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TheMover



FAMILY VALUES

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brands alive. Page 32



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TheMover

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Deadline:

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

Disclaimer:

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

Published by:

The Words Workshop Ltd
26 Swanwick Lane
Broughton
Milton Keynes
MK10 9LD

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The Mover is designed on behalf of The Words Workshop Ltd by I Like Creative
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LEADER

The publishing dilemma

.....
Steve Jordan, Editor



I was talking to an old friend yesterday. We were discussing my dilemma about whether or not I should publish some stories that I believe to be in the public interest at the risk of incurring the wrath of the subject individual or organisation. We didn't agree.

Most stories in trade magazines are derived from press releases and interviews given willingly by people who have something to gain by publishing their stories or are, at least, happy for the item to appear. Some, however, are not and by publishing them I run the risk of legal challenges that are distressing, distracting and possibly devastating if I get it wrong. My friend said that I didn't have a responsibility to publish those stories at the risk of my livelihood. He was trying to protect me, but I felt that it was my job as the editor of the only independent publication in the industry to advise people about potential threats to them. Although I have no wish to risk everything I have for the sake of a story, how can my readers treat *The Mover* as a serious publication if I shy away from the difficult issues? If not me, then who?

I am pleased to report, however, that the government seems to have some sympathy with my problem and, from 1 January, 2014 has changed the law on defamation to make it harder for, in the words of the Justice Minister Shailesh Vara (see page 23) "wealthy people or companies to bully or silence those who may have fairly criticised them or their products".

This doesn't mean that it is now open season on everyone that has crossed me; stories still have to be substantially true and free of malice. But it does mean that I am more able to publish the stories I feel should be aired knowing that the law is on my side, not working against me. In consequence, you might notice a slightly more relaxed tone to our reporting as the year progresses.

On another subject, this issue has the first of our regular columns from Tony Richman. Tony is recognised worldwide as the Oracle on everything Europe. In my opinion he has been treated appallingly by the industry he has served so long and I am pleased and honoured that he has chosen these pages through which to share his thoughts.

Your comments on his opinions and any stories in *The Mover* are welcome, as always.

Steve Jordan



● Simpsons Removals' two new DAF FAs.

Simpsons Removals invests for growth in the UK trade sector

Simpsons Removals of Kent has invested in two new DAF vehicles to expand its fleet and increase the frequency of services on its main European trade routes to Germany, Austria, France and Switzerland.

Steve Simpson said, "We were delighted to take delivery of the two new trucks. Our business continues to grow at a steady pace and the addition of the new road trains to our fleet will help us to maintain that growth in the coming years."

The vehicles are both DAF FA XF105.460 4x2 drawbar rigid trucks with super space cabs and air suspension. All the metal fittings are in polished stainless steel rather than aluminium and the roof is constructed from aluminium sheet rather than the usual fibreglass top. The unit has five doors/five container capacity and the trailer four doors/four container capacity providing a total volume of 3,760ft³. The livery is light reflective making them unmissable on the road, especially at night. The total cost for the two combos was just over £300,000, representing a significant investment for the company.

A second trailer has recently been added to the fleet too. Unlike the 40ft step-frame trailer used almost exclusively on the company's

"We were delighted to take delivery of the two new trucks. Our business continues to grow at a steady pace ..."

Steve Simpson

European services, the new trailer is a 30ft urban trailer that can be used both domestically and in Europe, giving Simpsons Removals much more versatility in towns and villages, and in areas where access can be an issue for a longer vehicle.

"Our growth in the UK trade sector has allowed us to increase the frequency of departures on our main trade routes this year and we very much hope this trend continues in the future," Steve said. "We've also had to add a further 10,000ft² storage capacity to our warehouse facility to cope with the increase in the use of our storage facilities in the past 12 months."

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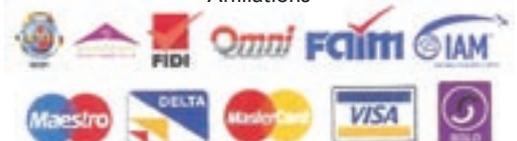


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NEWS: UK

**NEARLY
£1 BILLION
FROM HELP TO
BUY SCHEME**

In November last year ministers published figures showing that in the first month of the Help to Buy scheme more than 2,000 people had put in offers on homes and applied for a Help to Buy mortgage. That number has now trebled to more than 6,000.

The mortgages, once approved, would represent nearly £1 billion of new lending to aspiring home owners who may have previously found the property market out of reach because of the size of deposit required.

The government says that as part of its long-term economic plan to build a stronger, more competitive economy and secure a better future for Britain, it is committed to increasing the supply of housing and supporting those who aspire to own their own home.

New Help to Buy products

In January Barclays and Santander introduced their own Help to Buy products onto the market joining Lloyds Banking Group, RBS, HSBC, Virgin Money and Aldermore who have all launched products providing a wide range of options for first time buyers and other potential applicants in 2014.

The expansion will mean two-thirds of the entire UK mortgage market will offer products under the Help to Buy scheme, bringing home ownership to a growing number of people.

New figures show that an additional 20,000 households have also been supported by the Help to Buy Equity Loan scheme, a separate scheme where the government provides an interest-free loan to support the purchase of a newly built home.

House building is now growing at its fastest rate since 2008.



● Investment will help deliver 4,300 new homes.

£500 million boost to build affordable homes

Housing Minister Kris Hopkins has welcomed a deal that will release £500 million additional funding to build new affordable homes across the UK.

This new investment, secured through an agreement with the European Investment Bank (EIB) on 7 January, 2014, will help deliver up to 4,300 new affordable homes to rent. The funding will form part of the £3.5 billion Affordable Housing Guarantees programme, which enables housing associations to use a government guarantee to secure private investment at more competitive rates than they would otherwise.

"The deal with the European Investment Bank is a vote of confidence in our ongoing efforts to restore confidence to our housing market and get Britain building," said Kris Hopkins. "This £500 million investment will help deliver up to 4,300 new affordable homes across the country, on top of the 170,000 affordable homes we've already delivered since 2010."

Jonathan Taylor, European Investment Bank Vice President responsible for the UK said, "The initiative will significantly enhance construction of affordable housing



"The deal ... is a vote of confidence in our ongoing efforts to restore confidence to our housing market and get Britain building ..."

Kris Hopkins

by housing associations across the country. The European Investment Bank recognises the importance of long-term investment in the housing sector and is pleased to work with the UK government and experienced housing partners through this new, large scale programme."

New Driver and Vehicle Standards Agency to replace DSA and VOSA

A new agency with responsibility for maintaining vehicle standards has been launched as the Driver and Vehicle Standards Agency, Transport Minister Robert Goodwill has announced.

The new agency, which employs 4,600 people throughout the UK, will replace the Driving Standards Agency (DSA) and the Vehicle and Operator Services Agency (VOSA) with responsibilities for setting, testing and enforcing driver and vehicle standards in Great Britain.

Robert Goodwill said, "In June the department announced that DSA and VOSA would merge to form a new agency. This decision was made following the motoring services strategy consultation, and is a demonstration of the government's commitment to put customers and businesses at the heart of its services. The two organisations have a history of working closely together and the merger is an opportunity for the DVSA to provide even better and more efficient customer service to motorists and commercial operators. I fully support the new agency and look forward to seeing the DVSA take shape from April 2014."

There will be a gradual introduction of the new agency name ahead of the formal launch in April 2014, with no change to the level or quality of services during the transition period.



● Robert Goodwill.

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● Baroness Kramer visiting Future Blends.

Transport Minister visits 'advanced fuels' laboratory

Turning yoghurt pots into diesel and making jet fuel out of household waste are just two of the ideas in the spotlight as part of the government's new 'call for evidence' on advanced fuels.

Advanced fuels are low-carbon fuels produced using new technologies that can replace conventional fossil fuels. They are one of our best options for cutting carbon emissions from the transport sector.

Last December Transport Minister Baroness Kramer visited Future Blends, an innovative start-up in Oxfordshire that is developing the technology to turn agricultural and forestry waste into transport fuel. Future Blends was founded in 2012 by the Carbon Trust as part of its advanced biofuels programme called the 'Pyrolysis Challenge'. The company is developing technologies

to bring advanced fuels to local filling stations. Baroness Kramer took a tour of the laboratory and discussed the next steps for the company with CEO Nick Brooks. "Over a fifth of UK carbon emissions come from transport. That's why it's crucial we develop sustainable low-carbon fuels so that we can keep Britain moving while meeting our emissions targets," said Baroness Kramer. The government is looking at whether such innovative processes can help reduce carbon emissions and support the growth of a high-tech, highly-skilled industry. These technologies could also help to reduce reliance on expensive energy imports.

White & Co ranked 56th biggest player

White & Co has been ranked 56 in the Motor Transport Top 100 biggest players in the road transport industry.

An Palmer CEO of White & Co said, "It took a fair amount of effort to nearly get back to where we started in 2008. I think we are the only mover to make it into this league table, so it's quite an achievement I feel. During the period of austerity - and I am not suggesting that it is totally over - we managed to replace 61 trucks in our fleet (approximately one third) so we are in an excellent position with the fleet's strength and correct age profile to re-engage in an emerging, strong domestic and international market."

The MT Top 100 is a league table of the biggest players in the road transport



● One of White & Co's trucks.

industry, compiled using the most recent set of accounts published at Companies House for each company. It ranks companies by turnover, growth in profit, growth in turnover, and return on sales.

TfL warns of unofficial London Congestion Charge websites

Transport for London (TfL) is reminding people to take extra care when paying the London Congestion Charge online and to make sure they are using the official website - tfl.gov.uk/cclondon.

TfL is aware that a number of websites offer to pay the Congestion Charge on behalf of drivers.

However these websites are not official payment channels and they charge motorists a premium, in some cases as much as £6.

Unofficial sites pay search engines to promote their businesses and ensure they are the top items when people use terms like 'Pay Congestion Charge'. Around 1,000 people a day are, in many cases, unwittingly using unofficial sites to pay the Congestion Charge. The unofficial websites justify their inflated prices by claiming they offer extra services for customers such as e-mail confirmation and a dedicated phone helpline. However TfL offers these services free of charge.

There have also been a number of cases where these unofficial sites have failed to pay the Congestion Charge on behalf of their customers, resulting in drivers receiving a Penalty Charge Notice (PCN) from TfL for non-payment.

Garrett Emmerson, TfL's Chief Operating Officer for Surface Transport, said, "We urge customers paying the Congestion

"We are doing as much as we can to minimise the risk of unofficial websites or adverts misleading customers into paying more than they need to ..."

Garrett Emmerson

Charge online to be careful and to double check that they are paying via the official TfL website which is a quick and easy way to pay, and avoids any unnecessary charges".

"We are doing as much as we can to minimise the risk of unofficial websites or adverts misleading customers into paying more than they need to, including talking to Trading Standards, the Office of Fair Trading, the Advertising Standards Authority and search engine providers. We will continue to pursue these avenues but in the meantime we urge motorists to take care and only use TfL's website."



● This is what the official site looks like.

BUSINESS: PRICING

● Many companies need to change their pricing policies or risk damaging their revenues and profits.

Is it time to re-think pricing?

Following a recent UK pricing survey conducted by KPMG, the consulting company is advising businesses that they need to move on from recession-driven, volume-at-all-costs pricing or risk long-term damage to their company's revenues and profits.

According to Robert Browne, partner in KPMG's Strategy Group, the recession has forced many companies to focus squarely on volume and fight for every point of market share against a backdrop of shrinking demand and a buyer's market. "After several years of this, companies have been conditioned to think of pricing simply as a lever to drive volume – that by lowering prices, volumes will increase or at the very least, be maintained," he said. "Whilst this strategy may have helped businesses survive the recession, it isn't sustainable for the long term."

Mr Browne continued by saying that pricing is still overlooked and under-developed by most companies. "In our research this year, over 70% of companies said they could increase profits by at least 5% through more effective pricing and 40% believe they can generate at least a 10% profit improvement."

KPMG says that the impact of under-developed pricing strategies is best illustrated by the responses amongst companies within the food and beverage sector, where prices in some product categories have been reset permanently

lower by relentless discounting and promoting. Before the recession, discounts of 10 and 20% were commonplace and typically had a clear objective - for example to move older stock. However, now '3-for-2' and '2-for-1' offers have become so prevalent that shoppers will only buy on these terms. "The harsh reality is that lower prices do not drive enough volume if everyone lowers their prices, or increases promotional discounts, at the same time," said Mr. Browne.

"The harsh reality is that lower prices do not drive enough volume if everyone lowers their prices, or increases promotional discounts, at the same time ..."

Robert Browne

KPMG's research found UK companies fall into two distinct pricing camps. Half of companies surveyed are investing in profit-driven, proactive, and value-based pricing. Yet the other half has not moved on from the more traditional share-driven,



reactive and cost-based pricing. KPMG predicts that within the next five years, or even sooner, sophisticated pricing analytics will transform pricing in the UK and other developed markets. "In the future, prices for some products may change based on the time of day, month or year, or even the weather," said Mr. Browne. "Consumers have already demonstrated they can accept these pricing strategies for travel, and seasonal pricing strategies, particularly around Christmas, have been around for decades."

The moving industry worldwide has suffered from a lack of ingenuity in pricing for years. In many cases the price of moves is dictated by the lowest price available with little, if any demand-related variation, and an acceptance that the customer won't pay for quality. The concept of variable rates is not new. Nor is the principle of selling quality. The problem is that when the chips are down all the theory goes out of the window as companies fight to survive. Perhaps now, as the market recovers, is the time for a re-think with companies developing more innovative pricing structures and focussing more on selling quality than competing on price at all costs.



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NEWS: UK

Van Excellence – on the road again

The Freight Transport Association has announced the return of the Van Excellence Conferences 2014, which are scheduled to take place on Tuesday 8 April in Elstree and on Thursday 10 April in Manchester.



● Overloading and load security will be a key part of this year's conferences.

Following the success of last year's Van Excellence conferences, when VOSA informed attendees that the Authority would be undertaking a programme of targeted enforcement checks on vans in all the major towns and cities throughout Great Britain, and quoted the fact that an average 75% were subject to overloading prohibition, one of the key sessions of the 2014 events will focus on load security and

overloading.

