and increase oversight and training.

Although this article focusses on the USA and addresses large, multinational organisations, the principles apply worldwide and to companies of all sizes. Compliance has become a major issue, especially in the international corporate moving sector, and will continue to be so for the foreseeable future.

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NEWS: UK



● Left to right: Geoff Robbins; Lewis Mills, Commercial Manager Leatherbarrows; Richard Fisher, General Manager Leatherbarrows; Jenny Horner, International Sales Leatherbarrows; Robert Freeman; Robin Johnston, Andover Manager Leatherbarrows; David Freestone and Rob Dance.

Britannia delegation visits Southampton container terminal

Management staff from Britannia Leatherbarrows of Bournemouth and Andover, Britannia Robbins of Swansea and Britannia Freestones were invited as guests of DP World to visit the upgraded container port at Southampton to be briefed on the facilities now available to assist their customers in moving abroad.

The port of Southampton has had some very serious investment and not only can the container terminal handle cargo from the largest vessels now sailing, up to 18,000 TEUs, but the rail connection has been vastly improved and a significant number of containers are moved daily on over 30 freight trains running out of the freightliner terminal immediately adjacent.

The team led by Leatherbarrows MD, Robert Dance, were able to see all four of the container berths not only occupied, but all dockside

cranes working to move loaded containers bound for the UK from each of the vessels and see export containers together with empty containers being loaded for destinations on each vessels route.

The scale of cargo handling is incredibly efficient and when a vessel is alongside there is 24/7 working to minimise lost sailing time. Each crane is serviced by three straddle carriers which bring containers forward to load and remove unloaded containers. There is a constant update of electronic information recording every

movement and at all times the GPS location of every container is known.

There was a discussion about the new regulations being introduced in 2016 which will require shippers to declare the actual weight of containers and cargo being presented for shipping and how this need was to be monitored and checked. Clearly the Britannia Team were expecting the terminals to arrange to check the total weight when the containers were lifted from the road or rail truck on arrival at the port, but as yet no plans to put this facility in place were finalised.

The team found on visiting the cargo planning area that both weight and final destination were vital factors when the planners organised how the ship was stacked to minimise the number of times containers had to be moved whilst the vessels carried out their circular routes around the world. Lighter containers on the outside and on the top and heavier containers in the centre and low down were essential to keep the cargo as safe as possible.

One of the Union Representatives described the skills in crane driving and handling and working the straddle carriers. He outlined how the key performance indicators had been established and how the teams working a crane were encouraged to be accurate yet fast and efficient to keep the terminal active, earn bonuses and keep the ships moving on time.

The port had been free of any conflict between workforce and management for a significant number of years and he paid tribute to the transparency methods from the Terminal Director downwards which contributed hugely to this, as well as the flexibility offered by both workforce and the management team of the terminal.

It was explained that the terminal's objective is to turn every road vehicle round within one hour and for drivers to be given a timed slot to enter the port. Packing crews could therefore organise loading and unloading of containers at customers' homes with confidence that times would be met.

All the Britannia Movers International visitors left the port extremely impressed with how the industry had coped with the pressures of modern day container handling and the introduction of larger vessels and electronic information exchange.



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Matthew James Removals awarded FORS Gold accreditation

Matthew James Removals Ltd has been awarded FORS Gold (Fleet Operator Recognition Scheme), becoming the first removals company in the UK to achieve the accreditation.

FORS - the Fleet Operator Recognition Scheme - aims to improve road safety and promote best practice in the transport and logistics industry. There are three levels of FORS accreditation beginning with Bronze, then Silver and finally Gold.

Matthew James began the process in 2013 and has rapidly progressed to the Gold Standard.

"It's all a matter of proving that as an operator you are doing all you can to promote safety and best practice in every aspect of your transport activities," said Director and Transport Manager Steve Turner.

"We monitor everything we do: how much fuel we use, how many miles we travel, any tickets we get for parking or traffic infringements, driver training, etc. - FORS want to know everything."

Steve said that meeting the Bronze criteria was simple enough, getting Silver and now Gold is another matter. "We did need to up our game to qualify for those," said Steve. "That is of course the reason we joined: it's one thing to say you're good, but with FORS everyone involved has to buy into the ethos of safety and best practice and you have to prove it."

By having FORS Gold



● Steve Turner and New Business Development Manager Jason Davey.

the company saves money on insurance costs. For every penny spent on equipment, such as cameras, scanners and special mirrors, the insurance company refunds an agreed percentage.

Apart from its work in

the removals industry Matthew James also works as a subcontractor for some on the UK's major transport and logistics companies. "Being a member of FORS has certainly helped us win contracts for that side of our business," said Steve.



● The Matthew James 1:50 scale Scania Topline R560.

Matthew James limited edition model launched

Promotional model vehicle specialist, Search Impex, has announced the release of a 1:50 scale Scania Topline R560 customised in the spectacular livery of Dartford-based, Matthew James Removals & Storage. The model has been produced by WSI Collectibles as a certificated Limited Edition (205 pieces).

Matthew James is a family run business started over 30 years ago by Matthew De-Machen. Matthew is a self-confessed Scania fanatic who has never lost his childhood passion for his vehicles. His vehicles are always pristine and beautifully painted, and a regular sight on the roads of Britain and continental Europe, turning heads wherever they are seen. These rigs have earned themselves a reputation as some of the world's finest moving industry vehicles. Matthew still much prefers to be on the road, driving one of his award-winning Scania's and meeting customers face to face, rather than sitting behind a desk.

Models cost £179 each (including UK delivery & VAT) and are available at www.search-impex.co.uk or call on 01332 873555.

John Mason International raises money for Children in Need

Staff at John Mason International's head office in Liverpool raised £300 for Children in Need with a dressing up day in the office, lunchtime quiz, a cake sale and raffle. This year's theme was 'Superheroes'.

Children in Need is a

UK charity which holds an annual nationwide fundraising day every year in November. Over the years it has raised over £600 million with funds going towards disabled children and disadvantaged young people in the UK and overseas.



● John Mason International's receptionist Denise D'Arcy dressed as Batgirl.

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PROFILE: THE HOUSEHOLD MOVING COMPANY



The Household Moving Company – from bedroom broker to Ireland’s newest FIDI member

The Household Moving Company was founded in Dublin by Brian Carroll in 2004.

Brian has over 30 years’ freight forwarding and moving experience and previously worked as a corporate accounts manager for Dublin-based Nat Ross.

“I enjoyed my time at Nat Ross very much and liked the industry,” said Brian. “However I really wanted to run my own business and do things the way I thought they should be done, so in 2004 I re-mortgaged my house and set myself up as a move manager working from home, I guess I was what they call a bedroom broker.”

The business flourished and in 2007 the company moved into new warehouse and office premises on an industrial park just outside Dublin. “I wanted to expand our services and the time had come to invest in our own warehouse and office facilities rather than working off site,” said Brian. “It enabled us to offer storage facilities and our own transport, so it really increased the level of services we could offer our customers and allowed us to attract staff.”

The Household Moving Company focusses primarily on providing origin and destination services for the international corporate market, rather than private



● **Top: Brian Carroll (right) with colleague Paul Niedzwiecki; above: The Household Moving Company’s office near Dublin.**

domestic moves within Ireland. The company is also equipped to provide services for office moves. “There are lots of small man-and-van operations in Ireland aggressively cutting service levels and rates and to a large extent private customers are happy to use them,” said Brian. “We prefer to concentrate on the higher level services required by the international corporate customer.”

The company has a small staff but it is agile and customer focussed. “With large organisations the knowledge base is often diluted and doesn’t always trickle down to the less experienced people in the business. With us the customer works with people who have an end to end

perspective of the service being provided. It enables us to remain focussed and ensures we are giving the customer exactly what they want. I guess we don’t drop the ball as often,” said Brian.

In 2014 The Household Moving Company was awarded FIDI status and is Ireland’s newest member. “From my time back at Nat Ross I knew the value of being a part of FIDI and had always set my sights on achieving that standard,” said Brian. “This is a rigorous process so we developed a project plan to transform our methodologies to meet the criteria for membership. FIDI accreditation is a fundamental prerequisite for many agents and is reassuring to customers. This is a great benefit to a small company with a limited marketing budget so it’s been very worthwhile making the effort to meet their entry standards. There hasn’t been a new member in Ireland for a long time and we can now offer a credible alternative to the long established companies over here.”

Looking to the future, Brian plans to extend the warehouse early in 2016 with possible bonded facilities and in the longer term to introduce relocation services for those moving to the Emerald Isle.

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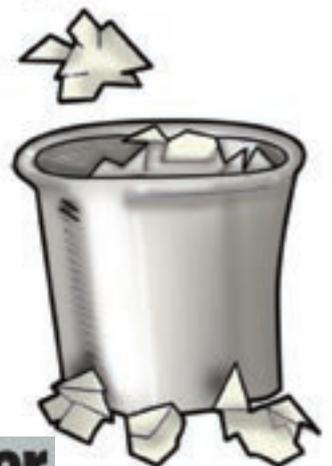


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NEWS: UK



● Eddie Goldsmith addresses the first Conveyancing Association conference.

The Conveyancing Association holds its first annual conference

On Thursday, 3 December over 250 of the most senior property industry professionals gathered in London for the Conveyancing Association (CA)'s inaugural Conveyancing Conference.

The event was organised and held in partnership with Modern Law. The conference had a number of high profile speakers including keynote speaker and President of the Law Society in England and Wales, Jonathan Smithers, who set out some of the main issues facing conveyancers at present and the challenges ahead.

Mr Smithers' speech – which addressed in particular the potential obstacles arising from recent developments including Stamp Duty reforms, government funding and planning to tackle the housing crisis and skills shortages in the building and construction sector –

“We are immensely proud of all we have achieved this year as an Association and, as always, it was great to be able to look back over the last 12 months and share this sense of accomplishment with our CA members.”

Lloyd Davies

was followed by five panel sessions which revolved around themes including:

- Regulation within the industry;
- Insurance and how firms can reduce their PI premium;
- The lenders and panel

management systems;

- New initiatives;
- The threat posed by cyber scams.

