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Issue 047 February 2015 www.themover.co.uk

TheMover



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A family business. Page 26



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TheMover

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LEADER

Money for nothing

Steve Jordan, Editor

There is one story in this month's magazine that shouldn't really be here in my opinion. It's not that it's a bad story, on the contrary, it's very interesting. It shouldn't be here because everyone should know about it already. However, it seems, they don't. The story in question appears on page 8: Extra profit for no work. Sounds too good to be true? I don't think so.

It's written by a company called Currencies Direct. They transfer money for customers who are moving abroad. There are other such companies. I don't know exactly how they do it but it seems they have the ability to provide a top class service but charge nowhere near as much as a bank, give a better rate of exchange and pay an introducer's commission at the same time. Which rather begs the question: why aren't all international moving companies putting their customers in touch with such an organisation? To do so would be doing them a huge favour, and providing an income for the mover at the same time – just for making an introduction. It's money for nothing.

To put it in perspective, my next door neighbour moved to Ireland. Must have been something I said. I put him in touch with Currencies Direct and he saved enough money on the transfer of the proceeds of his house sale to pay the moving company and have a few quid over. I didn't ask for commission (but maybe I should have). My recommendation: talk to the company, find out how it works, and start putting a few extra pounds on the bottom line. Why not!

There's also a passionate story from my brother, David, who writes about bad payers. We don't have a big problem here but I know some of you do. David's story maintains that it's bad business to pay late, despite what the business gurus might say. People like to work with good people. You might get away with dragging out payments when times are good, but what happens when you need a favour? No chance sunshine.

I regret to say that I was unable to get to Geoff Pygall's funeral on 27 January. I had intended to go but the Gods plotted against me. I didn't know him well but I know he inspired many. He was one of the industry's colourful characters and he will be missed by many. I hope my obituary on page 16 does him justice. May he rest easy.

Steve Jordan



● Hugh Bonneville, who plays Mr. Brown in the *Paddington* movie.

Pickfords helps the NSPCC raise over £462,500 from The Paddington Trail

Pickfords was appointed the official removals partner for The Paddington Trail, a London-wide event from VisitLondon.com, STUDIOCANAL and NSPCC, which saw 50 statues of the famous Paddington bear placed across the capital from 4 November – 30 December.

The event marked the release of the film *Paddington* in UK cinemas and raised vital funds for the NSPCC and its Childline service.

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

Pickfords' London branches, under the leadership of Area Manager Steve Gooding, managed the logistics of the Trail. The deliveries were scheduled for the day and evening of 3 November and included six different vehicles, 22 men and one cameraman who videoed the installation. The main challenge was pre packing 50 bears in the studio prior to delivery, achieving the deadlines for delivery and responding to very short notice changes to the agreed schedule on

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

the final weekend. All bears were delivered safely without incident.

By donating its time and resources, Pickfords saved The Paddington Trail tens of thousands of pounds in logistics costs, helping the NSPCC to maximise its profit from the event. The bears were auctioned by Christie's on 10 December, raising £412,500 for the NSPCC.

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NEWS: UK

Two-year limit for holiday pay claims

Following a decision by the Employment Appeal tribunal (EAT) last August which confirmed that overtime payments and commissions should be considered to be part of an employee's normal pay when calculating holiday pay entitlement, the UK government has swiftly introduced new legislation to protect employers. The Deduction from Wages (Limitation) Regulations 2014, which came into force on 8 January, 2015, provide that an employee may only claim up to two years of backdated "fee, bonus, commission, holiday pay or other emolument referable to his employment".

The Regulations only affect claims made by employees on or after 1 July, 2015. Other types of wages claims, for example, in relation to statutory sick pay, parental leave and guarantee payments are not affected by the Regulations. In addition, as a holiday pay claim arising from the Working Time Regulations 1998 cannot be treated as a contractual claim, employees are prevented from making a claim in the county court if they are already time barred in the employment tribunal.

These legislative changes anticipate legal challenges to the EAT's judgement that an employee's claim for a long period of back pay will fail if any 'deduction' (i.e. non-payment of full holiday) is separated by more than a three month gap. They also limit the impact of any future rulings that non-contractual overtime should count for the purposes of assessing holiday pay.

● Information supplied by Paul Mander, Penningtons Manches Solicitors.

USAF confirms closure of RAF Mildenhall base

US Defence Secretary Chuck Hagel has confirmed that The United States Air Force (USAF) is to pull out of RAF Mildenhall in Suffolk, RAF Alconbury and RAF Molesworth in Cambridgeshire.