Mark Cartwright, FTA Head of Vans and Logistic Buyer Relations said, "VOSA has made it clear that they've identified non-compliant van operators and that they will be making targeted stops. We all know that keeping vans within legal weight limits can be a challenge for many operators particularly those using vans as mobile toolboxes, and it is vitally important that we focus load security and overloading at

the Van Excellence conferences to ensure best practice is identified for all."

Other key conference sessions will include:

- Cost management – the hidden costs of operation;
- In-cab distractions - how to reduce risk;
- Lowering your carbon footprint – operator case study;
- Technology developments – telematics and driver behaviour.

Van Excellence is an industry-led initiative that aims to enhance standards of van operator compliance, celebrate operators who demonstrate excellence and represent the interests of the van industry.

Mark Cartwright continued, "The Van Excellence conference is the perfect opportunity for van operators to obtain the best advice from a practical, operational viewpoint, giving them peace of mind surrounding the operation of their van fleet. Whether they are existing Van Excellence members or not – it doesn't matter, these conferences are a must attend event for anyone who operates vans."

● For further information or to book a place call 08717 112222.

Easimovals of Dumbarton sold to local removals company

Easimovals, a commercial removals and storage company based in Dumbarton, Scotland has been sold to local removals company R.B. Steel & Co. The sale was negotiated by Bolton-based KBS Corporate, a specialist in company sales and brokerage services.

Owner James McCarry established the company in 1981 and quickly developed a reputation for offering a high quality, reliable removal service. Easimovals developed long standing trading relationships as an approved removal contractor to local authorities and other large west of Scotland companies including BAE Systems.

The new owner, R.B. Steel & Co, based less than seven miles away in Old Kilpatrick, was established in 1959 by Robert Steel and operates within the logistics, warehousing, general haulage, commercial property, self storage, commercial removals and house removals sectors.

The acquisition, which completed on 17 December for an undisclosed sum, will enable R.B. Steel and Co to absorb Easimovals' existing operations into its own and expand both its geographical coverage and service offering.

Corporate Deal Executive Ryan Bilsborough of KBS Corporate said, "I am thoroughly delighted that we were able to agree a deal that allowed my client James to retire but also ensured security for his entire staff post sale."

FTA celebrates its 125th birthday

2014 will be a big year on the Freight Transport Association (FTA) calendar as the Association celebrates its 125th anniversary.

FTA has been supporting the interests of the transport industry since 1889, when it was first established as the Mansion House Association on Railway Rates (MHA). FTA has since undergone changes to become the recognised face of the freight transport industry today.

FTA President Ian Veitch, said, "It is a fantastic privilege to be the President of FTA whilst we are marking its 125th anniversary. For any organisation to enjoy such longevity the foundation

laid by its members, its staff and its officers have to be both sound and relevant. I would like to thank the current generation of stakeholders and acknowledge with gratitude the dedication of past generations in leaving us a successful platform upon which to build the next 100 years."

FTA is one of the UK's largest trade associations and represents the transport interests of companies moving goods by road, rail, sea and air.

Notable milestones include the opening of the FTA Brussels

office, acquisition of Freight on Water, creation of the Member Advice Centre (MAC), providing the secretariat for the Global Shippers' Forum, establishing Van Excellence and setting up FTA Ireland.

Mr Veitch added, "This is also a time to look forward with great optimism and to embrace what I believe will be an exciting future. This has always been a 'can do' industry which will continue to provide the flow of goods that underpins our industry and our society. Happy Birthday FTA."



"It is a fantastic privilege to be the President of FTA whilst we are marking its 125th anniversary."

Ian Veitch

ONLINE CONVEYANCING SAVES UP TO 11 DAYS

According to Move with Us, the network of independent estate agents, homebuyers and sellers can reduce the amount of time it takes to buy or sell property by up to 11 days using a new online conveyancing system, which speeds up the legal part of the transaction and brings conveyancing into the 21st century.

For movers, the system will, presumably, further reduce the lead times they get from customers.

The system is called Navigator. It allows home movers to complete and share legal forms securely online, cutting out any hold ups that can be caused by postal delays and helping customers to be legally prepared much earlier on in the transaction. Move with Us says that this is welcome news for an industry that is currently reporting a slowdown in the time taken to complete the legal part of home moves.

Traditionally, conveyancing has been one of the longest and most stressful components of a home move. In fact, research completed by the Conveyancing Association highlights that over the last five years almost a quarter of all home movers believe their transaction has fallen through due to delays caused by poor communication.

Ian Fletcher, Director, Move with Us, said, "Navigator provides home buyers and sellers with simple and clear information allowing them to track the progress of their purchase or sale online and be legally prepared much earlier on in the transaction. This means that they can move quickly once an offer has been accepted. Initial results and feedback from customers have shown that by providing this information online in real-time, we can speed up the conveyancing process and reduce the amount of time spent by home movers sending information via traditional post."

Navigator is available exclusively to home movers that sign up for conveyancing through a Move with Us partner agent.

Advertise
in *The Mover* and get a
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● The piano moving market has contracted in recent years.

G&R announces changes for piano movements across Europe

G&R Removals, a piano moving specialist from London, has announced some structural changes that the company says will provide uniform service standards for piano movements across Europe.

In a letter to his customers Lance Green from G&R said that the market for pianos, grand pianos and similar instruments had contracted in recent years and the economic situation that continues in much of Europe has meant that it cannot be expected to improve in the short term.

"For this reason the companies G&R Ltd in London, Griffioen Transport B.V. in Bodegraven and P&M Logistics GmbH in Lichtenfels have decided to intensify and extend their existing partnership," said Lance. "The aim of this cooperation is to sustain present services for the 'piano sector' through the improvement of synergies and cost limitations whilst maintaining said services. In order to accomplish this, the three companies have agreed upon the following procedure from January 2014 onwards."

In future G&R Ltd will handle collection and distribution of all instruments in Great Britain; Griffioen Transport B.V. will look after the collection and distribution of all instruments in the Netherlands, Belgium and Northern France; with P&M Logistics GmbH handling the collection and distribution in the rest of the European countries, especially Germany, Austria and

"The three partners have the intention to extend the European network with more partners in the medium run, assuming that this assessment will be a positive one."

Lance Green

Switzerland, and the line haul between the three partners.

Lance said that customer relationships will remain unaffected and customers will keep the same contact person. "The results of the partnership will be assessed closely by the three companies," he said. "The three partners have the intention to extend the European network with more partners in the medium run, assuming that this assessment will be a positive one. This network will provide the piano sector with logistical services based on uniform service and quality standards."

HALF A BILLION POUNDS PARKING FINES PROFIT - A TAX ON BUSINESS TOO

The FTA has said that the half a billion pound profit for councils in England generated by parking fines last year, is a tax on business too.

The record profits from Penalty Charge Notices were reported by the RAC Foundation. The report showed that in 2012-13 a surplus of £594m was made from parking activities. Next year the figure is estimated to rise to about £632 million.

The Association noted that as well as the private motorist, these funds are raised by fining delivery companies who are trying to supply the goods that towns and cities need to keep functioning. FTA's Head of Urban Logistics Christopher Snelling said, "Many of our members are incorrectly fined as authorities are too eager to judge that they are parked when in fact they are in the legitimate process of delivering to local businesses. Many fines are also issued incorrectly when we had every right to be delivering in that location."



EVENT: TALENT DYNAMICS WEBINAR

Unlock the potential that exists within your team and business

On Tuesday 25 February, at 3pm, an online webinar, hosted jointly by Jane Finch of Moving etc... Network and Michelle Clarke, a former Head of Leadership Development for Retail at Marks & Spencer PLC, will explain Talent Dynamics – a technique for unlocking the full potential of your team, your business and yourself.

As you may know, psychometric profiling has been used for well over 50 years to figure out who's the best person for a new job, how the criminal mind works, or how entrepreneurial teams fit together to produce the most profitable results.

Now more popular than ever before within organisations who want to employ the right recruit, become more efficient and cut costs whilst growing their profits, psychometric tests are a proven method used by both big and small business owners who want to make sure their companies succeed and excel over their main competitors.

Psychometric testing has steadily increased over the last 10 – 20 years in popularity and Jane Finch at the Moving etc... Network thinks it's about time that we better understand ourselves and our colleagues, and see if profile testing will really make a difference to removers.

Working with Michelle Clarke, a former Head of Leadership Development for Retail at Marks &

Spencer PLC, Jane would like to introduce you to Talent Dynamics and show you how by taking a simple test you can dramatically increase your clarity and understanding of yourself and those around you. The Talent Dynamics profile test is just the first step of their powerful business development pathway, which enables rapid results through creating trust and flow at all levels of organisations.

Have you ever wondered why someone in your team did something or reacted in a certain way? Do you understand why you think the way you do and why they think the way they do? Is your staff engagement low, do you have a high turnover of staff? Is your company successful at making money? Or are you frustrated that it just isn't working out no matter how hard you try? Do you wonder why some movers in the industry are better than others or why you're more successful than they are? How often do you go out of your comfort zone? And how quickly do you go back and work at what you know best or what "feels"

more natural?

Every industry has its tools of the trade, its systems and processes, and its people. Without a strong team working together to achieve a common goal a business will very often fail, or not achieve its full potential and grow successfully. Finding the right balance and mix of talent is therefore critical to making your business run smoothly, efficiently and profitably. Get the balance wrong and things start to unravel and fall apart, and mistakes invariably happen. Customers and employees get upset or frustrated, and the company experiences problems. Both operationally and sales or performance related.

Getting better tools, giving better customer service, raising your prices, cutting your costs or fixing the system isn't always the answer. Most critically, you need to understand how all of your individual team personalities, characteristics and personal strategies for success work well, or not so well, together. Only then, can you identify what or more accurately who is missing from your

team, or who is in the wrong job.

Teams and companies with the most success, somehow magically seem to flow organically, make more sales, achieve better results and consistently exceed customers' expectations.

Unlocking the full potential that exists within your team and business is therefore the key to success.

Michelle Clarke started Talent Dynamics in 2009 and in less than five years she has grown Talent Dynamics to operate in 19 countries. Michelle claims that Talent Dynamics is the quickest and easiest way to get a team into and staying in Flow! She says that it helps you to understand how to get yourself and others into Flow and provides clear strategies and actions for teams to take based on their profile, to achieve a desired result.

Talent Dynamics isn't about what you know as a remover, or improving how skilled you are at the job you're trained for. It's about understanding who you are as a person and recognising your inner thoughts and strategies with clear vision, so you can easily see the steps you need to take to move forward successfully and flow with your team, therefore avoiding the ones that don't or won't work for you and work against your team.

When you nurture the talent that you have, and allow it to shine brightly, value is created and that value can then be leveraged to create more value, which then creates attraction. Once you have attraction, everything starts to flow towards you: money, customers, employees, suppliers, opportunity, trust, reputation and wealth.

Michelle is committed to providing businesses with the opportunity to transform performance through experiencing the benefits of trust and flow. Michelle and Jane invite you to attend an introduction to Talent Dynamics. This is an interactive session from which you will get great value on a personal level and also an insight into how powerful getting your colleagues into flow will be.

Talent Dynamics webinar:
Tuesday 25 February
3pm (UK time)

To find out the full details and book your place on the webinar go to www.movingetcnetwork.com and click on the Talent Dynamics button on the home page.

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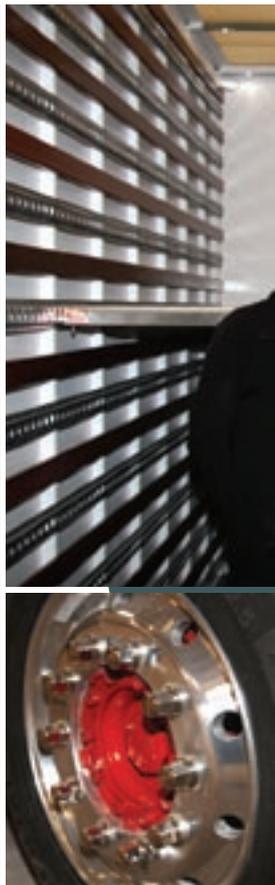
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TheMover

TRANSPORT: MATT DE-MACHEN'S SCANIA 560



● The Scania under construction at UVB in Warrington.



The good, the great and the downright wacky

There are moving trucks and there are moving trucks. Steve Jordan visited UVB in Warrington to see the latest Matthew James vehicle in work. It's not an ordinary truck; then again, Matt De-Machen, the company's owner, is not an ordinary mover.

The vehicle epitomises Matt's love of trucks in general and Scania in particular. It's a Scania V8 560, Euro 5, greatly overpowered for the job of hauling the road train to Spain and back but it's what Matt wanted. Asked why he said: "It's the best truck there is. It will last me for 12 years and do 1.5 million kilometres." The engine in particular gets Matt's juices flowing. "Everyone goes mad for the Scania V8," he said. "It's the sound of them; even with the engine ticking over. The sequence, the way they fire is just amazing. No-one has ever got an engine to sound like a Scania V8." He's almost disappointed because the sound proofing on the Scania is so good he can't hear it properly. This is the second super road train Matt has built. The first one graces the

centre pages of *The Mover* every month. But he hasn't always been so fortunate. "I used to run my 210 DAF up and down to Spain with a 2,300 cube lorry plus a 600 cube trailer. I used to be sitting in second gear on the hills watching the heater gauge going up. That was lorry driving back in those days. We are spoiled now." The new road train has a 26 tonne lorry (five doors) with a 16 tonne trailer (four doors) giving a total carrying capacity of around 3,850ft³ and a payload of 24 tonnes. There are three axles on the front to avoid any danger of overloading. The body is constructed of the unique UVB, self produced GRP panelling that gives both structural strength and a smooth outside look. But Matt wanted something more. As the vehicle is mainly

used for running to Spain he wanted it to look perfect in any weather conditions. "We made a thicker panel and reduced the pitch of the uprights to give a more solid appearance outside," explained Terry Sinnott from UVB. "Most GRP bodies are designed to flex with the weather which creates a ripple effect in the summer. But Matt's truck will look perfectly flat even in Spanish heat."