The panel sessions were all chaired by Eddie Goldsmith, Chairman of the CA and offered attendees opportunities to participate in Q&A

sessions with some of the leading figures and experts in the conveyancing world, amongst them Sheila Kumar, Chief Executive of the Council for Licensed Conveyancers; Crispin Passmore, Executive Director of the Solicitors Regulation Authority; Andrew Hopper QC; and Bob Young, Chief Executive Officer of Fleet Mortgages.

Following the conference the CA will now be taking forward some major new initiatives including the development of a new CA protocol on cyber crime.

The CA was also able to announce that its major fundraising initiative for 2015, the Matterhorn Challenge, raising funds for children's hospice Ty Hafan – part of the CA's long term charitable fundraising work – had reached its target of £50,000. This was achieved in only five months.

The event's headline sponsor was Future Climate Info and exhibitors included TM Group and Lawyer Checker.

Eddie Goldsmith, Chairman of the Conveyancing Association, said: “The event was incredibly successful – we are really delighted with the outcome and the feedback we have received to date.”

The conference was followed by the CA's annual All-Members' Annual Dinner where CA members celebrated the year's achievements, including the launch of the new Conveyancing Foundation, as well as the launch and development of major CA initiatives including the CA Lender Engagement Campaign and the CA Leasehold Improvement Campaign. During the dinner over £3,500 was raised for charity.

Lloyd Davies, Director of Operations at the Conveyancing Association, said: “We are immensely proud of all we have achieved this year as an Association and, as always, it was great to be able to look back over the last 12 months and share this sense of accomplishment with our CA members.”

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TRANSPORT: O LICENCE CHANGES

New O Licence guidance

In mid December 2015 the Senior Traffic Commissioner for Great Britain, Beverly Bell, released revised statutory documents relating to Operator's Licensing. Ruth Waring from Labyrinth Logistics Consulting Ltd advises commercial vehicle operators to acquaint themselves with the revised guidance.

Revised statutory vehicle operator licensing documents – which were released by the Senior Traffic Commissioner for Great Britain's office with a lack of fanfare in the run-up to Christmas – will make it easier for traffic commissioners (TCs) to clamp down on those operators and drivers who fail to comply with the myriad requirements of the O Licence.

At the same time, the documents are expected to deliver what the Senior Traffic Commissioner describes as "a more efficient and effective licensing regime that helps responsible operators".

In all, the updated documentation runs to some fifteen individual volumes of Guidance devoted to clarifying the expectations of traffic commissioners when it comes to the conduct of both vehicle operators and drivers.

For example, a clear description of the transport manager's role - outlining what transport managers are expected to do to ensure they stay on the right side of the law – is included.

This is the first time that the transport manager's responsibilities within his or her organisation have been specifically defined and could, in theory, open the door to more prosecutions of employees who are shown to not have been discharging their duties in a manner compliant with the guidance laid down in the documentation.

Driver conduct requirements are also updated and, significantly, the documentation highlights the fact that drivers can no longer use the excuse that they had been following their employer's instructions in an attempt to avoid their

personal responsibilities.

Altogether, Beverley Bell's team published fifteen statutory documents, offering guidance on areas as diverse as what constitutes a different legal entity from the perspective of O licensing and financial record keeping; only two do not relate to freight operations.

While the TCs' primary aim in revising the documentation is to target those firms and drivers who put road safety at risk, all operators are advised to familiarise themselves with the amendments in order to understand how the changes may impact on their business procedures.

... drivers can no longer use the excuse that they had been following their employer's instructions in an attempt to avoid their personal responsibilities.

● An independent and concise overview of all of the relevant changes can be viewed at: www.labyrintholutions.co.uk/index.php/about-us/news. Full details of the changes are available at: <https://www.gov.uk>.

Ruth Waring

Ruth Waring, FCILT, is managing director of Labyrinth Logistics Consulting Ltd, a UK-based supply chain and logistics consultancy that provides the 'O' Licence self-audit tool, SilkThread®, which has been updated to reflect the changes.



APPROPRIATE FINANCIAL STANDING REQUIREMENTS REDUCED FOR 2016

Appropriate Financial Standing requirements for 2016 have been reduced for standard licence holders to £6,650 for the first vehicle and £3,700 for each subsequent vehicle. These figures are down from £7,000 and £3,900 in 2015. For restricted licence holders there is no change with the levels remaining at £3,100 and £1,700.

Holders of standard and restricted operator licences for both goods and public service vehicles must satisfy the requirement of appropriate financial standing. The purpose of this is to ensure that they have the financial resources available so that its vehicles are safe to use on public roads, its passengers and other road users are not put at risk by them and that it can compete fairly with other operators.

An operator can show financial standing by money in the bank which is capable of being used, an overdraft at his disposal in the sense that there is a balance undrawn before the limit is reached, debts which are obtainable because they are due and likely to be easy to collect and assets which can be readily sold without any adverse effect on the ability of the business to generate money, should it be needed.

Information courtesy of Backhouse Jones Solicitors.

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NEWS: UK

Visit the 2016 Commercial Vehicle Show 26 – 28 April

The 2016 Commercial Vehicle Show will be held at the National Exhibition Centre on 26 – 28 April.

The CV Show is the largest and best attended freight and transport event in the UK, featuring the latest developments in vehicle technology from the world's top manufacturers.

It's not just about trucks and trailers, although if they're on your shopping list this year the show is a great opportunity to view what's on the market and talk to all the major players under one giant roof. You'll also find the very latest in fork lift trucks, advanced lubricants, fuel technology, telematics, driver training and just about anything else relating to transport and fleet management.

For those involved in vehicle maintenance there is a dedicated Workshop sector which will showcase everything from maintenance management systems to replacement parts and garage equipment and bodyshop technology.

The CV Show is a must see event for anyone involved in the road transport industry, so if you've never been, or even if you have, why not book yourself some time out of the office and head to Birmingham for the day?

Entry is free.
 ● For all CV Show enquiries please call +44 (0)20 7630 2102 or e-mail enquiries@cvshow.com.



● Momentous's new Aylesbury Moving and Storage Centre.

Momentous launches new facility to help growing moving companies

Momentous Relocation has announced the launch of a unique facility for existing and fledgling moving companies looking for warehousing and offices close to London: The Aylesbury Moving and Storage Centre.

The Centre will provide a complete range of moving facilities to growing companies, without significant capital outlay, that can be expanded as the business grows. This prestigious facility has become available as a result of Momentous Relocation repositioning its own business. The 30,000ft² building has sufficient height to store standard storage modules up to 4½ high and has high quality, well equipped, modern offices on the same site. Tenants will be able to take only the offices and warehousing space they need to meet their current requirements and make adjustments as the business changes. Storage containers can be provided by Momentous or

companies can use their own if they prefer. Tenants will be charged for each container stored.

David Hollins, Managing Director of Momentous Relocation, said that he believed this new facility to be a first for the UK moving industry. "Not only does it allow developing companies to expand and flex their storage and office requirements to meet their business needs, the location is only an hour away from London where rates for storage and office accommodation are significantly higher," he said. "Tenants can use the building and address for marketing purposes, and can add their own branding if they wish."

● For further information contact David Hollins on: David.Hollins@momentousrelocation.com.

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Area Coverage

Canal Movers becomes the only international mover in Panama with ISO 9001

Canal Movers and Logistics Corp in Panama has recently obtained its ISO certification. The company said that this achievement reassures its commitment to providing excellent service and customer satisfaction. It is the only international moving company operating in Panama with ISO 9001 certification.



● Left to right: Pastor Ramos, Certification & Business Enhancement Commercial Sales Manager (SGS); Walter Lafite, President & CEO (CMLC); and Hector Alejandro Rodriguez, Quality Control and Customer Service Supervisor (CMLC).

Asian Tigers Mobility Indonesia celebrates 30 years

On November 18, 2015 Asian Tigers Mobility Indonesia celebrated 30 years in business. During the occasion the company acknowledged those employees who had worked with the company for more than 25 years.

Clients and business partners were also invited to join the celebrations as were regional managers and the Board of Directors of Asian Tigers Group. Its 30 years' experience has earned the company a leading position in the Indonesian market.



● Bill Lloyd (left) and Gerry Lane share a joke at the party.



● Steven Meyer.

Arpin supports 'Wreaths Across America' Day

Arpin Van Lines volunteered to transport 6,354 wreaths from Columbia Falls, Maine, to Arlington National Cemetery, Virginia, to be laid in memory of veterans during National Wreaths Across America Day on 12 December last year.

Steven Meyer, Van Operator, and his wife Angie, volunteered on behalf of Arpin Van Lines to drive the wreaths from Maine to Virginia. They also made stops to deliver wreaths at veteran cemeteries in Exeter and Newport, Rhode Island, as well as Baltimore, Maryland.

At the final destination at Arlington, they helped unload and place the wreaths at gravestones with the aid of active members of the armed forces, veterans, families and community volunteers.

"When we opened up the trailer to allow the families of fallen veterans to take the first wreaths, I was immediately overcome with emotion," said Steven. "My wife and I are very proud to have been a part of this occasion to honour our fallen heroes."

The Arpin Charitable Fund got involved with Wreaths Across America by coordinating donations from team members. Over \$2,000 was raised for wreaths to be placed at fallen heroes' gravesites at the Rhode Island Veterans Memorial Cemetery in Exeter and Arlington National Cemetery. Donations arrived from Arpin agents, Arpin's management and staff, and the Arpin Charitable Fund.

"This is our third year participating in this event and it has started to

become a tradition among our drivers, agents and employees, who eagerly lend a helping hand by making donations or volunteering to unload and lay the wreaths at gravestones," said David Vieira, Vice President of Arpin Van Lines. "We are especially grateful to Steven Meyer for his dedication and leadership in coordinating Arpin's contribution to this important annual event."

"This is our third year participating in this event and it has started to become a tradition among our drivers, agents and employees, who eagerly lend a helping hand ..."

David Vieira

Wreaths Across America coordinates wreath-laying ceremonies at more than 800 cemeteries and military memorials in all 50 US states.

Container vessels resume calling in Iran

MSC Mediterranean Shipping Company S.A, the world's second-largest shipping line, has resumed vessel operations to Iran, after services were suspended in 2012 in response to trade sanctions.