The move is part of a wider programme across Europe to save around \$500m a year. The USAF's tanker fleet currently based at Mildenhall will be moved to Germany.

Mr Hagel said he understood the decision would mean job losses and thanked those who had supported the US Air Force. "I know that this will result in a reduction of our local host nation's workforces at some locations; I value the tremendous support they provided us for decades."

The Pentagon said the closure will mean the loss of about 2,000 US military and civilian personnel but



● RAF Mildenhall.

will be offset by the addition of about 1,200 people being stationed permanently at Lakenheath. Two squadrons of new F-35 jets (48 aircraft) will be based there by 2020.

Matthew Hancock, West Suffolk MP and Minister of State for Business, Enterprise and Energy, said he would

support the community affected. Mr Hancock said, "I have met with the defence secretary, and others in government to ensure we can work, together with the American administration, to support the community. We will create a Mildenhall, Alconbury and Molesworth (MAM) Working Group, which I will chair, inviting local LEPs [local enterprise partnerships], councils, the Ministry of Defence and US representatives to ensure no stone is left unturned in supporting Mildenhall and the surrounding area."

James Waters, leader of Forest Heath District Council said, "The USAF contributes significantly to the local economy so the expansion of RAF Lakenheath, and with it the US government's commitment to the site as part of its long-term plans, is very welcome. But this happiness is obviously tempered by our sadness that Mildenhall is to close."

Mildenhall has around 3,200 military personnel, with 400-500 UK civilian staff employed there.

Johnsons Business Moves awarded health and safety accreditation

Johnsons Moving Services Ltd achieved initial OHSAS 18001:2007 accreditation in September 2013 and has recently undergone its first external verification audit. The OHSAS 18001:2007 standard is an internationally recognised British Standard for Occupational Health and Safety Management Systems. It is a widely recognised accreditation for companies looking to demonstrate sound health and safety performance.

Wendy Sindair, Quality Director at Johnsons said, "We are committed to keeping our clients and employees safe. By meeting the requirements of the OHSAS 18001:2007 Standard we have demonstrated that within our business operations, health and safety risks are being effectively addressed and managed."



● Close Touch at Wincanton.

Right Royal Race for Armishaws

When Armishaws Removals of Wincanton, Somerset decided to sponsor the 2:15 at Wincanton Races on Boxing Day, the company could hardly have foreseen the result. When the five runners and riders lined up for what was billed *The Armishaws Removals Harry Dufosse Novices' Steeple Chase* over 2.5 miles, the Armishaws team noticed one of the

owners to be rather well known.

Close Touch, a six-year-old ridden by David Bass and trained by Nicky Henderson was listed as being owned by The Queen. Despite not being the favourite, *Close Touch* performed well and won the race for its illustrious owner.

Shortly after the meeting, Armishaws received a letter from the royal stable thanking the company for its sponsorship.

Got an event coming up?

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Stamp duty change has boosted the UK's interest in moving home

reallymoving.com has reported an increase in interest in moving house throughout the UK of up 20% as a result of the recent stamp duty cut. The figures have been compiled from activity data on its price comparison site – www.reallymoving.com.

Comparing the number of registrations in the seven days immediately before and after the Chancellor's Autumn Budget Statement where stamp duty rates were cut, all numbers were significantly above expectations: conveyancing enquiries were 21% up, surveys up 6% and removals up 14%. This despite there being a historical slow down in registrations at this time of year of around 20% week-on-week. This year the company saw no seasonal drop and all the evidence points to the stamp duty changes being the cause.

Director Rob Houghton commented: "The stamp duty cut has clearly gone down well with potential home movers, keeping the market unusually buoyant at this time of year. We believe this is encouraging for the housing market in 2015, and in turn we hope it will help boost the economy as a whole."

The statistics were based on the analysis of the one million home movers who have used reallymoving.com's Movers' Quote Engine over the past eight years.



● Rob Houghton.



● Former weightlifter Steve Torok and colleague George Loveridge with the 6 cwt shell. Picture courtesy of The Western Morning News.

G&R Removals move huge WW1 shell

G&R Removals – best known for moving pianos – had an unusual assignment last December: to move a huge German WW1 naval shell from Exeter to the north east coastal town of Hartlepool.

The 6 cwt shell was to become the centrepiece of a display commemorating the attack on Hartlepool by German warships on 16 December, 1914, which killed 86 civilians and injured a further 424.