Left hand drive makes for easier driving and better safety when in Europe. All the loading doors are on the European kerb side too.

The vehicle is loaded with all the expected extras – and quite a few surprising ones. Air ride suspension all round, for example, gives the best ride and allows the driver to lift the suspension to negotiate high curbs when manoeuvring or for the easy loading of vehicles. Terry said this was very handy when loading flash cars. "If you take the front up and the back down you can easily drive a vehicle in the back using the ramps, even a low car such as a Ferrari."

The car ramps are stored in a specially designed locker under the vehicle that fits around the chassis geometry and so takes up no space in the load carrying area. They can be retrieved from either side.

The roof is thicker than normal for additional strength and pillar centres are closer together to give a flatter appearance. UVB also used shallower cross section on the roof and the under frame on the



● Fuel cover for styling and security.

TRANSPORT: MATT DE-MACHEN'S SCANIA 560



● Above: Shaun Foy demonstrates the LoadLock and decking allowing the crew to build a floor anywhere to load over cars or fragile loads or to create a separating bulkhead when doing multiple deliveries; left: alloy wheels all round save weight, save fuel and look great; right: The auxiliary battery is located in a specially designed locker; far right: hockey stick lighting.



● Above: the external lift fits into a specially elongated locker on the lorry, can be assembled in 30 minutes and provides external access to properties up to seven storeys high; left: rear facing LED lights for safe reversing.

chassis is as low as it can possibly go to give the best possible internal cube. The floor is made from one inch timber with reinforced cross members to handle additional loading weight and provide durability.

The body framework is stainless steel, highly polished and fitted out with LoadLock and decking throughout so the crew can build a floor anywhere to load over cars or fragile loads or to create a separating bulkhead when doing multiple deliveries. "We have done most of these things before, but not for many years," said Terry. "Some younger members of the industry might not know that these things are possible."

Now for the extraordinary

So far the specification is impressive, but now it begins to get a bit different.

A 24v winch can be placed in any one of four points (two in the lorry and two in the trailer) for easy loading of cars without risking the smell of a burning clutch. There are LED lights fitted throughout the length of the interior to make loading easy when the light is bad. A separate set of batteries with split charger system powers the lights in the trailer when the lorry is absent so work can continue in a safe working environment. There's even a time delay switch on the lights so that they cannot be left on overnight and flatten the battery. "We've all had the experience of finding a vehicle with a flat battery in the morning," said Matt. "It can take hours

to get it started again and completely disrupt the next day's work."

Outside the Project Manager Mark Edwards has stretched the design in directions previously unheard of. There is a special locker for the driver's diesel gloves so they don't have to be kept inside the cab; a purpose-built locker for

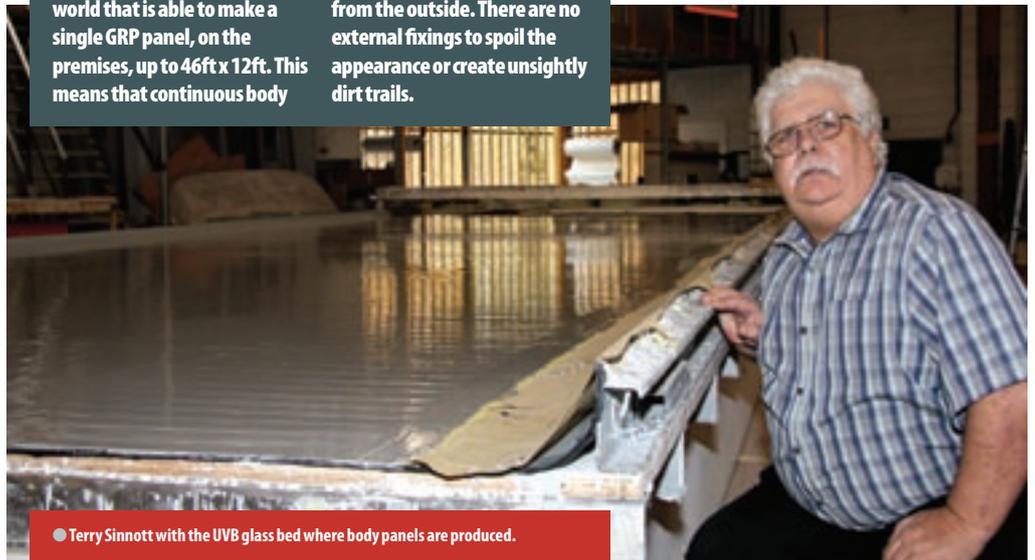
the auxiliary battery in the trailer; alloy wheels all round to reduce weight, improve fuel consumption and look beautiful; high-intensity rear-facing LED lights on both lorry and trailer; very swish little flush covers for the fuel filler that look smart and provide security; and even an external shower to provide a relaxing wash after a hard day's work in the Spanish sun. "It's got a 180 litre header tank that should give two weeks of showers," explained Mark. "It can also be used as a mini jet wash to keep the vehicle clean."

One key feature matt has included is an air-operated sliding beam coupling between the lorry and trailer. This »

What makes Unique Van Bodies unique?

Apparently UVB is the only vehicle body builder in the world that is able to make a single GRP panel, on the premises, up to 46ft x 12ft. This means that continuous body

panels are seamless so provide added strength and look great from the outside. There are no external fixings to spoil the appearance or create unsightly dirt trails.



● Terry Sinnott with the UVB glass bed where body panels are produced.

TRANSPORT: MATT DE-MACHEN'S SCANIA 560



● Far left: Katie Scott (the painter's daughter) polishing the red lacquered chassis; bottom left: the car ramps are stored in a specially designed locker under the vehicle that fits around the chassis geometry and so takes up no space in the load carrying area; above left: An air-operated sliding beam coupling between the lorry and trailer. This allows the gap between the two bodies to be adjusted to provide extra clearance on tight bends and uneven road surfaces; left: Jeff Plume shows the winch positioning for easy loading; below: the external shower.



allows the gap between the two bodies to be adjusted to provide extra clearance on tight bends and uneven road surfaces. "If you go around a mountain or across a dip in the road, the road trains can easily hit together at the top causing serious damage."

But perhaps the star of the accessories show for this vehicle is the permanently fitted external lift. It fits into a specially elongated locker on the lorry, can be assembled in 30 minutes and provides external access to properties up to seven storeys high. "Our Depot Manager Steve Turner had the idea," said Matt. "He realised that external lifts are used every day in Belgium and Holland. Having our own lift would mean that we wouldn't have to wait for assistance or incur charges of around £350 a time. Also in Spain it means we can often use the lift to get access to a balcony or terrace and significantly reduce the length of carry."

But getting it in the locker was a problem. "We did a lot of head scratching," said

Terry. "In the end we switched both fuel tanks to the offside so we could increase the size of the kerb-side locker to accommodate the lift."

Dressed in red

A feature that few will ever appreciate, except Matt of course, is the chassis paint job. Before it arrived at UVB, the chassis spent five weeks in the paint shop being fully painted in red and lacquered, including the engine, by Lee Atchison at the LA Spray Shop in Barnsley. Nobody can see it from the outside, but Matt knows its there.

Of course the cab comes ready fitted with Scania standard equipment including leather seats, a fridge, freezer and microwave. But for Matt that's just the starting point. When the vehicle leaves UVB the cab will be subjected to a complete refit the likes of which will probably never have been seen before in the history of the moving industry. *The Mover* will report on this and the results



● 560bhp Scania V8 power – makes a great noise!

of the complete body airbrushing, in a future issue.

"This has been the most stress free lorry build I have ever done," said Matt. "I have built over 60 trucks and this has been the most complex and the easiest. Terry and his team at UVB really know what they are doing and care about getting it right. I really appreciate their professionalism and their attention to detail."

The truck will be on the road this spring.



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NEWS: INTERNATIONAL

INTERMOVERS MALAYSIA RUNNER-UP IN SUSTAINABILITY COMPETITION

Intermovers Malaysia was short-listed in the annual Sustainability Awards for Supply Chain & Logistics. Other nominees included, Guinness Anchor Bernhard - the brewery that produces Heineken, Tiger, Guinness and Kilkenny in Malaysia - Phillips, Shell, Unilever, Maybank, Hilton Hotels and AQ Malaysia.

International Sales Manager Julien Wilkinson gave a presentation showing how as an SME the company had continually driven down costs by a series of initiatives such as moving to a new purpose built warehouse with energy efficient lighting, recycling packaging materials and switching to electronic invoicing.

Intermovers was awarded second place in the competition. "To receive runner-up in such a prestigious presentation here in Malaysia is a huge compliment," said Julien. "This has been a great year for Intermovers Malaysia getting our three year FIDI FAIM audit with 100% compliance in May. I look forward to meeting my BAR friends and associates at the BAR Conference in Glasgow in May."



● Julien Wilkinson presents at the awards event.



● Siim Kallas.

EU transport ministers call for tighter cabotage rules

French minister, Frédéric Cuvillier, has written to EC transport commissioner, Siim Kallas, demanding that he "take measures as soon as possible" to address infringements of cabotage regulations in the sector.

The letter was co-signed by Cuvillier's counterparts in Germany, Belgium, Denmark, Spain, Finland and Italy.

Road transport operators throughout the 28 EU member states are at present allowed to carry out a maximum of three domestic transport operations in fellow member states over a seven-day period, immediately following an international operation but operators in the western EU states and also in Scandinavia have long complained of unfair competition from lower cost base trucking companies from the Baltic states and Eastern Europe.

In May this year, Kallas bowed to pressure from road haulage federations and shelved plans to introduce a cabotage scheme without restrictions across the EU from 2014. Cuvillier has invited his counterparts "to a major conference" in Paris next spring on the theme of unfair competition in road haulage in the EU. It will debate the promotion of the harmonisation of EU regulations relating to the employment of truck drivers - rest periods and the duration of time spent behind the wheel, for example, as well as the conditions governing the admission to the occupation of road haulage operator.

Changes to toll collection in Slovak Republic

SkyToll, the electronic toll collection organisation for the Slovak Republic announced major changes to its toll collection system effective from 1 January, 2014.

Under the new system vehicles are required to have an onboard unit to pay tolls, emission categories have changed, toll rates have changed and more roads added to the toll network, and there are new volume discounts available. If you travel to the Slovak Republic, make sure you are up to date with the latest rules before you go. More information at www.emyto.sk.



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

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

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● Pulling together - De Haan family members operating the pile driver.

De Haan expands storage facility

In November, the 9th generation of the De Haan family, together with Wim de Haan, Arend Reijm, Leonard Gort and the contractor drove the first pile for the foundation of a new container storage facility.

A traditional Dutch pile driver was used during this ceremony to mark the launch of the construction of this new facility next to the existing De Haan depot. The storage expansion will provide safe, temperature-controlled storage to meet the growing demand for both temporary and long-term container storage. The

modern facility is designed according to the highest requirements for secured storage, Authorized Economic Operator (AEO), and will be equipped with a high-tech fully automatic container crane. The containers can be stacked five high giving a total storage capacity of 520 20ft containers. The new warehouse is planned to open in April 2014.

New import regulations for Japan

MovingJapan.com has advised *The Mover* of new Importer Filing regulations for shipments into Japan that come into effect in March 2014.

In an effort to have more stringent border security measures in place, Japan will introduce new rules to screen maritime container cargo similar to ISF (Importer Security Filing) regulations in the USA. Cargo information will need to be filed by carriers, and NVOCC operators 24 hours before departure of a vessel from the port of loading. Unloading in Japan is prohibited if filing obligations as per Japan Customs Law Article 16 are not met. A fine up to JP¥500,000 (US\$5,000) or imprisonment of up to one year (Article 144 Japan Customs Law) can be applied if filing is not completed by the filing deadline. All carriers and NVOCCs must comply.

The company said that as household goods movers it is not required to make the filing however the carriers and NVOCCs it



uses for shipping are obliged to file, and should request cargo details for this purpose. If they do not have systems in place, there is the potential for cargo to be returned to origin.

● For more information about how the new regulations will affect your shipments to Japan contact www.movingjapan.com.

The European Connection

Tony Richman



The power of the future

I have watched *The Mover* magazine evolve and mature into what I think is one of the best, if not the best, trade magazines now serving the removals and storage industry. So, as you can imagine, I was delighted when Steve Jordan invited me to air 'sticky' topics at an EU level.

For those of you too young to remember – that's probably all of you – I was at the helm of our family company's European Road Removal & International services for forty years before we sold the business in 2004. Running large vehicles on such long haul journeys certainly presented some serious challenges and concerns – the cost of fuel and keeping vehicles up to date being near the top of the list.

For removers today matters concerning fuel and future plans for vehicle replacement programmes are even more worrying, not least, due to the concerns about the future availability of fossil fuels and the ever-hardening environmental legislation. Some of you may already be contemplating plans for investing in vehicles powered by alternative fuels but, at the same time, concerned about refuelling-infrastructure or the lack of it! I thought it wise, therefore, to kick off with at least one of these points by informing you about the plans being discussed in the EU corridors of power – no pun intended!

During a recent Transport, Telecommunications and Energy Council session, which was devoted to transport issues, the European Union Member States adopted a general approach on the deployment of Alternative Fuels Infrastructure Directive which is part of the Clean Power for Transport Package.

It is the first EU-wide legislation of this kind, setting the general framework for development of infrastructure for electric vehicles as well as liquefied natural gas (LNG), compressed natural gas (CNG) and hydrogen powered vehicles and vessels. Once adopted it will allow the Member States to establish and maintain a minimum level of alternative fuels infrastructure in the EU and will contribute to the functioning of the European single market.

Creating sufficient infrastructure and common standards are considered crucial actions to boost consumer demand for alternative fuels and for vehicles designed to use them. At the same time, they would encourage manufacturers to develop and build such vehicles.

The main objective of the Directive is to increase the usage of alternative fuels and thereby to reduce the negative impact of transport on the environment. Common technical standards at the European level will enable interoperability of alternative fuels infrastructure.

Setting of common standards is important also for manufacturers as it will allow for focussing on investments, reducing the cost of manufacturing and ensuring that users can use the alternative fuels infrastructure across the EU.