From April 2014, to maintain services to customers, MSC partially resumed operations by utilising a third party feeder service which allowed cargo to be transhipped in Jebel Ali. On 31 December, 2015 MSC's 9,400 TEU vessel *MSC Domitille* called at the southern Iran port of Shahid Rajei (Bandar Abbas), marking the beginning of regular calls for MSC and paving the way for resuming business with Iran.

MSC Domitille discharged 599 TEUs of cargo, or 300 containers of foodstuffs, as well as agricultural commodities. The vessel operates on the New Falcon service, between Asia and the Middle East, with transit times of 21 days from Shanghai to Shahid Rajei. Port rotation: Xingang, Busan, Ningbo, Shanghai, Fuzhou, Chiwan, Tanjung Pelepas, Singapore, Colombo, Jebel Ali, Bandar Abbas, Ad Dammam, Jubail, Jebel Ali, Mundra, Nhava Sheva, Singapore, Nansha, Xingang.

MSC's President and CEO Diego Aponte was invited to Iran last year by the government for informal meetings with logistics partners to understand the trading landscape and prepare the ground for business operations in post-sanctions Iran.

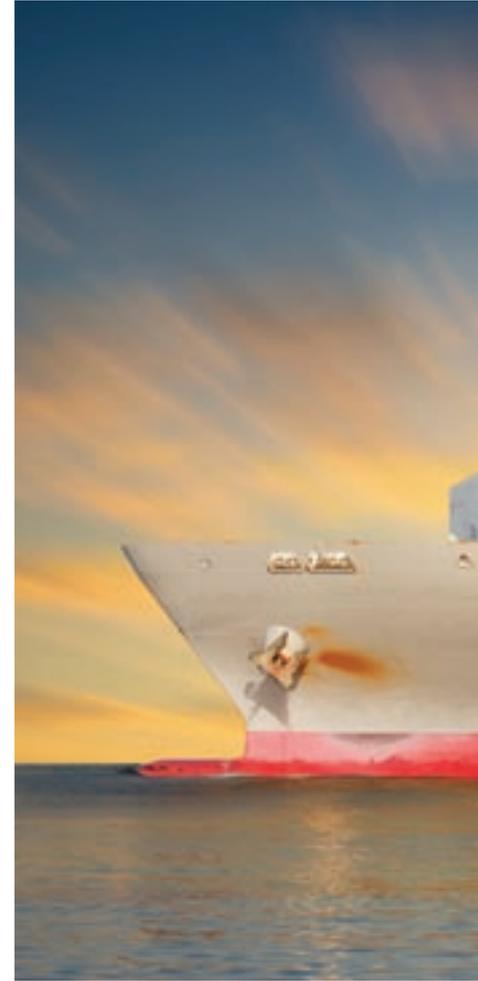
CMA CGM SA, the third-largest line, has also begun service to Iran.



● MSC has resumed services to Iran.



CONTAINER WEIGHT VERIFICATION: THE INSURANCE IMPLICATIONS



Although *The Mover* published an in-depth article on container weighing regulations in December 2015, we believe the subject to be of such importance that a further reminder is justified. Matthew Gore, Senior Associate at Holman Fenwick Willan LLP, looks at the subject again and includes his comments on the insurance implications of the new regulation.

From 1 July, 2016 it will be mandatory for every packed export container to have its weight verified before being loaded onto a ship. This relatively modest amendment to the International Maritime Organization (IMO) Safety of Life at Sea Convention (SOLAS) is set to have significant practical implications across the international removals sector for containerised shipments, as movers and ocean carriers attempt to incorporate these new weighing requirements into their existing procedures. The ramifications of the SOLAS amendments will go beyond just the implementation of weighing procedures however and supply chain participants should be aware of any potential changes to their insurance coverage as a result of the new regulations.

The amended SOLAS regulations

The IMO has amended SOLAS to now require all export containers to have a verified gross mass (VGM). The shipper (as named on the bill of lading), which is

likely to be the international mover, is ultimately responsible for obtaining the VGM and no packed container should be loaded on board a ship where the ocean carrier and port terminal operator has not been provided with a VGM.

The new regulations are to be implemented in each jurisdiction by the 'competent authority', which in the UK is the Maritime and Coastguard Agency (MCA). The MCA has produced a helpful guidance note (MGN 534 (M+F)) on the regulations, which provides full details of the two recognised methods available to shippers and forwarders operating in the UK to obtain a VGM.

Method 1 establishes a VGM by weighing a packed container, for example through the use of a weighbridge, whereas Method 2 calculates the total weight of the empty container (its tare weight) together with the aggregate weight of its contents including any packaging, packing materials and dunnage, etc. If the shipper intends to use Method 2, the UK regime will require them to obtain accreditation

from the MCA in order to become a 'verified weigher'.

From a practical perspective, it would be highly impractical for international movers to employ Method 2 as this would potentially require the shipper or international mover to weigh cargo (which is most commonly individual cases of personal effects, household goods and furniture) separately. It is more likely that international movers will instead be reliant on Method 1 and obtain a VGM through weighing the packed container.

Where international movers do not have the capacity to weigh the containers they pack themselves, they will be reliant on third parties to obtain a VGM and then pass on the additional costs of such services to their customers. International movers may wish to investigate the network of available weighing facilities which offer a minimum deviation from the main routes to port terminals as inevitably hauliers will pass on additional costs for time and mileage incurred.



Similarly international movers will be forced to pass such costs on to their customers as well.

International movers will need to communicate with their forwarders or carriers to establish clear procedures for obtaining and disclosing the VGM for export containers.

Insurance implications

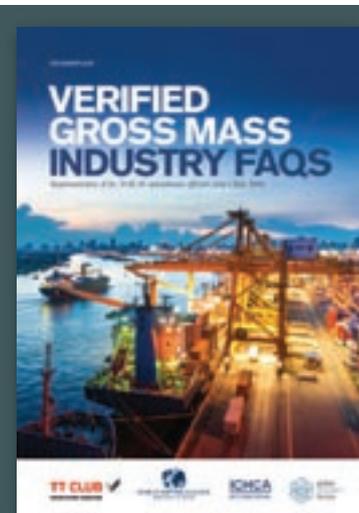
The SOLAS amendments were primarily introduced to improve ship stowage and container safety following high-profile incidents such as the grounding of the ship *MSC Napoli* off the south coast of England in 2007. Whilst not a direct driving force behind the SOLAS amendments, the insurance industry will undoubtedly welcome the new requirements. Losses resulting from the loading and unloading of containers are often caused by inaccurate declarations of container weights, so any regulations aimed at reducing the frequency of such incidents are likely to be well received.

Industry consensus suggests that the SOLAS amendment is unlikely to have little (if any) adverse impact on insurance premiums and could even see reductions in the long term if safety records improve. Crucially however, from a contractual standpoint there remains a considerable degree of uncertainty within the market

Losses resulting from the loading and unloading of containers are often caused by inaccurate declarations of container weights, so any regulations aimed at reducing the frequency of such incidents are likely to be well received.

as to the potential impact of the new regulations. There have been some suggestions that a new insurance product may be required to cover liability arising from losses from incorrect disclosure or non-disclosure of VGM. Existing cargo policy exclusions may be widened to extend to inaccurate weighing of containers.

The bottom line remains that 1 July, 2016 will soon be upon us and the shipper (as named on the bill of lading) remains ultimately responsible for the declaration of VGMs.



Industry coalition offers advice

The World Shipping Council (WSC), the TT Club, the International Cargo Handling Coordination Association (ICHCA), and the Global Shippers' Forum (GSF) have recently released a new Frequently Asked Questions (FAQ) document to address issues arising from the new container weighing regulations due to take effect globally on 1 July, 2016.

This document seeks to clarify how the SOLAS container weight verification requirements will function in various situations. It identifies commercial and operational arrangements that will have to be addressed, and it flags issues that must be dealt with by national governments. The FAQs are based on actual questions from affected stakeholders, and they will be expanded as new issues emerge. Stakeholders are invited to approach any of the collaborating organisations with additional questions that may come up. Contact details of 'subject-matter experts' from each of the organisations can be found at the end of the FAQs document.

● The FAQs document can be accessed at www.globalshippersforum.com.

Matthew Gore

Matthew Gore is a senior associate at Holman Fenwick Willan LLP, an international law firm advising businesses engaged in international commerce.



NEWS: INTERNATIONAL

Crown Worldwide appoints Executive Management Group

Crown Worldwide has announced the creation of an Executive Management Group (EMG) made up of nine of its senior leaders with a remit to provide strategic leadership in service to the Executive Board, promoting cohesion and collaboration across all of Crown's divisions and regions.

The EMG will serve under the existing Executive Board, which comprises: founder and Chairman Jim Thompson; CEO for Asia-Pacific and CFO for the Crown Worldwide Group, Ken Madrid; and CEO Europe Middle East and Africa, David Muir. Together the members of the EMG represent all of Crown's divisional, regional and business operations, each a recognised leader in their field of expertise.

The EMG members are:

- Philip Britton: Group Vice President, Crown Records Management;
- Norah Franchetti: Group Vice President, Marketing;
- Jennifer Harvey: Director of Corporate Social Responsibility,



● Jim Thompson.

Crown Worldwide Group;

- Ronan Kelly: Regional Managing Director, North America;

- Shen Kong: Chief Financial Officer Asia Pacific, Group Financial Controller;
- Barry Koolen: Regional Managing Director, UK, Ireland and Northern Europe;
- Sherry Liu: Regional General Manager, Greater China, Crown Relocations;
- Pat Welch: Group Vice President, Crown World Mobility;
- Jurgen Zyderveld: Regional Managing Director, Continental Europe.

Commenting on the formation of the EMG, Jim Thompson said: "Crown Worldwide has always been a business that looks forward and I'm confident the formation of this EMG will equip us to achieve our goals over the next 50 years."

DFDS named World's Leading Ferry Operator

DFDS has been named as the World's Leading Ferry Operator at the 2015 World Travel Awards™ gala ceremony in Morocco, for the fifth year in a row.

The World Travel Awards™ are designed to recognise companies who demonstrate a commitment to excellence in the global travel and tourism industry. DFDS will be introducing two new ships on the Dover-Calais route next year offering up to 17 daily departures from Dover to Calais and Dunkirk in France.