Next steps

The directive will also have to be approved by the European Parliament to be adopted. The negotiations between the Member States and the Parliament are expected to be finalised during the Greek Presidency.

● For more information about 'Clean Power' for transport visit: <http://goo.gl/BgzChD>.

Tony Richman

PROFILE: PACK & SEND



**Pack & Send:
packing service for movers**

Pack & Send is a company new to the UK that just might be able to provide a valuable service to moving companies. Steve Jordan met with Keith Demner from the company's Milton Keynes office.

Pack & Send is part of an Australian franchise that offers a range of international and domestic postal, freight courier, courier packaging and part removal services. The group began trading in the UK in 2009.

The company specialises in packing fragile or tricky items that might be beyond the talents of your average moving crew. If your customers do have treasured items that you feel need a little extra TLC, Pack & Send will be able to help.

Keith explained that no two jobs are ever the same yet a large number of assignments involve shipping fragile and valuable antiques. These items frequently involve a high degree of skill in packaging.

"In this business I get the most enjoyment out of coming up with solutions for unusual pack jobs," explained Keith. "Recently there was a job to transport 15 life size mannequins from deep within

the bowels of HMS Belfast in London to America. Each mannequin was very expensive and delicate. They all needed their own individual crate too. The real challenge came about when we realised they all had different poses. Some were sat down, some were pointing fingers, for instance. That was an interesting job accomplished with a much needed degree of skill and attention to detail."

One service offered by Pack & Send is the packing of delicate items using bespoke, reusable expanded foam. The system is quick and effective and provides the best possible protection against shock and vibration. The company will collect from anywhere within its catchment area, pack and either ship it direct or deliver it back for inclusion with the main consignment.

Why not give it a try next time you have a customer that demands the best and is prepared to pay a little extra. Pack & Send have outlets throughout the UK.

● **Pack & Send:** call: 01908 380060 or e-mail: miltonkeynes@packsend.co.uk

● Left: Keith Demner with examples of some of the items Pack & Send has packaged.

Packing the Pack & Send way



1 The expensive and fragile item is wrapped in soft packaging materials.



2 The item is placed at the bottom of the empty box.



3 The item is covered with a protective plastic sheet.



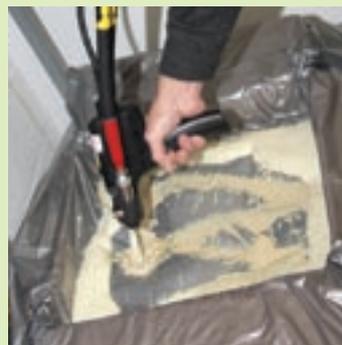
4 Expanding packaging foam is added.



5 The resulting foam mould and the item are removed from the box.



6 The foam mould and the item are replaced face up in the box.



7 The item is re-covered in protective plastic and the remaining space in the box filled with packaging foam.



8 More protective plastic is added, before the box is sealed and labelled for shipping.

CALLING ALL HR AND MOBILITY MANAGERS

The 2014 Santa Fe Global Mobility Survey is in full swing again with HR and Mobility Managers invited to take part. If your company is working in the corporate mobility business maybe you might like to invite your clients to take part.

The survey is aimed at people who are responsible for overseeing their company's employee assignments. The survey can be completed in a range of languages including Russian, Chinese and Arabic.

Santa Fe said that last year, over 1,000 organisations took part globally, making it the world's largest and most reliable survey of employee mobility programmes. Those taking part will be the first to receive exclusive access to a pre-publication version of the Global Mobility Report 2014 and receive access to the results via the Benchmarking Web Portal. The Portal allows HR professionals to benchmark their profiles against over 1,000 other mobility programmes worldwide, gain an insight into key mobility trends and issues for different industries and programme sizes and identify different mobility strategies.

Those competing are also allowed to opt into a free prize draw to win one of 20 iPod Shuffles and a donation to UNICEF on their behalf.

A truly global survey

The survey goes deeper than other research studies to provide an insight into both key assignment centres and more challenging locations around the world. Results from mobility programmes managed by companies based in Africa, Latin America, Eastern Europe and Asia provide a unique perspective.

The survey will also look at how other companies maximise return on investment from their assignments; and the extent to which companies around the world are going in their search for talent.

The survey is conducted by independent B2B market research company, Cirde Research.

● To take part in the survey, visit: www.cirde-surveys.com/uc/Cirde/39c0/.



● Vehicles as well as citizens can now travel easily between EU Member States.

Less hassle when moving cars in the EU

A European Commission proposal will simplify registration processes and reduce formalities associated with moving automobiles throughout the EU.

This means that not just citizens, but also their vehicles will be given the green light to easily travel between Member States.

It has been 20 years since the creation of the internal market, which allows goods and people to freely move throughout the European Union. However, two decades later, European citizens are still unable to easily transfer cars between Member States because of burdensome vehicle registration procedures and paperwork. According to the 2010 EU Citizenship Report, vehicle registration is one of the main obstacles that citizens face when applying their EU rights in practical life.

Some of the problems include confusion about where to register vehicles, long and complicated procedures, cumbersome documentation and repetition of

technical inspections. These concerns – which in 2012 affected some 3.5 million Europeans who moved cars between Member States – are currently dealt with by national legislations, and often the European Commission and the European Court of Justice must intervene to solve particular cases. This is all about to change.

The European Commission submitted a legislative proposal that will eradicate lengthy procedures for people who move permanently with their vehicle or purchase one in another Member State. The proposal should benefit both citizens and businesses: in addition to enabling citizens to better exercise their right to freedom of movement, the proposal should lead to a very substantial administrative simplification with substantial savings overall for businesses, citizens and registration authorities.

EU to raise small claims

Since 2007, the EU has had a procedure to resolve small civil and commercial disputes in a hassle-free way: the European Small Claims Procedure, which the European Commission is making even simpler, cheaper and more relevant for consumers and businesses.

A Commission report on the European Small Claims Procedure, has found that the upper limit of

€2,000 for filing a claim excludes too many low-value disputes, particularly disputes involving small- and medium-sized enterprises. Some Member States, including the United Kingdom (that already has an upper limit of £10,000), have special procedures to deal with small claims, available for both domestic and international disputes. But that is not true of all Member States and even where a claimant successfully obtains judgment he or she may be faced with additional procedures if that judgment has to be enforced in another Member State.

New RO/RO services in Italy and Spain

A new RO/RO freight and passenger service is being operated twice-weekly departing from the Italian port of Ravenna on Wednesdays and Saturdays.

This service is additional to those already offered by Grimaldi between Italy and Greece, via the Grimaldi Lines and Minoan Lines brands. Grimaldi Lines already offer daily departures between Brindisi, Igoumenitsa and Patras for goods and passengers as well as a weekly departure from Genoa, Livorno and Catania to Patras for cargo only. In addition, Greek subsidiary Minoan Lines offers direct services from Ancona and Trieste to Igoumenitsa and Patras, six and three times a week respectively.

In January the French operator LD Lines introduced a weekly sailing between Poole and Gijón. The service will leave Poole on Tuesdays with the return leg departing from Spain on Fridays. On 7 January, 2014 LD Lines also launched the first ever ferry link between Ireland, Western France and Northern Spain - connecting the ports of Rosslare, St.Nazaire and Gijón with a weekly round trip, effective 7 January, 2014. These services are in addition to the successful start of the company's new Poole-Santander route which commenced in November 2013 operating from Poole on Saturdays and returning from Santander on Sundays, by-passing the weekend HGV driving ban in France.



● LD Lines by-passes the French HGV ban.

NEWS: INTERNATIONAL

Voerman employee runs for the Olympics

Yury Sokolov, an employee from Voerman in Russia, has been honoured with the task of being one of the relay of Olympic torch bearers for the 2014 Winter Olympics in Sochi. Yury has been with the company for 15 years.

Voerman has been chosen as a logistics partner for the 40,000km torch relay and Yury is one of the drivers. The whole of the Krasnodar region in Russia is extremely busy in preparing the infrastructure, facilities and everything else that has to be ready before 7 March, 2014. With only three months left a lot of work still needs to be done with Voerman playing a big role for its partners. Voerman has said, however, that having been working in Russia for 20 years one thing is certain: "If it needs to be done, it gets done."

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GSF calls for action on shipping surcharges

According to the Global Shippers' Forum (GSF) shippers in Africa, Asia, the Indian sub-continent and South America are calling for urgent action on unsubstantiated shipping charges and surcharges.

The GSF says that shippers are demanding greater transparency in shipping charges, including terminal handling charges and a plethora of surcharges they do not believe reflect the real costs of the alleged 'services' provided.

The GSF has welcomed the recent intervention by the Sri Lankan government in introducing reforms to ensure fair trading practices. In response to protracted lobbying by the Sri Lanka Shippers' Council to address unfair trade practices prevailing in the shipping industry in Sri Lanka over many years, the government acted to strengthen the powers of the Director General of Merchant Shipping to deal with anti-competitive practices, unfair charges and to create greater transparency into shipping charges.

Chris Welsh, Secretary General of the Global Shippers' Forum said: "The proposed Sri Lanka reforms are likely to be a catalyst for wider demands, especially in the developing world, for greater regulatory oversight of liner shipping and

shipping charging practices where anti-trust exemptions remain in place. In the absence of effective competition in many regions of the world, there is a growing belief that tougher controls on liner shipping are needed to regulate carrier practices relating to freight tariffs to provide much needed transparency into shipping charges and surcharges. The GSF favours a market-led and fair competition approach to ensure open and competitive ocean transportation markets. However, in the absence of open and competitive markets it is increasingly likely that shippers will demand new regulatory agencies, or at least regulatory oversight, of tariffs and charges to ensure they are fair and equitable. I hope that a resolution of these long-standing grievances can be achieved before it comes to that, but momentum is building for a regulatory approach."

The GSF will give further consideration to the issue at its up-coming Annual Meeting in Los Angeles, USA, on 10-11 March, 2014.

Nick Masee honoured by Japanese philanthropy association

Nick Masee, who manages Asian Tigers Mobility in Japan, has recently been awarded the 16th annual Machikado Philanthropist Award at a ceremony in Tokyo, presented by the Japan Philanthropy Association. The award is made every year for tireless efforts to raise money for challenged children. Nick, who comes from Vancouver, is the first non-Japanese to be so honored.

Nick has led a private fundraising effort since 2002 that has helped to raise approximately US\$250,000, with most of those funds being donated to the YMCA in Japan to support their Challenged Children Programs. Nick is also the current Chairman of the FCSC, a volunteer group who help support the ongoing fundraising activities of the YMCA CCP.



● Nick Masee pictured with the award and his friend and supporter Richard Ragains.



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LEGAL: NEW LIBEL LAW



● Individuals or companies who are criticised will no longer be able to react with unfair legal threats.

legal action. These laws coming into force represent the end of a long and hard-fought battle to ensure a fair balance is struck between the right to freedom of expression and people's ability to protect their reputation."

The Defamation Act contains a series of measures that include:

- Protection for those who are publishing material on a matter of public interest where they reasonably believe that publication is in the public interest;
 - Introducing a new process which should help a person who feels an online statement is defamatory to resolve the dispute directly with the person who has posted the statement. This offers better protection for the operators of websites hosting user-generated content, provided they follow the new process. New regulations have been introduced to ensure that this process operates effectively;
 - A single publication rule to prevent repeated claims against a publisher about the same material;
 - Action to address libel tourism by tightening the test for claims involving those with little connection to England and Wales being brought before our courts;
 - Greater protection for secondary publishers including booksellers and newsagents by removing the possibility of an action for defamation being brought against them if it is reasonably practicable for an action to be brought against the primary publisher.
- The old laws on libel had been criticised for being outdated, costly and unfair - the new law seeks to ensure effective protection for freedom of expression and encourages open and honest public debate, whilst still protecting those whose reputation has been unjustly attacked.

New libel law discourages trivial defamation claims

Libel laws in England and Wales were significantly reformed on 1 January, 2014, to provide clearer, better protection for people publicly expressing opinions.

The Defamation Act 2013 reverses the chilling effect on freedom of expression current libel law has allowed, and the prevention of legitimate debate we have seen in the past. For example, some journalists, scientists or academics have faced unfair legal threats for fairly criticising a company, person or product.

For the first time a new serious harm threshold has been set to help people understand when claims should be brought and discourage

"These laws coming into force represent the end of a long and hard-fought battle to ensure a fair balance is struck..."

Shailesh Varma



trivial claims that harm freedom of speech and unnecessarily take up court time.

"The introduction of these new measures will make it harder for wealthy people or companies to bully or silence those who may have fairly criticised them or their products," said Justice Minister Shailesh Varma. "As a result of these new laws, anyone expressing views and engaging in public debate can do so in the knowledge that the law offers them stronger protection against unjust and unfair threats of



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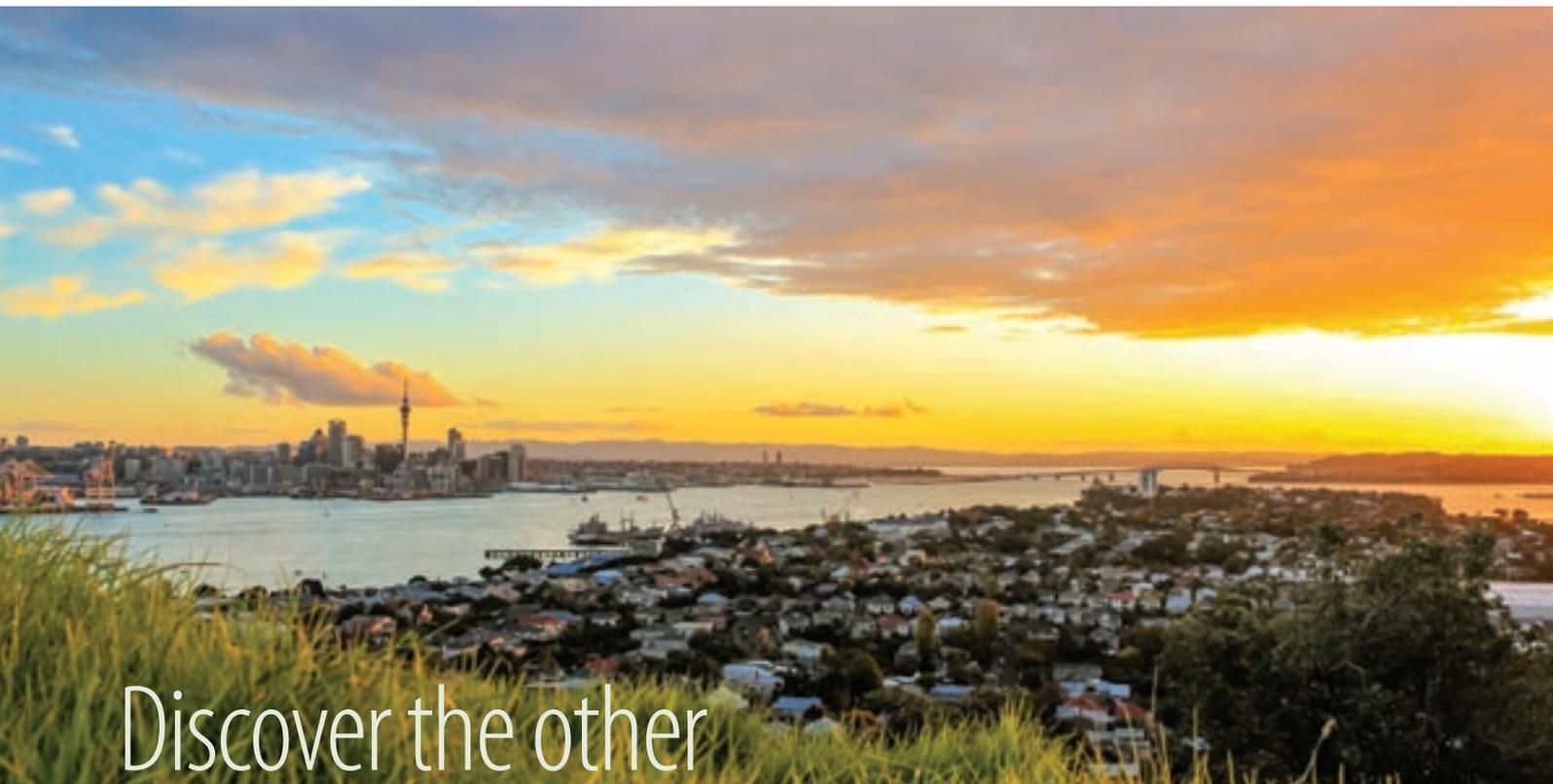
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FEATURE: NEW ZEALAND



Discover the other land down under

New Zealand (NZ) is so far away from England that if you travelled beyond its islands you'd actually be travelling back home again from the other direction. Ed Roberts visited for four months back in 2007 and he still retains strong links to the fabled land of fire and ice.

When asking your average man or woman on the street what or whom pops into their heads when they think about NZ and New Zealanders, the first things they're bound to come up with would probably be the Maori, *Lord of The Rings* films, the Haka, the kiwi bird, its natural beauty, Milford Sound, NZ lamb, the All Blacks and at a push *The Flight Of The Conchords*. Of course this is barely the tip of the iceberg.

Like everywhere else there are local traditions, products, institutions that are commonplace and taken for granted but unknown elsewhere. New Zealand is no different. Any of these ring a bell? - Bruno Lawrence; 'Kia Ora,' Haast's Eagle; the Waitangi Treaty; Speights Beer; the possum; the Kauri tree; or Cape Reinga? All of these are dominant and present in the Kiwi psyche and everyday life but what are they?

It's also a land of surprising facts. For instance, the atom was first split in NZ by Ernest Rutherford, the famous Austrian painter Friedensreich Hundertwasser emigrated there. NZ was also home to the largest recorded species of flightless

bird, the Moa, and the colossal Haast's Eagle (both now extinct.) It's a country full of quiet, yet jaw dropping wonder.

NZ is a chain of three large islands and a series of smaller ones in the South Pacific Ocean. The main land masses are North Island, South Island and Stewart Island (which is virtually uninhabited). The indigenous Maori name for NZ is Aotearoa, which translates as 'Land of the Long White Cloud'.

Unpopulated by humans until the arrival of the Maori around 1,200AD NZ is still a unique biosphere teeming with a variety of animals, birds, reptiles, plants, trees, ferns and moulds. But it wasn't until Captain James Cook mapped the eastern coast of the North Island in the late 18th century that NZ became of interest to the British Crown. After the initial European influx much of NZ's land was carved up between the French and international merchant companies with no regard for the indigenous Maori tribes and the majority would not be returned until the 1970s. Perhaps the most important event in New Zealand history – the famously controversial Waitangi Treaty (1840) – came as the result of an increasing

● Above: sunset over the city of Auckland.

lawlessness. This was drawn up for Maori tribal leaders who had asked for the protection of the British Crown. Henceforth, NZ became a British Colony.

Since the treaty was signed by the majority of NZ's Maori leaders there has been a steady influx of British migrants to this day. NZ had its own gold rush period in the Central Otago and the West Coast (Grey River) regions. Also the first oil well in the Commonwealth was sunk at New Plymouth in 1865. The twentieth century witnessed the international establishment of New Zealand. A welfare state was established in 1930 and NZ joined Australia to fight in both world wars (ANZACs).

Today NZ's population is predominantly made up of British descendants and the Maori. The three official languages are British, Maori and NZ sign language. NZ is a member of the United Nations, Commonwealth of Nations, ANZUS, the Pacific Islands Forum and the Asia-Pacific Economic Cooperation. The country's head of state is the Queen of England but it is governed locally.

A recent resurgence of Maori culture has seen their traditional arts of carving, weaving and tattooing become more main stream. The country's culture has also been broadened by globalisation and increased immigration from the Pacific Islands and Asia. NZ's diverse landscape provides many opportunities

Business optimism soars in New Zealand

Errol Gardiner, Managing Director of New Zealand Van Lines and President of FIDI shared his observations on New Zealand's positive economic shift and his nation's optimism for the future.

According to new research from Grant Thornton's International Business Report, New Zealand was ranked sixth in the world for business optimism. This surge in optimism is reinforced by signs that the nascent recovery is more wide-ranging than previously thought and that the mature economies of the UK and USA are beginning to drive global business growth once again. Also China's optimism spells good news for New Zealand. As it is the largest economy on its side of the world, any upswing in positivity is expected to have a positive local effect.

New Zealand is now reaping the benefits of some recent sensible government management of the economy as a result of the global financial crisis with a 4% growth expected for the local economy in 2014. A shift in the global dynamic is also anticipated with the UK and USA

optimistic about business growth opportunities whilst emerging frontier markets like the BRICs could face the prospect of a slow down.

By comparison, New Zealand's neighbours Australia were less upbeat, being placed 26th out of the 45 countries surveyed. Unemployment is set to hit an estimated 6.5% in Australia prompting a continuation of the increased migration of its citizens to New Zealand in search of work. New Zealand immigration figures recently reported the largest monthly inflow since 2003. Also highlighted was a marked decrease in New Zealanders departing to Australia. The influx is expected to have a knock-on effect on rising house prices and an increase in new homes (with 1,800 new builds granted consent in 2013 - the highest number since records began 37 years ago) across the country.

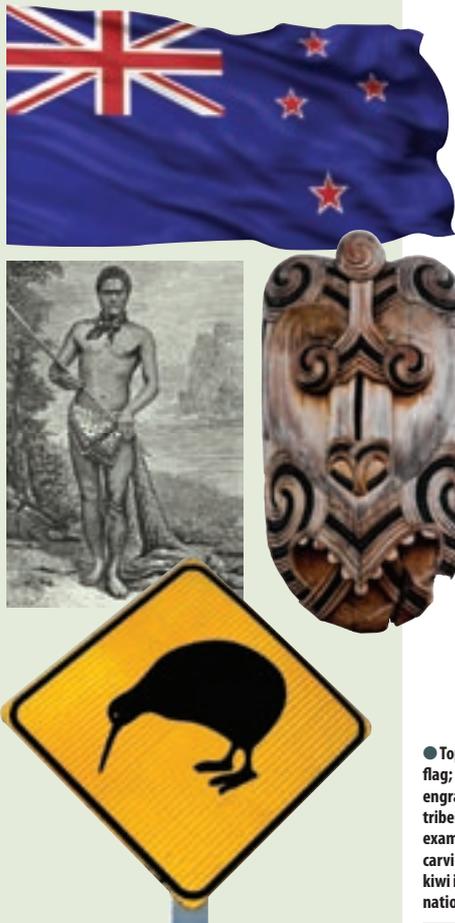
"In New Zealand, the removals industry has been in the doldrums since 2008," offered Errol. "The last two years have been particularly hard, so it's encouraging to see such positive comments from the financial press. It's also interesting to observe that there are no caveats attached to any of the reports circulating on the economy - up until fairly recently any positive comments had a 'but' included - not so in recent times. I think we can look forward to some better times ahead, which will be a welcome relief."

● To learn more about The Grant Thornton International Business Report visit: www.internationalbusinessreport.com/.

● Errol Gardiner



● Top: New Zealand's flag; centre: an early engraving of a Maori tribesman, and an example of traditional carving; bottom; the kiwi is New Zealand's national bird.



for outdoor pursuits and has provided the backdrop for a number of big budget movies like *The Lord of the Rings* trilogy and *The Last Samurai*. The country's largest commercial exports these days are wool and wine.

2013 has seen the largest numbers of international immigrants to New Zealand in a decade. The number of arrivals from the UK remains steady but there is a reported increase in Chinese and African applicants. A rise in unemployment in Australia is also expected to have a knock-on effect too. However, the number of people leaving New Zealand has decreased.

Newcomers have always been encouraged to succeed in New Zealand. The legendary culture of the 'Tall Poppy' has been inverted. Once upon a time it was frowned upon to stand apart and excel oneself but such peculiarities are a thing of the past. The government actively encourages everybody to be a specialist in their own field. There's no stigma any more to standing out and being a success.

Having spent considerable time in New Zealand I can account for its countless wonders and sights. Every turn of the highway reveals another mountain, lake, Maori meeting house, dormant volcano or gorge, each a reason to stop the car and stretch the legs. The human race definitely saved one of the best countries on Earth to discover last.

What is a Tall Poppy?

The expression comes from Aristotle's *Politics* and refers to an important need to hide your talents and strengths so as not to alienate your fellow man. Luckily its negative connotations have been reversed in New

Zealand and Australia, instead championing the right to excel. A long history of 'underdog' culture and profound respect for humility in contrast to that of both countries' English feudal heritage has resulted in a new

inverted understanding of 'Tall Poppy Syndrome'. Their governments actively encourage everybody to be a specialist in their own field. There's no stigma to standing out and being a success.



FEATURE: NEW ZEALAND



● David and Gary Conroy.

Conroy Removals: from quiet achievers to Tall Poppies

Tall poppies, Conroy Removals is one of New Zealand's market leaders and has enjoyed an interesting history during its first 41 years. Ed Roberts looks at the company's growth as it expanded from a one-truck furniture removal business to operating out of five major domestic locations and a further four across 'the ditch' in Australia.

Conroy Removals is still very much a family affair since its first days and the Conroy family runs it from their head-office in the small city of Napier – which is located in the south east of New Zealand's North Island. Conroy Removals has weathered the recent global recession, even experiencing a substantial growth period over that last three years.

Starting out with an idea 41 years ago, Conroy Removals founder David Conroy's passion for big trucks and machinery morphed into setting up his own company. David began his career in removals in 1972 with a job as a truck driver. Saving his overtime pay he was able to squirrel away enough money to afford his own vehicle. With a little bit of extra help from his mother he was able to buy a one-truck furniture removal business – with a Yellow Pages listing – in his home town of Napier.

41 years is a long time in any business and David confessed that the major changes experienced in New Zealand have revolved around the de-regulation of the industry and the lifting of import taxes. "In the early days the state-owned Rail Company had a monopoly so I wasn't

allowed to move new furniture or even a piano. It wasn't so bad though because strangely enough, because of the large demand the Rail Company needed to outsource to small companies like my own. So in all irony, my biggest competitor became my biggest customer," David explained. Before the 1980s Labour government deregulated New Zealand's transport industry a large proportion of his work came from farms as it was a period for farming subsidy. He would also team up with other companies from other provinces across the country.

Within a few years David had been joined by his brother Gary and had set up the company's first branch and depot in Napier. Deregulation saw a sudden increase in retailers and manufacturers taking advantage of the 'new' door-to-door services that domestic lorry firms could now provide. However the lifting of import taxes in New Zealand meant that cheaper furniture could be shipped into the country from abroad and this practice eventually put many home grown manufacturers out of business. It would be a hard period for that market sector but regardless of whereabouts in the world the furniture originated from, once

it arrived in New Zealand it still needed delivering. As a result Conroy Removals continued to expand to cope with demand with David and Gary recognising the need to grow to remain a successful industry contender.

"Every time the business made a bit of profit we would open a new branch. So far we have depots in Napier, Auckland, Wellington, Tauranga on North Island and Christchurch on South Island," David explained. "However, we always wanted to crack Australia. A lot of our business came from sending people to and from there. It was such a big market, so 15 years ago we purchased a small concern in Brisbane and built Conroy Removals up from there with four or five trucks. Six years ago we were able to open a second depot in Townsville, North Queensland which is Australia's major military hub." Since the continued success of its expansion to Australia, Conroy Removals has opened further branches in Sydney and Melbourne. A large proportion of the work Conroy Removals receives is through international work and after a long struggle it has now begun to make its mark on the Australian market.

New Zealand was hit pretty hard by the most recent global recession and Conroy Removals was no different from every other company. David admitted that the recession put a halt to the group's growth for the first time five years ago but that there are now plans for further expansion. With 255 full-time employees in New Zealand and Australia, Conroy Removals still continues to be spearheaded by its founding member and descendants of the family; David's daughter Fiona is an active employee alongside brother Gary's three children.