● Max Foster, Passenger Director at DFDS and Graham Cooke, President and Founder of WTA.

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Saigon Van supports Hanoi's annual charity bazaar

Last November, staff at Saigon Van took part in one of Vietnam's biggest charity events: the Hanoi HIWC Bazaar, which raises funds to help children facing serious and sometimes life threatening illnesses.

The Saigon Van packaging team created huge cardboard structures, including the main entrance to the Bazaar which took the form of

a giant lotus flower. The team also created a beautiful Vietnamese house, the stage, and a children's adventure area, which delighted the 9,000 visitors.

The annual bazaar is organised by the Hanoi International Women's Club and with the help of local companies raises over 120,000 USD for Vietnamese charities.



● HIWC main gate.

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INTERVIEW: JESSE VAN SAS



Making FIDI more meaningful for members

Jesse van Sas is the new general manager at FIDI. Only a few months ago he had no idea where his career choice was going to take him, but now he's heading up one of the industry's greatest and most respected networks. Steve Jordan caught up with him for a chat.

Jesse said he was bitten by the moving bug 26 years ago having joined Arthur Pierre in Holland at the age of 26 as a surveyor. He stayed for two years before joining Chaffeys in Belgium for a further three years followed by Ziegler in Brussels for 14. Seven years ago he took the opportunity to run Interdean in Brussels which subsequently became part of Santa Fe.

"I always had a great time with all the companies I worked for," he said. "But I felt I needed something different. At the same time I realised that I loved this industry so much that I didn't want to leave it. I could have gone to another company but I would have been doing the same thing with a different name. That was not what I wanted."

Jesse believes that the moving industry is unique. "It's because everything is so

personal. The relationships with agents are personal and we are dealing with people's personal effects. We don't have any commodities. Personal service is embedded in the industry and in everything we do. That's what makes it special for me."

He didn't really go looking for the job at FIDI, rather it found him. "I just let some industry colleagues know that I was on the lookout for something new and the

INTERVIEW: JESSE VAN SAS



opportunity emerged," he said. He discussed it with his family but then decided that it was impossible to judge whether it was the right thing to do until he was doing it. "So, in the end, I just made the decision. I thought, let's just do it and figure out how it's going to work as we go along."

So Jesse remains in the industry he loves, in touch with all the people that have shared his career but, since he started with FIDI on 1 December, in a very different role. "I'm no longer surrounded by cardboard boxes and trucks," he said, without regret, though he did admit to occasionally glancing outside to see if he could find one. "It's very corporate here."

Even in these early days the new appointment shows all the signs of being a good move for Jesse. He also believes that he can be good for FIDI too. He is very complimentary about the staff at the FIDI office. "The people here are very bright, intelligent and focussed on their jobs, but none of them have a background in the moving industry. It's useful to have someone here who can look at any issue from the members' perspective. After all, they are our customers and owners of the FIDI brand and we have to make sure that they understand what we are doing and that they buy into it."

Jesse believes that the biggest challenge and opportunity for FIDI is to be relevant to its members. "That's what we need to work on every day in every aspect of what we do. We must ask ourselves, how does what we do help our affiliates to be more profitable and more successful?"

He says that, in recent years, the motivation for members has changed. "25 years ago it was an honour to be an affiliate of FIDI," he said. "If you were FIDI you meant something in the moving industry. Now it's different. Companies don't want to be part of FIDI for its own sake; now they want to see the value. Our job is to provide that value and make sure that our members understand the importance of the benefits they receive."

Of course, Jesse isn't saying yet how he intends to do that or what those benefits should be. When interviewed he'd only been in the job a month. But it is very much 'work in progress'. "For example, we have a Board meeting in Hong Kong shortly. I could just go and fly home again but our affiliates are there so I will stay and visit every one of them. I want to talk to them, listen to them and convey the message that FIDI is there to help them not the other way around. We have to be meaningful to them to make their job easier and make sure they can say to their corporate accounts that they are

FIDI/FAIM branded and that it is important for them. We will make them more money in the end."

For some time now the industry has been subjected to strong external forces, particularly relating to compliance demands from corporations and RMCs. FIDI has been very much aware of this and FAIM 3.1, the latest version of the quality Standard which is mandatory for all FIDI members, acknowledges its importance. "In my view future versions of FAIM will emphasise this even more because this is exactly what the corporate customers are asking from us. What they want is to be able to contract a company and know that all the compliance boxes will be ticked. If you look at RFPs over recent years they all focus on this. They just want to cover themselves and make sure that their suppliers have this in place. This is the kind of thing we need to focus on to make it easier for our members to answer these questions from their corporates and other stakeholders."

"It's useful to have someone here who can look at any issue from the members' perspective. After all, they are our customers and owners of the FIDI brand and we have to make sure that they understand what we are doing and that they buy into it."

Jesse van Sas

FIDI currently has just over 600 members. Would Jesse like to see the size of the network grow? Well, perhaps, but not at the expense of quality. "I would like the network to grow but we cannot sacrifice the quality programme and the principles we live by to have a bigger membership," he explained. "The level of membership will be whatever it is and we should be happy with that. If we can reach 700 or 750 members and all those companies merit the FAIM certification then that's fine. So far the growth is going in the right direction and we are continuing to build upon it. I don't think we will ever have 2,000 members, that's not our purpose."

As Jesse settles into the top job at FIDI he can only guess at the challenges that lie in wait for him. But whatever they are, his industry experience will be invaluable in helping him and FIDI through. Right now, his objective is clear: to make sure that FIDI is meaningful to the membership and to their customers. It's a simple aim and one that is to underpin everything that Jesse and FIDI does for the foreseeable future.

NEWS: INTERNATIONAL

Twitter poll backs FTA call to move Calais camp

An online poll has overwhelmingly supported the Freight Transport Association's call for the Calais migrant camp to be moved further from the port to stop attacks on truck drivers as they queue to cross the Channel.



● Migrants from the Calais camp frequently attack trucks as they queue to head back to the UK.

The FTA asked its Twitter followers (@newsfromFTA) over Christmas if they thought the Jungle Camp should be relocated – 96% of the 68 respondents voted yes, with some making comments such as “yes, why do we accept the camp as reasonable?” and “yes, about 500 miles should do it”.

The size of the camp has swelled from 600 to 6,000 migrants in 12 months and the number of drivers being fined for carrying stowaways

has more than tripled in three years. Drivers can be personally fined up to £2,000 for each illegal immigrant found on board and FTA members say it's impossible to prevent their trucks being attacked because of the huge numbers of migrants and the personal safety issues involved.

A new migrant camp is now being proposed at Dunkirk, which the local mayor says will provide more humane and dignified living conditions than the current facility at Calais.

But Natalie Chapman, FTA's Head

of Policy for London and the South East, said: “Planning a new camp near another port is madness – this is a critical trade route where our members will continue to be affected. There is undoubtedly a humanitarian crisis here and genuine refugees should be treated with respect and have their cases properly processed. However, the Calais camp is far too close to the road and the port, putting our members' livelihoods – and indeed their lives – at risk. This is Western Europe in the 21st century – it's unthinkable that we can't come up with a solution to this problem instead of allowing thousands of migrants and refugees to live in squalid conditions while international transport operations are put in jeopardy.”

The FTA understands the planned new camp is to be situated 30 miles from Calais and funded by the French government. The Association has been calling on the French government to move the camp since 2013 when problems first started to escalate.

Italy gets its 200th traffic restricted area

Italy has recently added a further ten zones that have access restrictions (ZTLs Zona a Traffico Limitato) making 200 in total. This is in addition to 100 Low Emission Zones and one congestion charge. The new ZTLs are: Cascina Terme, Campo nell'Elba, Lari (Toscana) Celano, Lanciano, Pescara (Abruzzo), Reggio Calabria (Calabria), La Spezia (Liguria) and Fiano Romano (Lazio). Full details are available at: www.urbanaccessregulations.eu.



Mudanzas Internacionales Global helps orphaned children in Venezuela

Mudanzas Internacionales Global in Venezuela has supported Hogar Bambi, a local organisation for orphaned children, by hosting a Christmas party for them. The event was organized as part of the company's Corporate Social Responsibility Programme.

The company has supported Hogar Bambi Venezuela for the last seven years. It is a non-profit making organization dedicated to providing vulnerable, at-risk children with protection, care, medical attention, education and legal assistance. Hogar Bambi has three shelters where it has the capacity to house approximately 100 at-risk children up to the age of ten, before they re-join their families or find new ones.

“This donation means a lot to the children and is also a tool to encourage our staff to experience the joy of helping others,” said Zenaida Romero, International Coordination Manager. “Our contribution and financial support helps Hogar Bambi continue its mission.”

Tulip tower for new airport in Istanbul

A spectacular tower in the shape of a giant tulip will become an iconic symbol of the new airport in Istanbul.

As part of an international competition to build the future control tower, the operating consortium IGA selected the sensational design submitted by AECOM and Pininfarina.

The design of the tower combines aspects of the modern with traditional elements. The twisting form is based on a tulip, which has been the symbol of Istanbul for centuries. The gracefully curved, 96 metre high building, which will be visible to all passengers flying into or out of the new major airport, is also reminiscent of the forms used in aviation design.

Just 35 kilometres from the centre of Istanbul on the European side of the city near the Black Sea, Istanbul



● Rendering of the Air Traffic Control Tower designed by AECOM and Pininfarina.

New Airport is one of the largest infrastructure projects in the history of Turkey. When it opens in spring 2018, it will have an initial handling capacity of 90 million passengers per year. There are plans to expand

the airport to six runways and three terminals. After it is completed, Istanbul New Airport will have an annual capacity of more than 200 million passengers and it will be one of the world's largest airports.



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INSIGHT: TELEMARKETING



● Finding the right telesales staff to follow up sales leads can be tricky.

How to recruit and retain telesales people

Many companies have sales leads that need to be followed up by telephone, but how do you find the right people to make the calls? Darren Frostick of Leading Edge Market Solutions gives his advice on how to recruit effective telesales staff.