"Our business has evolved in ways we would never have been able to anticipate. Gone are the days when we didn't have computers or mobile phones – you'd keep in contact by stopping at a road side pay phone. Nowadays the bulk of our work comes via the Internet from around the world from people we'll never meet. Years ago that was unheard of," said David. "In a lot of ways the business is no harder than when we operated with only one truck. There are challenges of all magnitudes to fit your size, but we've always stayed smart and innovative to achieve growth. We've got good long-term staff – some of whom have been with us for 20 years or more – so they know the culture and love the work. That gives Conroy Removal good standing in the trade."

Conroy Removals has certainly come a long way and it is proof that with a bit of hard work, vision and a good idea you can make a good success and account of yourself in the land of the long white cloud, New Zealand/Aotearoa.

What is a Tall Poppy?

See page 27 for an explanation of this uniquely antipodean expression of success.



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NEWS: ON THE ROAD

New anti jack-knife system from Volvo Trucks

For trucks with trailers, slippery winter roads and downhill gradients represent a tough challenge for even the most skilled of drivers. There is always the risk of the rig becoming unstable and, in the worst-case scenario, starting to jack-knife. Volvo Trucks has now developed a system that significantly improves safety.



● The Stretch Brake system being tested by Volvo Trucks.

Mats Sabelström, Brake Specialist for Volvo Trucks said, "Even if the truck driver ultimately manages to control the situation, it can be extremely unpleasant both for oncoming road users and the truck driver, if a rig suddenly veers off its intended course on a downhill gradient."

To minimise the risk of this type of situation and potential accidents, Volvo Trucks has developed a system known as Stretch Brake that automatically retards the trailer and

straightens up the rig on slippery downhill stretches.

Carl Johan Almqvist, Traffic and Product Safety Director at Volvo Trucks said, "About 15% of the 30,000 serious road accidents in Europe every year involve trucks, in a slightly declining trend. With effective brakes, stability systems and collision warning systems we are already helping drivers avoid risky situations in difficult conditions. Stretch Brake is yet another important part of our long-term drive to increase traffic safety and

minimise the number of accidents involving trucks."

Stretch Brake is a complement to the rig's electronic stability program (ESP) another system that Volvo Trucks was the first truck maker in the world to introduce. While ESP is at its most effective at higher speeds, Stretch Brake is only operational at speeds below 40km/h. Both systems contribute to better stability and easier steering.

"One might call Stretch Brake a kind of low-speed ESP. As the rig approaches a downhill slope, the driver manually activates the system. When the driver then releases the accelerator, the brakes on the trailer are automatically applied in a pulsated mode all the way down the hill until the gradient levels out and speed can once again be increased," said Mats Sabelström.

Stretch Brake was introduced in 2012 on Volvo FH trucks pulling drawbar trailers and in 2013 on Volvo FM trucks pulling drawbar trailers. In 2014 it will also become available for Volvo FH and FM semi-trailer rigs.

According to the Volvo Trucks Accident Research Team, which specialises in studying traffic safety, about 60 or so of the truck accidents that occurred in Sweden alone last year could have been avoided with Stretch Brake.

MoT to test for diesel particulate filter

Tests for diesel cars and lorries are to be tightened up to ensure vehicles have a critical exhaust filter if one had originally been fitted as standard.

Garages and testing stations will be required to check for a diesel particulate filter (DPF) in the inspection of the exhaust system as part of the MoT test (or annual test for heavy vehicles) from February 2014.

The vehicle will automatically fail the MoT test if the filter had been fitted as standard but is found to be no longer present.



● Diesel particulate filter.

The filter works by trapping solid particulate matter from exhaust gases. This type of filter has been in use for more than 20 years and

helps meet European emission standards, improving air quality and health standards.

Some firms offer services to remove the filter, claiming it will reduce fuel consumption. But it is an offence to drive a vehicle that has been modified this way, as it will no longer meet the emissions standards it achieved when approved for sale in the UK.



● "It is important to reduce the risks to cyclists to encourage Londoners to make more journeys by bike."

HGVs may be required to fit cycle safety mirrors

Lorries driving in London could be required to fit extra mirrors and side guards to try and reduce the number of accidents involving cyclists.

During a meeting in December London Councils' Transport and Environment Committee agreed to have a public consultation about changing the conditions of the London Lorry Control Scheme to require heavy goods vehicles (HGVs) to fit cycle safety measures such as side guards and extra mirrors.

London Councils is responsible for the London Lorry Control Scheme which works by restricting the movement of HGVs over 18 tonnes in London between 9pm and 7am on weekdays and between 1pm on Saturdays and 7am on Mondays.

During these times, lorries are restricted to a limited 'excluded route network' unless they have been granted specific permission to use other roads. The London Lorry Control Scheme balances the need of Londoners to get a good night's sleep with those of the freight industry to make deliveries. There are currently 56,000 permit holders.

The committee also agreed to consider altering the London Lorry Control Scheme permit conditions to restrict the number of lorries allowed to drive in London during the morning rush hour.

Chairman of London Councils' Transport and Environment Committee, Councillor Catherine West said, "There is no valid reason for lorries driving in London not to have basic safety equipment fitted including side guards and extra mirrors. It is important to reduce the risks to cyclists to encourage Londoners to make more journeys by bike."



● The proposed limit would mean only a 4mph difference between car and HGV maximum speeds.

60mph limit proposed for M1

A consultation on a proposal to introduce a maximum mandatory speed limit as part of the planned upgrade to the M1 in South Yorkshire and the East Midlands has been published by the Highways Agency.

The Agency is proposing to implement a maximum mandatory speed limit of 60mph between Junction 28 at Mansfield and Junction 35a at Sheffield and Rotherham between 7am and 7pm, seven days a week, as part of improvements planned for the M1. The speed limit will be used to manage traffic speeds and help reduce congestion and air pollutants locally. An eight week consultation on the proposed regulations began on 6 January, and will finish on 3 March, 2014.

Environmental assessments carried out on the proposed smart motorways schemes on that section of the M1 showed there was likely to be an adverse impact on local air quality if the motorway continued to operate at the national speed limit of 70mph.

Smart motorways add extra capacity by converting the hard shoulder into a permanent running lane which is supported and

controlled by variable mandatory speed limits to manage traffic and reduce congestion.

The proposed maximum mandatory speed limit would work in parallel with the variable speed limits which would be set as part of the congestion reduction measures for smart motorways.

The consultation pack has been sent to key stakeholders, such as local authorities, transport associations and emergency services. The consultation document is published on www.gov.uk/government/publications to give other interested parties or individuals the opportunity to comment.

Construction of the smart motorway schemes is scheduled to start in spring 2014.

● **Anyone wanting to know more about the improvements should visit the project's website or call the Highways Agency's information line on: 0300 123 5000.**

Opinion

It will be interesting to see the results of the government's consultation on the proposed smart motorway scheme. Reducing congestion and pollution is something we would all support, but compromising safety by removing the sanctuary of the hard shoulder and lowering the speed differential between restricted HGVs and cars to a mere 4mph seems too high a price to pay. The lower speed limit would, of course, have no effect on the pollution caused by HGVs and it is hard to see how a reliable system to warn drivers of broken-down vehicles would work, especially in view of the often inaccurate and misleading information displayed on the current motorway message screens. Perhaps the boffins have a plan.

Driver tachograph cards will no longer display an address

DVLA is improving the process for commercial drivers who need to change the address on their driving licence and driver tachograph card.

If you move home and need to change the address on your driving licence your tachograph card record will update automatically. The scheme came into operation at the end of 2013.

Roads Minister Robert Goodwill said, "The government is determined to cut red tape and make lorry drivers' lives easier. Removing the address from the tachograph card is a great example of this – it saves drivers time and it drives down costs."

What the changes will mean to you

If you have a driver tachograph card showing your address:

- You can carry on using your existing card as it will still be valid until its expiry date - you don't have to change to an 'address-free'

card straight away;

- You'll still need to apply as normal to change your name and/or address, or to renew or replace your card.

Any new cards issued by DVLA will not show the driver's address. Once you have an address-free card:

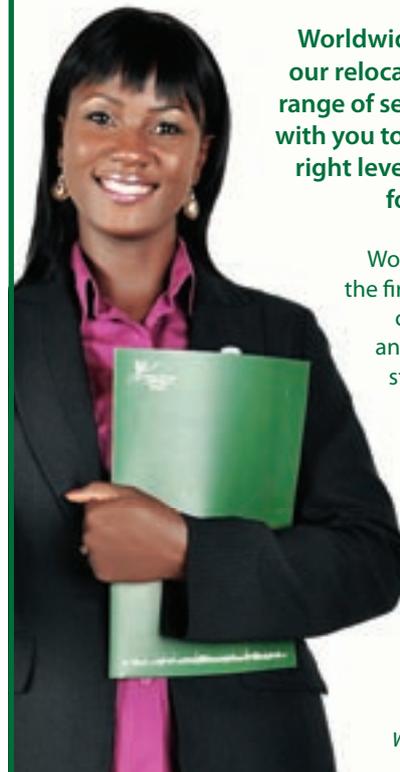
- You'll still need to tell DVLA about changes to your name and/or address, or to renew or replace your driver tachograph card;
- You won't need to make a separate application to update your driver tachograph card or need to return your card to DVLA.

Non-GB licence holders still need to tell the DVLA about a change of address by filling in a D777B application form, so that the tachograph record can be kept up to date.

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PROFILE: OSBORNES



Family values

The Mover's Steve Jordan talks to Kieran and Michelle Whitehead from Manchester's Osbornes Removals: a traditional company that is becoming increasingly 21st century.

Like many moving men of old, Alan Whitehead started handling furniture when working for a furniture store. In his case it was Shaws of Oxford Street, Manchester, a rather up-market retailer with a demanding clientele. Alan was quick to work out that handling furniture and removals required the same skills and so encouraged the company to take on removal work. The venture was sufficiently successful and in 1979 Alan persuaded John and James Shaw to buy the trading name of an established Manchester mover, Osbornes. When Shaw and Alexander stopped trading in the 1980s, Alan was laid off, but by using his redundancy money and savings, he and his wife Anne raised enough money to buy the trading name

'Osbornes'. "Shaws were very good to Dad," explained Michelle Whitehead, Alan's daughter and the company's Operations Director. "They let him stay in the premises virtually rent free." Alan traded as Osbornes Removals and Storage and repainted the vehicles in a different livery, which they still use today.

Whilst Alan and Anne were busy building Osbornes' local business, they made friends with other Manchester removals firms including Hooleys, Turners, Acorn and Glaziers through BAR meetings. When the owners of these businesses subsequently decided to sell, Alan was perfectly placed to buy them. "They had all become firm friends and seen their businesses thrive through sharing resources, equipment, knowledge and



● Top: Kieran Whitehead at the company's office in Sale; above: just one of the historic pictures in Osbornes' boardroom telling the company's story.

helping each other out in good neighbourly fashion," said Michelle.

The first acquisition came when one of Alan's friends in the industry Gordon Hooley came to him in his office with some terrible news, he had terminal cancer and needed to sell his business. He was desperate not to let his storage customers down and honour the removals he had already booked. Alan made an immediate decision to take on the company and the very next day the first Hooleys job was completed. Mrs Mavis Hooley, Gordon's wife still works for the company

taking calls and looking after the Wilmslow office.

The other similar acquisitions followed and Michelle and her brother Mark helped run the company. Mark is still warehouse manager for the group of companies. The companies are all run independently. Michelle explained that these other companies had not been absorbed by Osbornes because her father wanted to continue his friends' legacies and also to extend their well-established brands. Good reputations had been built and Alan didn't want to throw his friends' good work away, so he continued the companies to respect their heritage. "My father is very loyal to his friends and also very traditional, it makes sense for him to keep their names alive in the industry – also people trust long established brand names," Michelle explained.

With a strong emphasis on championing local businesses, Alan is well known for his loyalty and respect for tradition. Osbornes Removals prides itself on being a well-established family run business that operates on a basis of trust. It supports local businesses and in return seals its place as a pillar of the local business community, as do each of its affiliate brands.

The Whiteheads have split their association memberships between both BAR and The Guild. Michelle finds that being members of both trading bodies continues to be very useful because they enjoy the seminars organised by The Guild and have found BAR very useful over the years for making good contacts. Indeed with a membership number of 0016, Osbornes must be one of BAR's oldest members.

In keeping with family traditions, the next generation of the Whitehead family are now stepping into new roles. In the last few years Mark's son, Kieran (aged 24) has come aboard, full-time at Osbornes Removals. Ever since he was 15, he has been helping out by working in the office and warehouse and on the vans when he was on study leave from Liverpool University where he took a degree in Business Management. Kieran's also been tasked with bringing Osbornes Removals



● Above: a selection of vehicles and brands from Osbornes' past and present.

"I was really nervous on my first day as a surveyor but the customer booked the first job I saw, so that gave me loads of confidence."

Kieran Whitehead

into the 21st century by computerising its office procedures. Kieran explained that the transition from paper to digital is now in full-swing having implemented Moveman software. He feels that it was a

natural progression to get involved in the family business. "I did my CPC and a week's surveying course at BAR in Watford. I was really nervous on my first day as a surveyor but the customer booked the first job I saw, so that gave me loads of confidence." All going well, Kieran will join Michelle, Mark, Alan and Anne as a company director later in 2014. Kieran's sixteen-year-old brother, Shaun, is at college now but also works at the company during holidays – so the flow of family talent continues.

When asked where they see the Osbornes Removals group of companies headed in the future, Kieran and Michelle speculated that they may expand into overseas removals. Michelle confessed that past bad experiences with overseas partners on their rare overseas jobs had put her off. "I prefer domestic removals because we can take responsibility for the job from door-to-door. With overseas, once

it crosses the English Channel it's out of our hands and I don't like being held accountable for something that I cannot control," Michelle said. Kieran said that he'd made some important contacts from around the world at various meetings and that he thought it would be a great area to get involved with at some stage in the near future, despite rocky beginnings.

With one eye on maintaining respect and duty to the past and the other firmly on the road to the future, Osbornes Removals, and all the other brands that form the collective, look set to take full advantage of the newly arrived buoyant moving market. Alan and Anne although both retired now still provide an overseeing role; Michelle and Mark offer the hands on experience; and Kieran and even perhaps Shaun are poised to provide the continuity for the future. It's a family business, run to family values with an impressive past and an exciting future.

NEWS: ON THE ROAD



● An artist's impression of the Heysham – M6 link.

Heysham – M6 link road started

The UK government has approved funding for the Heysham to M6 Link Road and work has already begun on the project due for completion in the summer of 2016.

This is one of Lancashire's top priority transport projects. The new road will complete the long awaited connection from the Heysham and Morecambe peninsula to Junction 34 of the M6, and will be a 4.8km dual carriageway with a footpath and cycleway along the entire route.

The project also involves a fully remodelled Junction 34, with new slip roads, a new bridge over the River Lune and a 600 space park and ride site. The new road will provide better access for residents, businesses and tourists to the area. The Northgate and Morecambe road junctions will be reconfigured and all four slip roads will be opened before the whole scheme is completed.

"This is great news for Morecambe and the surrounding area," said RHA Northern Regional Director Steve Biddle. "The new link road will complete the connection from the M6 at Junction 34 to the Morecambe Bypass; a junction that has been a

"Journey times will improve and it will provide a real boost for the local economy and will also mean new jobs."

Steve Biddle

source of congestion for years. Journey times will improve and it will provide a real boost for the local economy and will also mean new jobs."

The Transport Secretary Patrick McLoughlin said that £266m Local Pinch Point schemes have now been approved and that work would start on many of the new schemes in 2014. He also said that local highway authorities estimated that the 25 schemes would support more than 200,000 jobs and around 150,000 new homes.

Government continues drive to reduce red tape for motorists

New measures aimed at reducing unnecessary red tape were announced by Roads Minister Robert Goodwill at the end of last year.

Motorists will no longer need motor insurance policies to be checked when getting their vehicle taxed. The changes, which came into force on 16 December, 2013, also mean that motorists will only need to tell DVLA once when they declare their vehicle off the road. Currently, motorists who make a Statutory Off Road Notification (SORN) have to renew their SORN every year. Last year, around 4 million SORNs were made, with over 1 million of those repeat renewals. Roads Minister Robert Goodwill said, "We want to make it as easy as possible for motorists to access government services. Getting rid of needless bits of paper, making changes to free up motorists' time, while saving money for the taxpayer, is all part of our commitment to get rid of unnecessary red tape."

The changes to insurance checks have been made possible because

DVLA regularly checks existing databases for insurance under Continuous Insurance Enforcement rules. DVLA's records are compared regularly with the Motor Insurance Database (MID) to identify registered keepers of vehicles that have no insurance.

Ashton West, Chief Executive at the Motor Insurers' Bureau (MIB) said, "Motor insurance remains a legal requirement and these changes recognise the value and importance of the insurance records held centrally on the MID. The introduction of Continuous Insurance Enforcement in 2011 was always designed to provide a more robust and technology driven solution to ensuring that vehicles have insurance in place. The successful introduction of the new process by the DVLA and the MIB has enabled these changes to be made now, which will bring benefits to millions of motorists."



● Motorists no longer need an insurance certificate when renewing road tax.

UK financial standing limits increased from January

The financial standing limits for standard national and international operating licences increased on 1 January, 2014.

The Office of the Traffic Commissioner has issued a reminder to vehicle operators about the new financial standing levels. This sees minimum financial standing limits for standard national and international operating licences rise from £7,200 to

£7,400 for the first vehicle and from £4,000 to £4,100 for each additional vehicle authorised. The increase is due to exchange rate fluctuations. The core EU regulation rates of €9,000 for the first vehicle and €5,000 for each subsequent one have not changed.

Got an event coming up?

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



NO MORE MOTH BALLS

A recent newsletter from the Self Storage Association addressed a concern from Trading Standards that some self storage businesses could still be offering moth balls containing naphthalene to their customers for protecting items, especially clothes, while in storage.

Naphthalene is banned for use in mothballs and any company found supplying them to customers could be penalised. It is made from the distillation of coal into coke and is produced when burning any fossil fuel. Breathing fumes containing naphthalene can cause nausea, vomiting and a range of other ailments such as diarrhoea, sweating and convulsions. Skin contact can cause irritation and contact with the eyes can lead to the formation of cataracts according to advice from the Health Protection Agency. The substance is also possibly carcinogenic.

Many moving companies will remember a time when the use of moth balls containing naphthalene was common in the industry. David Trenchard from Britannia Leatherbarrows said that he used to buy it by the sack in the days before containerised storage and liberally throw it in loose flaked and powder form by hand on rugs and carpets and offer to redo annually for jobs in store a long time. "We never washed our hands until the end of the day and even ate our sandwiches and Chelsea buns between doing this," he said. "It was stored in a wooden bin under the mobile steps in each warehouse. It's a good job

containerisation came in. I am sure every mover and storer of that time did the same thing."

But nowadays using naphthalene is not allowed. So, what's the alternative? A quick phone around the industry's materials suppliers has drawn a blank so there doesn't seem to be an accepted replacement technology. However, moths are not usually too keen on munching on man-made fibres so unless the clothes contain a lot of wool or cotton you are probably safe. If you do have a problem, the Green Living website suggests that liberally scattering cedar chippings works



well and also says that moths might be repelled by bay leaves, cinnamon sticks, cloves, lavender and peppercorn. These alternatives should be wrapped tightly in cheesecloth and put amongst the clothing.

Good luck!

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INSIGHT: HR BEST PRACTICES

● Good HR professionals recognise the need to avoid overloading some team members with work and processes.



HR best practices as the good times return

According to Red Recruit, one of the UK's leading recruitment companies for the removals market, 2013 saw a surge in recruitment as businesses invested to meet both their current and future requirements. But during the difficult times, companies' efforts to make ends meet might have created HR problems that need attention if good morale is to be maintained.

Paul Sims, an HR professional for Red Recruit, said that during the downturn, cutbacks seen in the industry had badly affected staff morale and were not good for attracting new talent. He said HR practitioners will have been involved in processes to cut back costs by exercising restructuring and redundancy programs. They will have looked at natural wastage and recruitment freezes. They will also have seen the workforce having to manage sometimes unhealthy workloads, knowing that, if they didn't achieve the tasks given they could be next!

"This can generate more grievances and work-related stress," said Paul. "It's often described as the 'Survivor Syndrome': those surviving redundancy or restructuring phases feel they have no choice but to carry on regardless. Paperwork piles get taller and it appears as though there is no escape! They are just surviving!"

Good HR practice by professionals recognises the need for work balance. Work loading or balancing recognises how some in the team can be overwhelmed with work and processes, whilst others maybe underused. "People who are underused can easily become bored through repetitive, uninteresting work and the feeling that they can do little to make a difference. Anyone can be affected, management or operations, and boredom is often the reason people leave a company. As HR professionals we have a personal responsibility to make sure that processes and policies recognise that people need

process stimulation, input and work balance."

The UK, for example, has a long-hours culture compared with the rest of the EU. This means that work loading can appear to be all right when clearly it isn't since prolonging the day seldom improved productivity. European Law also recognises this, which is why we have the Working Time Directive.

"HR professionals may need to explain work balance to managers and Red Recruit provides training to help them," said Paul. "When analysing a process and assigning timescales to them we can see how much time is wasted through non value-added processes. These are



"Waste is generated by not employing the right person first time, by not attracting the right applicants, by not using the talent for what they were employed to do."

Paul Sims

things that rob us, and the business, of time and that benefit no one but our competitors. Recruitment aims to attract the best candidates, employ the right person first time, enable rapid on-boarding and use people's talents to grow the business. Waste is generated by not employing the right person first time, by not attracting the right applicants, by not

using the talent for what they were employed to do."

To break this down further when arranging candidates for selection, time spent on reviewing CVs creates waste. It is known that through the recruitment process CVs of applicants are given between 10-30 seconds of skim-reading and most are judged on font style, use of bold type and formatting, rather than content. This not only wastes the employer's time, it does not give candidates a fair chance of presenting their credentials.

The source of this waste may in part be due to what talent was attracted and by what means. HR professionals would benefit from analysing their procedures with the aim of reducing waste and improving the quality of applicants. Red Recruit offers training to help managers attract the right applicants and achieve the right work balance.

Paul Sims continued, "Where time constraints affect a process and encourage short-cutting, quality is always the first area to suffer. By analysing the recruitment process we understand the issues of waste and how it affects other areas of the business. With longer working days, lack of investment in resources for HR and no analysis of work balance, business finds itself managing the same cycle of recruiting, training, overloading and re-recruiting. It's time for business managers and owners to take stock of these issues if they are to compete on the world scene and for HR professionals to support that need for change."

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BRANCH MANAGER VACANCY

Dunfermline, Fife

White & Company seeks a Branch Manager for its operation in Dunfermline. The successful candidate will have full experience in all facets of the domestic and overseas moving trade. Strong IT skills and a good commercial awareness are essential. A CPC is desirable although additional training is available for the right applicant.

The Dunfermline branch employs 16 staff and operates a superb mixed fleet of 10 vehicles. There is also a 700-container freehold warehouse that is supported by an excellent and well-established administrative team.

White & Company has operated in Dunfermline since 1978 and services the group's business throughout the Central Belt of Scotland.

The new Branch Manager will report directly to the Chief Executive. The successful candidate will enjoy a competitive salary, a company car, fringe benefits and the support of a dynamic senior management team.

Candidates should apply in confidence, by e-mail, attaching a CV and covering letter, to:
Ian Palmer, Chief Executive, White & Company PLC
i.palmer@whiteandcompany.co.uk.



PROFILE: PETER DOMAN



● Peter Doman (left), and Greg Wildman

From fries to Fry

Peter Doman has recently become a Director of Basil E. Fry Company Ltd after six years working as an Account Executive with the company.

Peter's role will be to use his business experience to help continue the company's growth in the removals and self storage sectors.

Peter was new to the insurance industry when he joined Basil Fry in October 2007 with his first career in a very different sector.

While studying at Wellington School and Bournemouth University he worked part time at McDonald's. After leaving education he decided to stay at McDonald's and was quickly promoted within the organisation to become an Assistant Manager and, in 1995, to run the McDonald's restaurant in Southampton High Street, a store with 120 staff and a £2.1m annual turnover. The following year it was awarded McDonald's Store of the Year.

In 1997 Peter was promoted to run multiple sites across Sussex, Hampshire and Berkshire and became an operations consultant in 1999. By 2007 he was responsible for a turnover approaching £13m and staff of 500.

When Peter's daughter was born in July 2006 he decided that the unsocial hours of the restaurant business were not conducive to family life and started looking for an alternative career. Coincidentally at this time Basil Fry was in the process of a

management buy out and Philip and Greg Wildman, the company's Directors, felt that his management and corporate experience would be an asset to their business.

"After six years watching from the side line and taking a step back from being 'A boss', I am really looking forward to supporting the rest of the Basil Fry & Company Board."

Peter Doman

"At the time, we had a choice between a recognised account executive working in insurance for the removals industry or Peter," explained Greg. "We both felt that Peter's broad range of skills partnered with our in-house training would result in a much better outcome for the company and our clients and we feel that this has been the case. Obviously, the initial decision required a leap of faith, but very quickly it became apparent that it had been right for us."

After joining the company in October 2007, Peter completed industry exams and in just over six months, achieved the

Certificate from the Chartered Insurance Institute and became responsible for his own portfolio of new business within Basil Fry. Over the next six years he developed a personal client base of over 300 companies. He quickly became a familiar face at industry conferences and gave his support to the BAR, Britannia and SSA conferences and the Movers & Storers Show. In 2010 he also became the BAR Area Secretary for the Southern Area.

"After six years watching from the side line and taking a step back from being 'A boss', I am really looking forward to supporting the rest of the Basil Fry & Company Board. Since 2007, the industries we support have gone through some extremely testing times and it is testament to the hard work of all the staff and directors that we have grown the business and client numbers dramatically during the worst recession of our lifetimes. I see my position as a director is to help to continue to grow the company consistently as it has done over the last 43 years. This growth can only continue by providing the very best products to our customers at the most competitive price available and by investing in our people."

Peter said that it was also the company's responsibility to add value to its suite of products by providing outstanding customer service and specialist industry knowledge. "Our ethos is one of sustainability in insurance and it is for this reason that we are able to offer products with insurers who we have been using since the 1970s. A stable recognised partnership with insurers allows both parties to approach challenges and opportunities together for the benefit of the removals industry as a whole. With access to the Composite and Lloyds markets we are in an excellent position to service accounts in the UK and Europe."

In recent years Basil Fry has invested in new internal IT systems and increased its staff from 14 in 2001 to 37 in 2014. "We will continue to invest in their training by ensuring that all account handlers are actively working towards the Insurance Institute exams. We believe that our progression is linked to recruitment decisions we make in addition to relationships and provision of high quality insurance products and this is one of the factors that is central to our consideration in moving the business forward up to our 50th anniversary in 2021 and beyond."

Outside of work Peter enjoys travel and keeping fit including playing tennis, squash and swinging a club or two on the golf course. Those who attended the Movers and Storers Show in October will also know that he can hold a tune pretty well too as he ably demonstrated to a stunned audience during the karaoke interlude.



● Jan Lorenz.

New MD for Jungheinrich UK Ltd

Jungheinrich UK Ltd has announced the appointment of Jan Lorenz as its new Managing Director - effective from 1 January, 2014.

He replaces Hans-Herbert Schultz who, after seven years in the role, has taken over responsibility for sales in North-West Europe and will be based in Germany.

Jan Lorenz has over ten years of experience within the Jungheinrich Group. For the last six and a half years he has headed up the Group's marketing and sales steering operation. Before this he worked for

Jungheinrich in the United States, where he successfully developed a dealer network on the US East Coast and in eastern Canada and later became the director of direct sales.

Jan Lorenz commented: "I am delighted to be joining Jungheinrich UK Ltd and look forward to taking up the challenge of building on Hans-Herbert's excellent work and further strengthening our market position and profitability."

TERESA VALDEZ PROMOTED AT GRAEBEL

Teresa Valdez has recently taken over as Senior Vice President Global Client Services for Graebel to take responsibility for the company's account management, and the compensation and tenancy management teams.