One thing is for sure: telesales isn't for everyone, so it's important to know what to look for when recruiting a telesales person to make calls on your behalf. Employing someone with previous experience and a good track record is of course ideal, but that doesn't mean that someone with the right attitude and personality can't be just as successful. Unless you have a very large number of leads to work on it's unlikely that you'll need someone to work full-time, often two or three days a week will be sufficient. There are lots of people out there looking for part-time work, and with telesales it's usually possible to agree hours around other commitments, such as the school run for example.

As they will not be meeting your prospects face-to-face, it doesn't really matter what the person looks like, but how they sound is of course very important. That doesn't mean they have to speak like a Radio 3 continuity announcer, but they will be representing your company, so make sure the way they talk suits your type of industry and your brand values.

You should also be looking for someone who is outgoing, confident, preferably has some sales experience, and will not be put off by the occasional rejection.

Remember, they will be speaking to senior people, so they must give the right impression. You should also be looking for someone who is outgoing, confident, preferably has some sales experience, and will not be put off by the occasional rejection.

No matter how good your recruiting skills are, you won't know how good your new telesales person is until they start making calls. If you can - especially if your prospective recruit is new to telesales - allow them to sit with an experienced caller for a couple of hours to get a feel of how it's done. When you think they're ready, ask them to pick up the phone and make a call themselves. If they refuse, you've probably got the wrong person. If they're willing to give it a try, it's worth giving them a chance. However, don't

offer the candidate a job straight away. Arrange for them to come in for a day on a trial basis to see how they perform and if they, and you, think they have what it takes. A good telesales person will make at least 20 - 30 calls per hour, it's very much a numbers game, so that's the call rate they need to be aiming to achieve.

The way you pay your telesales people should reflect their level of success, but paying on the basis of booked appointments alone is unlikely to achieve the best results. As I said earlier, this is very much a numbers game, so set your telemarketer a realistic call target and pay a bonus on top of their basic salary when they achieve it. You can then pay an extra bonus for every appointment set. Paying them solely on the number of appointments they make will inevitably result in poor quality and waste your salespeople's time.

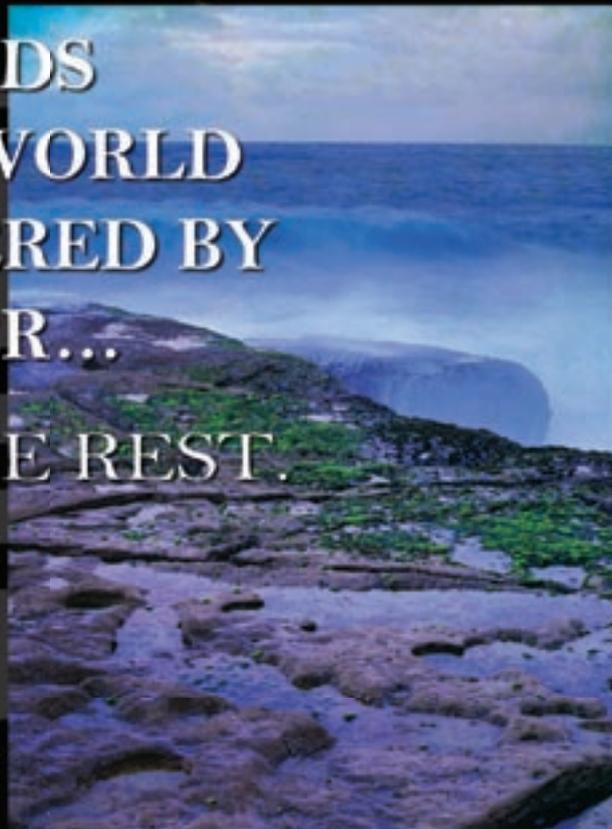
A good telesales person is a valuable asset to your company, so it's important to keep them happy, motivated and properly rewarded for their success if you are to retain them for the long term.

Good hunting!

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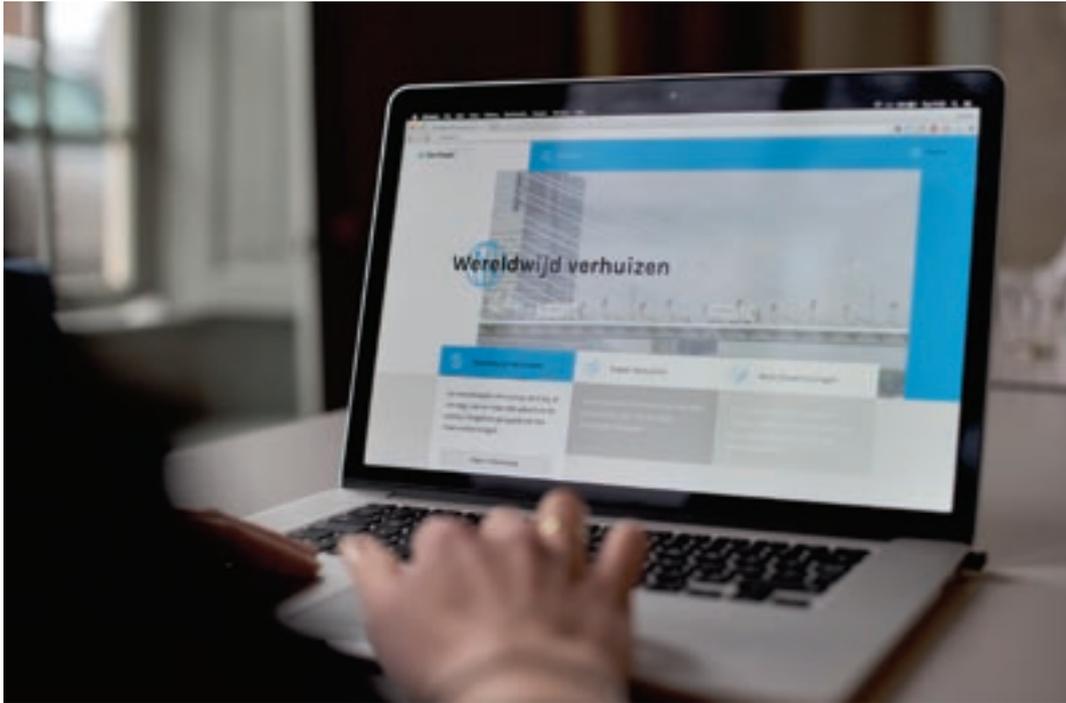
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NEWS: INTERNATIONAL



● www.dehaan.nl

New website for De Haan Relocation

De Haan Relocation has recently announced its new website: www.dehaan.nl. The company says that the aim was to provide an online experience that combined an aesthetically appealing design with a high degree of functionality.

De Haan has been following a new direction for some time, shifting its focus more towards international markets and company relocation services. The revamped website will help shape this new vision and identity. De Haan's Managing Director, Arend Reijm,

explained, "It's about conveying the true De Haan spirit – our eye for detail and the way we care for people. We want people using our website to immediately feel at home with our company. The site's layout is clear and concise, providing as much relevant information as needed – at the right time and in the right place.

This is accompanied, wherever possible, by a handy checklist and contact details for the right person at De Haan to discuss things with in more detail."

Its new digital window to the world was designed and developed by Fastforward, an online agency based in Alblasserdam, The Netherlands.

Fastest growth for Orphee Bienoglou in Greece

Orphee Moschopoulos-Beinoglou, President of ORPHEE BEINOGLOU S.A. has announced that his company has been included in *FORTUNE's* Annual List of The 30 Fastest Growing Enterprises in Greece for 2015.

He said that it was a great way to end the year, even more so considering the challenging times that everyone is experiencing in Greece.

The List, published by *FORTUNE Magazine*, is developed and compiled by InfoBank annually and evaluates the financial reports of cross-industry enterprises (both Greek and multinational organisations) for the last four fiscal years. Orphee's company was ranked 13th amongst the 30 companies with the fastest

growth in the country. The 2015 list included companies from a broad range of industries, such as pharma, retail, manufacturing and oil & gas.

"But we are the only company representing the transport and logistics sector," said Orphee. "This incredible recognition does not just happen, it is the result of a significant amount of effort and dedication from both our team members and our external partners every single day, in order to be able to offer a unique and seamless level of service."



● Orphee Moschopoulos-Beinoglou.



Dijkshoorn Euromovers acquires Cou lance Amsterdam B.V.

On November 9, 2015 Dijkshoorn Euromovers B.V. and Gebr. Van den Eijnden Euromovers B.V. acquired International Forwarding Company Cou lance Amsterdam B.V. The company will continue by the name Cou lance Euromovers.

The family business of Cou lance dates back to 1942. Cou lance Euromovers specialises in national and international removals, storage of furniture and archives. Customers include companies, individuals, multinationals, government agencies, nursing homes, museums and housing associations. Dijkshoorn Euromovers B.V. and Gebr. Van den Eijnden Euromovers B.V. share a history of over 100 years and have a wide range of removal, storage and archiving services.

Cees Koenders, former owner of Cou lance Amsterdam, said that after many years of providing excellent service to his customers it was a pleasure to him that Gebr. Van den Eijnden Euromovers B.V. and Dijkshoorn Euromovers B.V. will continue the business which, he said, would be carried out from the company's current address. "You can continue to rely on the good quality and service as you're used to," he said.

Denis Zonneveld, Managing Director or Owner of Dijkshoorn Euromovers said: "I am delighted that we have an office and warehouse in Amsterdam, suitable for container storage, to further expand our services in the Randstad. Dijkshoorn Euromovers has many customers in and around Amsterdam. Through this acquisition, the arrival times can be shortened and services optimised. It's a big step forward." Denis is now the CEO of Cou lance Euromovers.

● For more information visit www.cou lance.nl.

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NEWS: ON THE ROAD

10% ignoring London's Safer Lorry Scheme

According to FEDEMAC, approximately 1,500 HGVs were checked during the month of September and 148 were found to be ignoring London's Safer Lorry Scheme's rules introduced on 1 September, 2015.



● Boris Johnson, formulator of the Safer Lorry Scheme.

This figure improved significantly in October with only 56 HGVs being recorded as non-compliant despite a similar number being checked.

The Safer Lorry Scheme, formulated by London Mayor Boris Johnson, requires vehicles over 3.5 tonnes entering London to be fitted with sideguards to protect cyclists from being dragged under the wheels in the event of a collision, along with Class V and Class VI mirrors to give the driver a better view of cyclists and pedestrians.