Teresa (formerly known as Teresa Santangelo) has 20 years' experience in relocation and account management and has held executive positions including account executive, vice president cost management, and vice president of client services at Prudential Relocation Services prior to its acquisition by the Canadian company, Brookfield Global Relocation Services in 2011. She joined Graebel as a senior vice president in July 2013.



● Teresa Valdez.

John Tarsey dies aged 93

Former President of BAR, John Tarsey died just before Christmas at the age of 93.

John started work for Pickfords aged 14 in their local office in his home town of Bournemouth before joining the Royal Artillery five years later at the outbreak of World War 2. Having joined as a private, his leadership qualities were quickly identified and he was placed on an officer training course. His, albeit short, training prepared him for battle in North Africa and then the Sicily/Italy campaign before pressing on into Germany. He left the army in 1946 as a Major and returned to Pickfords.

His officer training marked him out as 'management material' and he was dispatched for his first assignment to Pickfords in Harrogate. A meteoric rise saw him run ever-larger branches in Taunton, Sunderland, Chester and Manchester over the course of the next few years before taking over management of the South Western area from the Bristol base.

In 1962 he was again promoted, this time to Pickfords Head Office, ultimately as Chief Removal and Travel Manager, a long way in every sense from the fourteen-year-old clerk who had joined the company all those years before. He left the company in 1970 to set up in business with his friend and international removal stalwart Frank Hibbs in West London before joining the Cantay Group as managing director two years later. In 1974 he started Mudd the Mover in Suffolk but the pull to the south of England



● John Tarsey.

His officer training marked him out as 'management material' and he was dispatched for his first assignment to Pickfords in Harrogate.

was strong and he joined Bishops Move at its Wokingham operation until he retired in 1998. He served as BAR president in 1975

John and his wife Pam retired to Lincolnshire, where Pam died in 2010 and after that he moved to live near his family on the south coast.

John was a lifelong motor racing fan and closely followed all sorts of motorsport, particularly the Le Mans 24 Hours which he visited regularly. Those who remember him will always recall not only his wisdom and professionalism but also his mischievous sense of humour. He leaves two sons, six grandchildren and one great granddaughter, whom he met for the first time a few weeks before he died.

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NEWS: PEOPLE

Carlos José Zúñiga Pacheco wins prestigious business award in Costa Rica

Carlos José Zúñiga Pacheco, President of Mudanzas Mundiales in Costa Rica has become recognised as one of the top 16 businessmen in the country because of his entrepreneurial vision. The award was made in the category 'Business Process Management' by *El Financiero*, the most important financial newspaper in Costa Rica, at its 2013 Business Awards.

For almost six decades, Mudanzas Mundiales Group, headed by Mr. Zúñiga has known how to take advantage of business opportunities. As the moving business developed it expanded to include a wide range of key services including: customs broker, three bonded warehouses, furniture



● Carlos José Zúñiga Pacheco.

storage, relocation services, furniture rental services, logistics, international cargo, distribution centre, courier services and, in 1990, the opening of a new branch in Nicaragua.

Mr. Zúñiga said that it has been this integrated services approach that has allowed the company to become a leader in the industry and has helped it differentiate its services and deal with market competition.

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Congratulations to Peter Young of Clockwork in Glasgow for being the first to spot very youthful pictures of Ed Van Bodegraven from Voerman and Nick Kerr from DT Moving last month. Lots of people had a go but Peter was the fastest out of the blocks. This time it's just as easy, but you have to be the first one to e-mail with the correct answer and we need the names of both the gentlemen in the picture to win the coveted White & Company Red and Black watch. Please e-mail your answer to editor@themover.co.uk.

New appointments at BITA

BITA (the British Industrial Truck Association) has announced two new appointments.



● Steve Stewart.

Steve Stewart, Managing Director of Crown Lift Trucks Ltd, is joining BITA's Management Board, while Victoria Hutson, Principal Standards and Legislation Engineer with JCB, is the new Chairperson of the Technical Policy Committee (TPC).

Steve Stewart takes on a general governance role with the Management Board, until he is allocated specific responsibilities later in the year. Commenting on his appointment, Steve Stewart said: "I am very pleased to be asked to join the Management Board. BITA plays an important role as the voice of the industry, representing the interests of its members at UK and European level."

Victoria Hutson is an engineer with over 15 years' experience and



● Victoria Hutson.

has been with JCB for three years. During her time as a design engineer she developed an interest in safety and regulation, and sees the TPC as playing a vital role for BITA members.

"I am very excited to be appointed as Chair of the TPC. I see our role as 'future proofers' for the industry – ensuring that BITA members have a voice in discussion around future standards and regulation, but also that they are prepared for the changes that such regulation may bring."

The TPC ensures that the voice of BITA members is heard when new standards and regulations are being formulated. This also enables BITA to operate an 'early warning system' to help members prepare for future legislation, advising them how to react.

Staff developments at Crown World Mobility

Crown World Mobility has announced the appointment of Tim Ehrhard as its Director of IT. Tim is responsible for the prioritisation, planning and execution of client-facing Crown World Mobility IT projects and will play an important role in the launch of the company's globalisation technology - Sapient. He has 20 years' experience of advancing technology systems and service areas for the Fortune 1000 legal and financial markets in London, Los Angeles and New York.



● Tim Ehrhard.



● Sofia Pires.

Sofia Pires has also joined the Crown World Mobility team as Director of Business Systems, reporting to Tim. She has a vast knowledge of the mobility industry and will lead the Business IT Project Prioritisation team and drive several of the Sapient initiatives.



● Cris O'Hara, left and Bob Clarke.

Cris and Bob retire from John Mason

Bob Clarke and Cris O'Hara retired from John Mason International at the end of 2013.

Simon Mason took over as CEO in January 2014 with support from Noel Briscoe who takes on the role of COO. Caroline Mason is the new Chief Marketing Officer (CMO).

Bob Clarke joined the company in 1987. After working for Pickfords as national sales manager, he developed the business at a phenomenal rate and won numerous tonnage awards for the company. Due to his achievements in this role, he progressed to the Board of Directors and eventually became managing director in 1995. Bob has also been a great contributor to the industry and has participated on many industry boards. Former Chairman Paul Mason relied on Bob and Cris for the running of the business and he greatly appreciated their support. Bob's dedication and devotion to the company and the moving industry is unparalleled and this is reflected in his incredibly successful career.

Cris O'Hara joined John Mason International at the age of 21 and has been one of the company's longest serving members of staff. Beginning her career in the imports department as an ambitious young apprentice, she was keen to make her mark. She quickly progressed to management level then to international director and ultimately deputy managing director. Her long and highly successful career

has been characterised by high standards, attention to detail and a determined and positive attitude to get the best from her team. Cris has been of great value to the company throughout her time with John Mason International, dedicating herself to increasing the company's international business, transforming the company's IT platform and quality management systems as well as successfully developing overseas agent relationships.

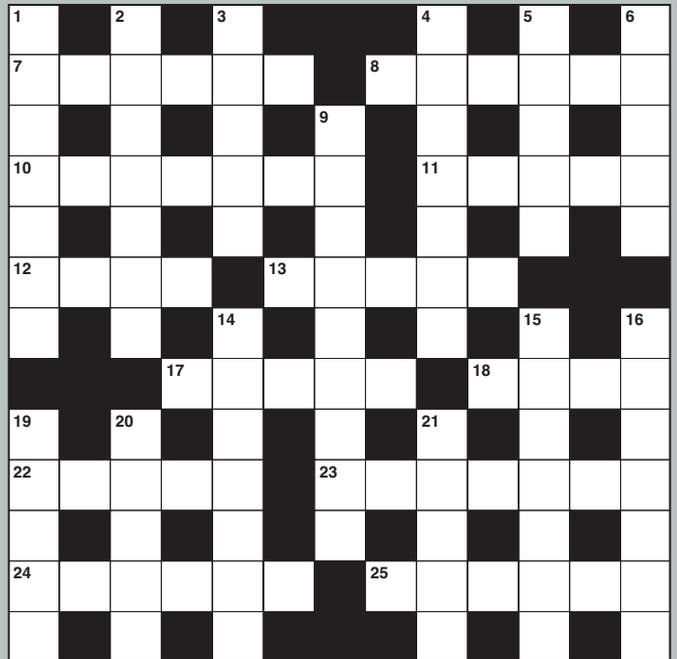
During the last few years, Bob and Cris have been working on a detailed succession and retirement plan on behalf of the company, to ensure a smooth transition for the next generation of senior leadership.

Simon returned from his international work experience placement and joined his family company in 2012 as Group Sales Manager. He became Director of Business Development in 2012, managing John Mason's Sales operations and Corporate Accounts including Fortune 500 companies.

Noel has a background in freight forwarding and this wealth of knowledge and shipping expertise has been of great benefit to the company and will continue to be so in this new role. Noel joined John Mason as imports manager, progressed to general manager and eventually became international director in 2010, a role which has proved to be a perfect fit for his extensive expertise and operational knowledge.

John Mason International would like to publically thank Bob and Cris for all of their hard work and loyal service over the years and wish them a very happy and well deserved retirement. The company looks forward to an exciting and promising future for the next generation of leaders at John Mason International.

Puzzles



ACROSS

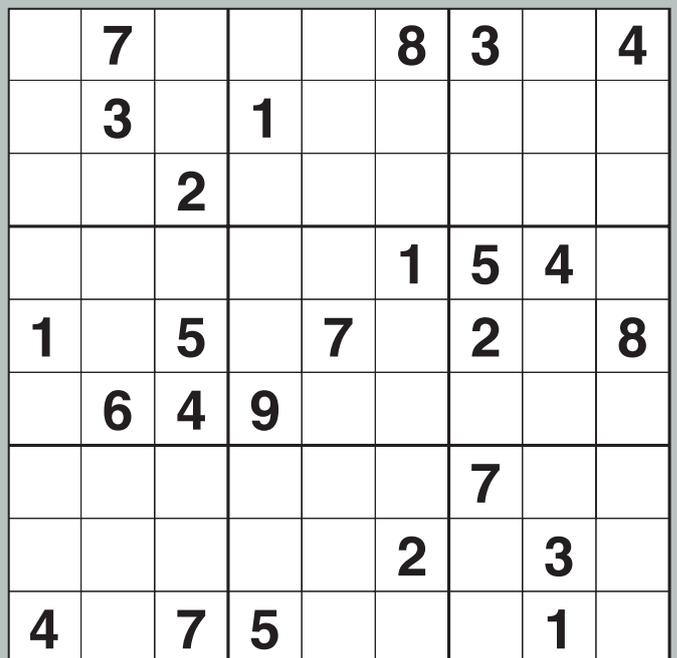
- 7 Scoundrel (6)
- 8 Situated within a building (6)
- 10 Bivalve mollusc (7)
- 11 Ahead of time (5)
- 12 Hang loosely; droop (4)
- 13 People who receive others as guests (5)
- 17 Blunt (5)
- 18 Burn (4)

- 22 Chord of three notes (5)
- 23 Puts up with (7)
- 24 Long narrow depression (6)
- 25 Restrained (6)

DOWN

- 1 Grapple with (7)
- 2 Attack (7)
- 3 Correctional institutions (5)
- 4 Puts money into a

- venture (7)
- 5 Starts to taste acidic (5)
- 6 Shallow carrying containers (5)
- 9 Person chosen for a job (9)
- 14 Three-pronged weapon (7)
- 15 Infants; angels (7)
- 16 Officiate (7)
- 19 Block of wood (5)
- 20 Indian rice dish (5)
- 21 Smell (5)



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LACMA Convention

14 – 19 February, 2014, Costa Rica

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22 March, 2014, Schelle, Belgium

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26 – 29 March 2014, Bangkok, Thailand

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30 March – 2 April, 2014, Singapore

OMNI Annual Conference

4 – 8 April, 2014, Bali

EuRA International Relocation Congress

9 – 11 April, 2014, Edinburgh, UK

EUROMOVERS Conference

8 – 13 April, 2014, Rome, Italy

The Commercial Vehicle Show

29 April – 1 May 2014, NEC Birmingham, UK

Young Movers Conference

1 – 3 May, 2014, London, UK

BAR Annual Conference

15 – 17 May, 2014, Glasgow, UK

AMOE Annual Conference,

12 – 13 June, 2014, Dresden, Germany

DMF General Assembly

13 September, 2014, Silkeborg, Denmark

IAM 52nd Annual Meeting

7 – 10 October, 2014, Orlando, Florida, USA

FEDEMAC General Assembly

21 – 22 October, 2014, Reims, France

CSD Annual Congress,

21 – 22 October, 2014, Reims, France

The Movers & Storers Show

21 – 22 October, 2014, Silverstone Racing Circuit, UK

Annual Meeting, Professional Group Moving Companies (ASTAG)

24 – 25 October, 2014, Werdenberg, Switzerland

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Did you know?

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

Scallops have as many as 100 simple eyes and they're frequently blue.

A group of Morris dancers is called a side.

February is the only month that can pass without a full moon. This last happened in 1999 and will next happen in 2018.

A cat purrs at the same frequency as an idling diesel engine: around 26 purrs per second. Apparently guinea pigs, rabbits, squirrels, lemurs, elephants and gorillas also purr.

Big Ben in London is the name of the bell, not the clock.

A shrimp's heart is in its head.

The name for the Australian marsupial Kangaroo came about when some of the first white settlers saw this strange animal hopping along and they asked the Aborigines what it was called. They replied with 'Kanguru', which in the native language meant 'I don't know'.

One quarter of the bones in your body are in your feet.



Puzzle solutions



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

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

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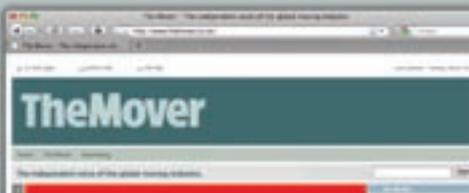
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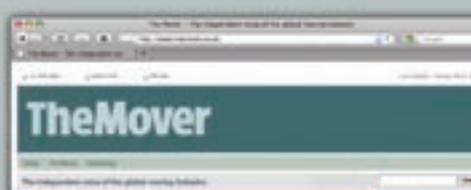
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