Transport for London (TfL) said that "the majority of vehicles found to be breaking the rules were not fitted with the required safety mirrors". It also stated that "every

non-compliant vehicle and operator has been reported to the Office of the Traffic Commissioner".

Steve Burton, Director of Enforcement and On-street Operations at TfL, said: "We are already seeing good results of the Safer Lorry Scheme since it was launched on the first of September. It is one element of our work to improve road safety and protect pedestrians and cyclists. We work closely with our policing partners and the industry through the Freight Enforcement Partnership to take non-compliant and unsafe commercial vehicles, drivers and operators off London's roads."

In the future, TfL is also planning to require lorries to be fitted with larger windows to improve direct vision and may also include radar detection systems and other sensors to detect cyclists.

The scheme operates across London, 24 hours a day, seven days a week, covering the same area as the Low Emission Zone. The scheme is enforced by the Metropolitan Police Service, City of London Police and the Driver and Vehicle Standards Agency. Drivers found to be in charge of a non-compliant vehicle may be issued with a £50 Fixed Penalty Notice; the offence also carries a potential fine of £1,000 at Magistrate's court and The Traffic Commissioner, who has the power to modify or suspend operator licences, is also notified of companies operating vehicles in breach of the scheme.



● IAM Chief Executive Officer Sarah Sillars

UK driver with 51 penalty points still entitled to drive

If you're a driver, you probably think that if you were silly or careless enough to get 12 penalty points on your licence during a three year period the courts would ban you from driving.

But according to a recent Freedom of Information request to the DVLA by the Institute of Advanced Motorists (IAM) this is not always the case. In fact the information showed there are over 7,500 drivers in the UK legally entitled to drive who have more than 12 points on their licences, 13 have 28 or more and one has a staggering 51!

The numbers of drivers with 12 or more points has gone up by 9% in just seven months between March and October 2015 – from 6,884 to 7,517. While the DVLA does not hold details as to whether all of those individuals were still on the road, it did state that individual courts have the powers to choose not to disqualify a driver.

In its reply to the IAM's request, the DVLA said, "In a small percentage of cases where the driver has accumulated 12 or more penalty points, the agency understands that a court can exercise its discretion and not disqualify the driver. In the majority of these cases, magistrates may have decided to allow drivers to retain their entitlement to drive where it is considered that disqualification would cause exceptional hardship."

DVLA data shows that of the 45

million driving licence holders in Britain, three million have points on their licence. Some 100,000 have been disqualified over the past four years for reaching 12 points and 4% got all their points in one go. The DVLA also said their evidence suggests 90% of drivers not disqualified are due to 'judicial discretion'.

Sarah Sillars, IAM Chief Executive Officer said, "The IAM has been highlighting this issue for several years now and we appreciate that the flow of information between the DVLA and the courts is slowly improving, which will allow the courts to make better decisions while armed with the full facts. However these improvements cannot come quickly enough to deliver a truly joined-up approach to the judicial process. Individual courts making decision on prosecutions can lead to inconsistency in how the law is applied which risks devaluing the simple '12 points and you're out' road safety message. If the public sees that persistent offenders are getting away with it, they may believe that road traffic rules – which let not us not forget, are designed for their safety – are ineffective or unimportant."

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The importance of online

By Colin Martinho, marketing head for Buzzmove.

Word-of-mouth has traditionally been the staple method of generating business for removal companies, and this continues to be the case even in the rapid, tech-driven world of today. That is not to say that this simple and effective form of marketing has remained stagnant, or that it has not evolved to embrace modern

Every review - good, bad or indifferent - should be responded to. Your response lets the customer know that they have a voice, and that their feedback is taken seriously by the business.

technology. It certainly has evolved, but whilst the method of communication has shifted to what is known as the 'online review', the basic principles of word-of-mouth still apply.

According to a recent study by Brightlocal.com, 88% of customers read reviews online to determine the quality of a product or service –

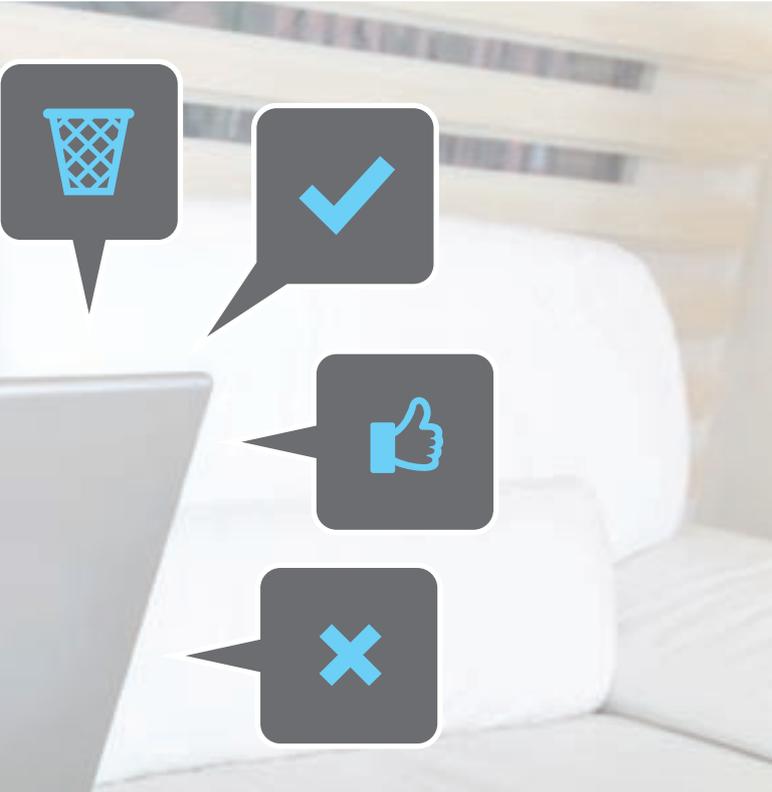
with 85% reading ten or more reviews prior to purchase. Given these figures, it is clear that a widespread collection of positive online reviews can do wonders for a business. In the past, the reach of a single word-of-mouth recommendation would extend about as far as that particular person's friends, family and colleagues. With an online review, however, each and every recommendation is almost unlimited in scope. Better yet, these reviews are preserved in time, swaying future customers to use your removal service long after the initial review went live.

On the other hand, a string of negative reviews can turn away potential customers in droves. Thankfully, and providing you regularly monitor reviews, there is something you can do to prevent this from happening; essentially, the reasoning behind a negative review is usually fairly mundane and readily resolved. By responding to the customer and resolving the issue, you will often find that they will either withdraw the review entirely, or replace it with a positive review commending your customer

service. This is doubly important as bad reviews tend to breed others, with a string of poor reviews swaying reviewers who may have been on the fence into leaving a bad review of their own.

Importantly, you shouldn't just reply to negative reviews. Every review - good, bad or indifferent - should be responded to. Your response lets the customer know that they have a voice, and that their feedback is taken seriously by the business. This active engagement is quick, simple, and may well be the reason a customer opts to use your service again in the future. Indeed, studies have proven that customers who invest their time in leaving a review are likelier to develop a certain loyalty to your business. Furthermore, by monitoring reviews, you also develop a better understanding of your customers, and their feedback can often be extremely valuable when it comes to optimising your removal service.

Online reviews can also improve your ranking position on search engines, which is vital given the way the modern consumer shops. Quite simply, the more that is written



reviews

about your company online, the higher Google (or any other search engine) will place it in a relevant search result. This means that your customers are essentially doing the marketing for you, and an active reviews page can lead to an increase in both brand exposure and profit.

Additionally, search engine adverts which include a 'star rating' have been proven to increase the likelihood of a user clicking through. This, however, requires an account with a reputable reviews service, such as Reviews.co.uk, who share their data in real-time with Google. Google takes this data and displays the average user rating alongside your advert in a search result, and providing that the reviews are generally positive, you should see an increase in business. A basic starter plan with a reputable reviews service is normally priced in the region of £20 to £40, and can really help you stand out online.

Like traditional word-of-mouth, the online review is, and will continue to be, an important facet of marketing a removal service. Indeed, a vast array of positive reviews can have a remarkable

effect on your company. As well as allowing your customers to actively participate and offer valuable feedback, online reviews can lead to greater brand awareness, and most importantly, a sharp increase in your profits. Best of all, this form of marketing is free, and other than typing out a few responses, requires very little effort on your part.

Colin Martinho

Colin Martinho is the marketing manager at buzzmove. He specialises in digital marketing, and hopes to share hints, tips and general advice on the fundamentals of a successful marketing campaign.



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NEWS: ON THE ROAD/PRODUCTS



● CV production was up by 24.6% in November.

UK CV PRODUCTION POSTS FURTHER GAINS IN NOVEMBER

Commercial vehicle production in the UK saw a 24.6% uplift in November as it continues to recover strongly from a subdued 2014, according to figures released in December 2015 by the Society of Motor Manufacturers and Traders (SMMT). Production for export saw a huge 79.1% jump following growing demand in Europe, while output destined for the UK market remained strong in 2015 despite a dip in November. 88,214 CVs rolled off production lines in 2015 - up 35.6% over 2014 volumes.

Mike Hawes, SMMT Chief Executive said, "The recovery in UK CV manufacturing this year [2015] has been good to see, with consistently strong growth in almost every month. November's performance was driven principally by production for export, underlining the importance of the EU as the sector's key overseas market."

The Breen Smartbag – a new way to pack pictures for moving or storage

Everyone knows how difficult it can be to safely wrap valuable pictures before a move. But when picture framer and gallery owner Soo Turner and artist Natasha Barnes were faced with having to wrap 50-60 paintings a week for export all over the world, they decided to do something about it.

It was mainly the time it took to wrap the pictures that encouraged Soo and Natasha to come up with a better solution. "We'd been using bubble wrap and tape and it took forever to pack every picture; we also found the bubble wrap sometimes stuck to the canvas and damaged it - there had to be another way," said Soo.

Breen Capital saw the potential and introduced capital and management experience resulting in the development and testing of the Breen Smartbag which over the last few years has become a firm favourite with art dealers around the world.

The bags are made from three layers bonded together, comprising 5mm of polyethylene foam sandwiched between two layers of polypropylene 'skin' to produce a strong, abrasion resistant and shock absorbent envelope for the picture. The middle layer has a cushioning effect that recovers after pressure, and the edges are sewn together with strong fabric bindings increasing durability and making the bag re-useable many times over.

For the removals industry, the Breen Smartbag offers an alternative to traditional paper blankets and cartons that shows customers their precious pieces are being properly protected. The bags are available in ten sizes (from 35x40cm to 145x200cm) and can be used repeatedly for domestic and international moves making them more cost-effective, quicker to pack, and less bulky to transport than single use packaging.

● www.breen-smartbags.com.



● Soo Turner with the new Breen Smartbags, which she developed along with artist Natasha Barnes and Breen Capital.

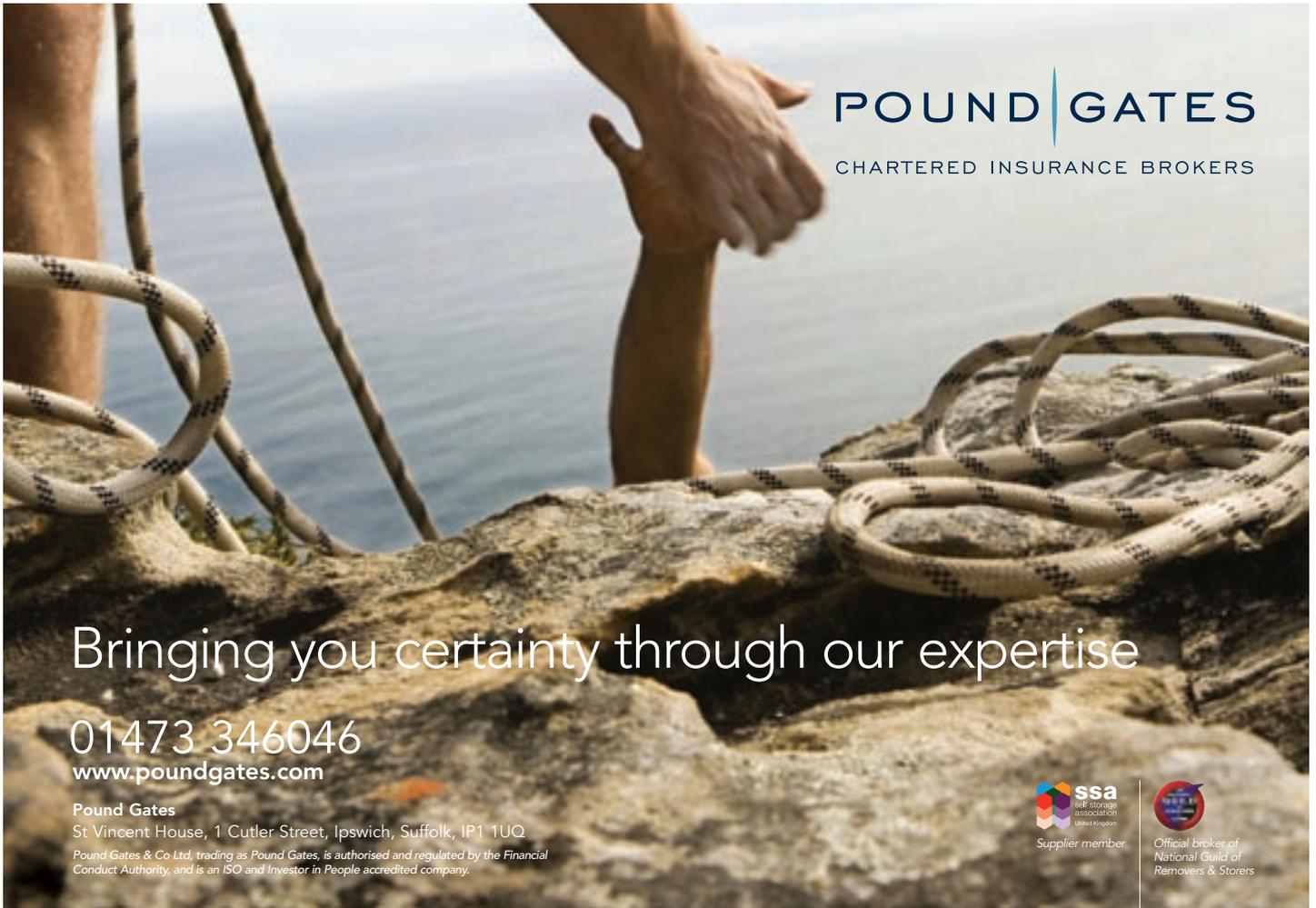
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NEWS: PEOPLE



● The CMM team, left to right: Matt Toner, Jyles Kerr-Smith, Anna Athanasiadis, Marc Bengner, Stuart Burns, Dave Sayce.

Blythe Cessac from Suddath elected to CMARC Board

Blythe Cessac, Global Account Manager for Suddath, has been elected to the Charlotte Metro Area Relocation Council (CMARC) Board of Directors.

Blythe joins three other elected directors from the relocation industry and will serve a two year term beginning January 1, 2016.

A statement from CMARC said: "CMARC is pleased to welcome our new board members as each individual brings a wealth of experience and expertise in the relocation industry. They will be tremendous assets to our board, continuing to move CMARC forward for our members."

"CMARC is pleased to welcome our new board members as each individual brings a wealth of experience and expertise in the relocation industry. They will be tremendous assets ..."

CMARC

"Blythe has a keen ability to implement programmes that positively impact the ever-changing climate in global mobility and has successfully built partnerships and cultivated new relationships within the Suddath portfolio," said Teela Gleason, CMARC Past President and Vice President of Client Relations for Suddath. "She will be an excellent representative in this director role."

Blythe joined Suddath in 2013 as an account manager for global household goods and is the second employee from Suddath to serve on the CMARC board.

Comparemymove.com triples workforce

Cardiff-based removals comparison firm comparemymove.com has employed four new members of staff following a year of rapid growth.

As well as a new digital marketing manager and senior web developer, the firm has recruited a permanent sales executive and a content writer to help develop the customer-facing aspects of the business.

The firm was launched in 2013 by Cardiff-based entrepreneurs Dave Sayce and Marc Bengner, who spent a number of years working in the storage industry and running their own removals business. The duo spotted a gap in the market for a home removals comparison service, and decided to develop an online business to capitalize on the idea.

The business offers a free online platform that allows customers to compare quotes from fully vetted and accredited regional and national removals firms. Companies sign up as members and pay for the leads they receive. Over 160 have signed up so far, and the company expects this to rise to 400 within the next 18 months.

The last year has seen significant revenue growth - with turnover up

"We're thrilled to have built such a great team over the last four months. Our goal has always been to develop the customer service elements of our business and to offer help and advice to home movers wherever we can."

Marc Bengner

165% – and, thanks to an expanding customer base, increasing brand awareness and developing revenue streams, the company expects turnover to increase threefold during 2016. Web traffic is currently averaging more than 15,000 visitors

per month.

Co-founder Marc Bengner said, "We're thrilled to have built such a great team over the last four months. Our goal has always been to develop the customer service elements of our business and to offer help and advice to home movers wherever we can. Having an in-house writer and digital marketing manager working together on building impressive content for our website is really helping us get ahead of the game."

Co-founder Dave Sayce said, "Our plan has always been to grow a multi-skilled workforce by recruiting a combination of experienced and junior professionals from the pool of talent in and around Cardiff. Our growth in the last year has helped us to build a brilliant team much sooner than we anticipated, so we're really pleased to be at this stage after only two years in business."

Comparemymove.com plans to launch a new website and blog function in 2016, which will continue to offer home movers expert tips and DIY advice.

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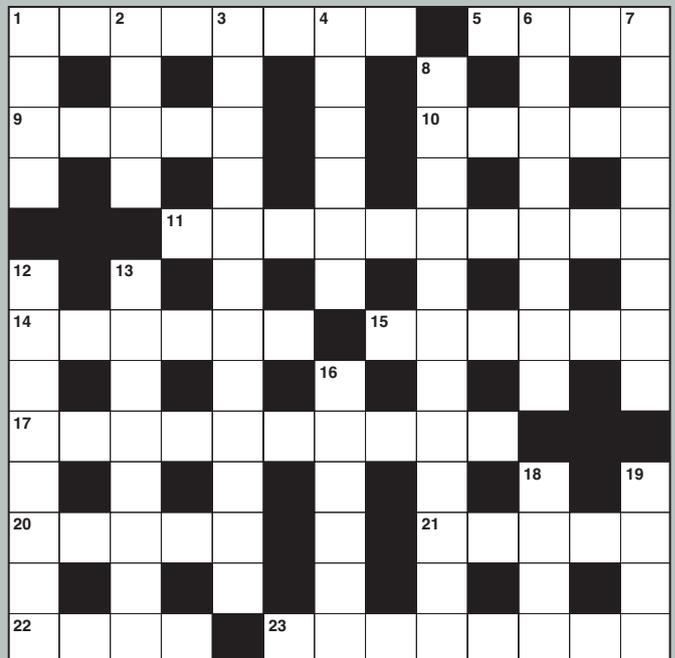
"Years of experience in African relocations are not enough to maintain the gold-standard reputation jealously protected by the stakeholders of Worldwide Movers Africa. Innovation is pivotal to thinking and planning for the future of mobility to intra and extra African destinations. Not just for us, but for all who rely on us as a vital part of their moves to and from Africa."

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Puzzles

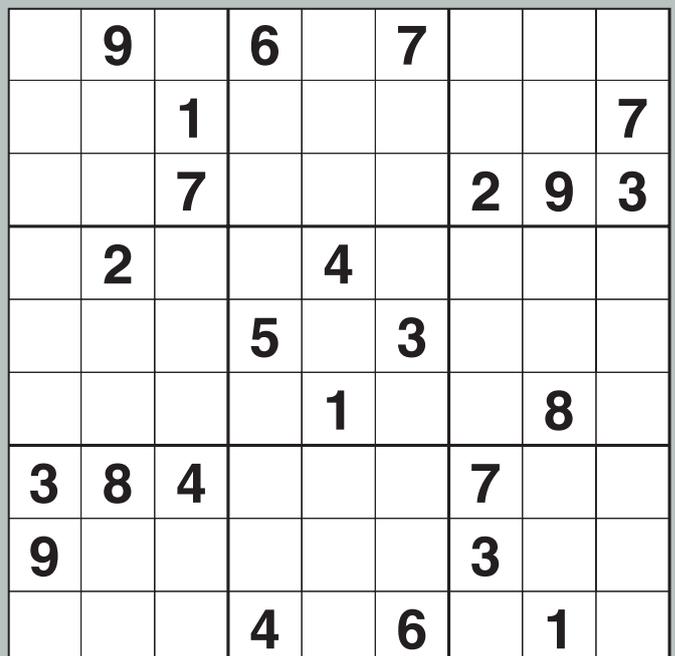


ACROSS

- 1 ____Verdi: composer (8)
- 5 Ill-mannered person (4)
- 9 Eg taste or touch (5)
- 10 Negative ion (5)
- 11 Eg cooking in a wok (4-6)
- 14 Starting point (6)
- 15 Wound together (6)
- 17 Very lucrative endeavour (5,5)
- 20 Garment worn in the kitchen (5)
- 21 Wet thoroughly (5)
- 22 Run at a moderate pace (4)
- 23 Principal (8)

DOWN

- 1 Long deep cut (4)
- 2 Vases (4)
- 3 Very exciting (12)
- 4 Small monastery (6)
- 6 Views about something (8)
- 7 Defector (8)
- 8 Lacking tolerance or flexibility (6-6)
- 12 Affecting the emotions (8)
- 13 Leonardo ____: Romeo + Juliet actor (8)
- 16 Printed mistakes (6)
- 18 Rotate (4)
- 19 Loud cry (4)



NEWS: PEOPLE

Brad Stevenson promoted at AIReS

Brad Stevenson has become the new director of Global Procurement for AIReS.

He will operate from the company's corporate headquarters in Pittsburgh, PA. Brad will be responsible for the management of the procurement/rates team, Mobility Services group and Partner Operations group.

Brad joined AIReS in June 2012 with six years of relocation industry experience as partner manager, family services. In this role he provided the groundwork for this promotion as he established long-term partnerships with AIReS' supplier partners that yielded strong results for both sides. "I'm really

looking forward to getting to know our household goods providers and the level of service they provide to AIReS," said Brad.



● Brad Stevenson.

"I'm really looking forward to getting to know our household goods providers and the level of service they provide to AIReS."

Brad Stevenson



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The White & Co Mystery Mover

Well fancy nobody spotting the beautiful David Clark, then of Robinsons in Oxford, in last month's picture. Maybe the picture was a little old. This one is much newer, no more than ten years. But who is lining up the putt? If you know you could be the winner of a White and Company Red and Black watch. Answers please to editor@themover.co.uk.

Bonollo Graces the removals industry

Stephen Bonollo has been appointed as the new northern regional general manager for Grace Removals Group, replacing Jim Cumerford who retires in January 2016 after 22 years with Grace.

Stephen has over 20 years of freight and moving industry experience in both the domestic and international markets, including significant senior management experience with proven industry results.

In 2015, Grace celebrated its 60th year as a FIDI member (Fédération Internationale des Déménageurs Internationaux), the first non-European member to reach this milestone. Steven Brown, Managing Director of Grace Group, is delighted with the new appointment, confident that Stephen's experience and knowledge will add to the Grace legacy.

"2015 has been a pinnacle year for Grace as international removals industry leaders," said Steven. "We celebrated our diamond jubilee at the FIDI Conference in Durban,

South Africa, earlier this year and I am sure our industry position will only strengthen going into 2016 with Stephen Bonollo, our new northern regional general manager, joining the ranks."



● Stephen Bonollo.

Ray and Lisa tie the knot

Ray Inskip, Director of specialist recruitment agency Flame Recruit married his fiancée Lisa Fisher at Leez Priory, Chelmsford on 29 November following a whirlwind romance.

The couple met on dating site Plenty of Fish in September 2014, moved in together in January, were engaged in May and married just seven months later.

Ray and Lisa are pictured at their wedding reception with celebrity guest Gordon Ramsay (AKA lookalike Martin Jordan).



MarketPlace

Marketplace ads are booked per unit or multiples thereof, and run for a minimum of 12 months. 1 unit measures 30mm (height) x 60mm (1 column).



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Overseas subscriptions

The Mover is distributed free of charge to UK movers. Annual subscriptions are available in Europe and the rest of the world at a cost of £100 per year. E-mail adverts@themover.co.uk or contact Nikki Gee on +44 (0)1908 695500 to subscribe.

Copy dates

Booking of adverts: 1st of the month preceding publication.
 Artwork for adverts: 8th of the month preceding publication.

Enquiries

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N	I	G	T	E	R	L					
T	R	O	T	C	A	R	D	I	N	A	L

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

DiaryDates

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This is a free annual event focussing on a variety of topics relating to Global Mobility.

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6 – 9 March, 2016, Bogota, Columbia

The Health & Safety Event
22 – 24 March, 2016, NEC Birmingham, UK

Asian Relocation Association
25 – 27 March, 2016, Penang, Malaysia

FIDI Conference
10 – 13 April, 2016, Geneva, Switzerland

OMNI Conference
15 – 18 April, 2016, Florence, Italy

The Commercial Vehicle Show 2016
26 – 28 April, 2016, NEC, Birmingham, UK

Young Movers Conference
5 – 7 May, 2016, Madrid, Spain

Self Storage Expo Asia
11 – 13 May, 2016, Singapore

BAR Annual Conference
19 – 22 May, 2016, London, UK

EUROMOVERS International General Meeting and International Conference
26 – 28 May, 2016, Helsinki, Finland

IMHX 2016
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The Movers & Storers Show 2016
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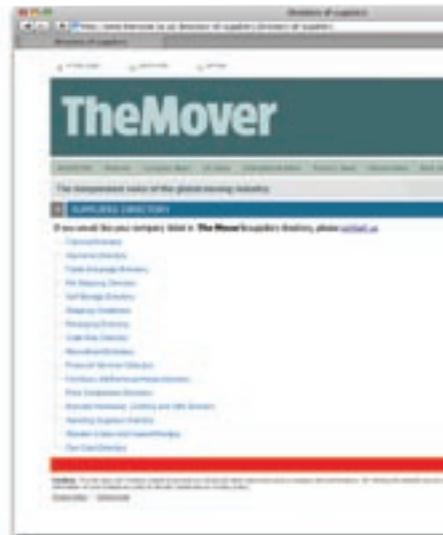
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Tony Allen: And finally ...



Fit for purpose?

So here we are! Already well into 2016; Christmas a distant memory - apart from when the credit card bills came in - and New Year resolutions probably long forgotten. Although, in my case, not entirely.

After contemplating the combined effects of not only copious ingestions of everything considered to be unhealthy but also a large chunk of Anno Domini, I resolved that I should join the local gym.

Ever been to a gym? It can be quite an intimidating experience full of strange mechanical noises rather like an engineering workshop. There's a very definite hustle and bustle about these places. Having arrived at my local establishment, I walked up to reception and said that I would like to join and was given an application form. I'll come straight to the point: I was already a member! Apparently I had joined almost exactly a year earlier and had been paying a monthly fee of £19.99 ever since (a fool and his money ...) - although, in some ways this made me feel much more relaxed because at least, over the previous year, I had been making some sort of a contribution towards my fitness.

During this year I was determined to make a much more tangible use of my investment. I first arrived with a selection of what I thought to be essential clothing - although I had no idea what the current fashion was. I entered the changing room, which was heaving with activity and full of people who seemed to know each other, so I tried to make myself as inconspicuous as possible, sneaked into a corner and started to get changed. I had used a Christmas gift voucher to purchase a pair of shorts online that apparently gave me 'insulated snugness'. Although, looking around me, some of my contemporaries were wearing shorts which appeared to give them 'insulated smugness'. The trouble with modern tight-fitting gym wear is that if you've got it good it makes it look better, but if you've got it bad ...

Anyway, there I was trying to merge into the background when all of a sudden a rather ebullient character burst into the changing room and shouted out: "Gym!"

"Yes over here," I said rather tentatively.

"Hi Jim, my name's Andrew we're playing squash in a league match."

He then proceeded to shake my hand whilst I attempted to explain that my name wasn't Jim and that I had assumed that he was there to ask if anybody was going to the gym, and then he said why would anybody do that and then it got further complicated when the real Jim walked in - and so on deeper and

embarrassingly deeper. Andrew and Jim finally made their exit. Metaphorically speaking, I was abruptly left beneath a very bright spotlight and, quite frankly, I would have been far less obtrusive if I had originally burst into the changing room, ran along one of the benches waving my towel in the air and shouted: "Good afternoon everybody my name is Tony Allen I'm a new boy here!" If ever there was a moment when anyone needed to be wearing shorts with insulated snugness, this was it!

You may not believe it, but this actually did happen. Anyway, I finally made it to the gym, received my induction to the various items of seemingly complicated equipment, had my blood pressure taken (maybe not a good time) and then I was away. Actually once you get going the equipment is not really complicated but simply practical. I am still working out on a regular but perhaps declining basis. In fact I'm mainly working out how I managed to pay out £19.99 per month for a whole year without even noticing! If ever the lady wife finds out ...

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A point to make here is that we should all aspire to fitness. It's surely a question of discovering a form of exercise that we feel comfortable with. I really do like going to the gym, but I am sure that others find it boring. Some people like running or jogging, but I find that boring. It is very easy to believe that as a society we have become too obsessive about dieting and exercising but it has to be acknowledged that evolution will take a long time to catch up with our increasingly sedentary lifestyle so we really have to help it along in the meantime.

Conversely, I suppose we must be doing something right because our average life expectancy is in fact increasing. Of course advances in medical science and reductions in tobacco smoking are contributory factors here - so let's not get too complacent. The easiest solution is simply to do nothing; alternatively we could try to discover a way of keeping fit which we actually enjoy - if nothing else this would be an interesting exercise!

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