"We were contacted by one of our partners in the South-West and asked if we could move an unusual item for them," said G&R Director Lance Green. "We were happy to help and sent two of our guys, Steve Torok and George Loveridge down to pick it up. Steve used to be a weightlifter and was once rated Hungary's third strongest man, so he was ideal for the job!"

The bombardment by battlecruisers *Seydlitz*, *Moltke* and *Blücher* caused outrage towards the German navy and also the Royal Navy for not preventing the attack on the town. The shell – one of 1,150 fired by the ships – failed to explode and was defused by two Devon soldiers.

Speaking to *The Western Morning News*, Rosie Denham, Exeter's lead councillor for economy and culture said, "The German shell was brought to Exeter during the First World War out of respect for Taperell and Peters, the two brave Exeter men

who risked their lives to diffuse it."

"It is now one of only two known surviving shells from the devastating attack that killed 86 civilians and wounded many more. We are confident that Taperell and Peters would be pleased that the shell is being returned to Hartlepool, where the attack is such an important part of the town's First World War history."

"We are confident that Taperell and Peters would be pleased that the shell is being returned to Hartlepool..."

Rosie Denham

Farther down the coast on the same day, the seaside towns of Scarborough and Whitby were also attacked by battlecruisers, *Derfflinger* and *Von der Tann*, resulting in many more civilian deaths and injuries. Posters depicting the raid were later used for recruitment.



COPPARDS REMOVALS SUPPORTS THE FREDDIE FARMER FOUNDATION

Bromley-based Coppards Removals has been working with the Freddie Farmer Foundation to help raise funds for a specialised physiotherapy centre in South-East England for children with cerebral palsy and severe mobility issues.

The charity is run by Danny Catchesides who was nominated in the 2014 Pride of Britain Awards to represent London in the Fundraiser of the Year category. Danny was inspired by his grandson Freddie – who suffers from cerebral palsy – and has raised £350,000 for the new centre. Richard Russ, Coppards Removals' Managing Director, met Freddie and was eager to support the cause.

Coppards has supported the Foundation by attending fundraisers whenever possible and making donations. It's also distributed fundraising materials to raise awareness of the charity and collects unwanted, saleable furniture and auctions it via a local auction house on behalf of the foundation. Through the generous donations of its clients, Coppards has raised over £8,500 over the last 15 months.

Paul Russ, Director Business Services, said: "We at Coppards Removals and Storage support the Freddie Farmer Foundation because it's a locally-based charity that provides tangible and significant results for children with cerebral palsy and serious mobility issues. Our directors were particularly impressed by Freddie, his zest for life is contagious, and his family's hard work and dedication to getting Freddie on his feet."

The new centre is due to open in early 2015.

● For more information or to make a donation visit: www.freddiefarmerfoundation.org.uk.

BUSINESS: FOREIGN EXCHANGE

● Currencies Direct will get a better deal on foreign exchange for your customers than they can get from their bank - all you have to do is refer them.

Extra profit for no extra work

Jonny Griffith from Currencies Direct explains how you can make extra money, for no extra work, and keep your customers happy too, just by making a simple recommendation ... even if you don't win the removal job. Interested?

It's really very simple. When your customers move overseas they have to transfer their savings and the proceeds of their house sale to a bank in their new country. This is a problem for them as they have probably never done it before and don't know what to do. Most will go to their bank, get a poor rate of exchange and be charged a fortune for the service. There is a better way and by pointing your customers in the right direction, you can save them thousands and make a tidy commission for yourself in the process. Everyone wins! Best of all, you don't need to know anything about foreign exchange, you just need to make a referral.

Many removal companies we've partnered with wished they had started referring their European and deep-sea clients sooner.

Typically, people moving overseas will need to send their savings or set up regular transfers to pay bills

or mortgages - either abroad or back in the UK. Banks just don't take the time or make the effort to understand your customers' needs and so don't provide them with a very good service.

Many removal companies we've partnered with wished they had started referring their European and deep-sea clients sooner.

Currencies Direct instead has a very personal approach. We take the time to understand your clients' needs and have currency experts to guide them through the whole process. We offer a much better rate and will transfer the money for free - saving customers up to 5% compared with using their bank (this could be a saving of up to £5,000 for a £100,000 transfer). This might be enough to pay for their move! And of course, the whole process is

100% secure as we are authorised by the FCA and have the highest possible credit rating - level 1 - with Dun & Bradstreet.

Even if you don't win the job you can still receive a commission. Just ask the customer if they are interested in receiving information from us, and send us their contact details. We'll do the rest. We will pay you a commission on any money they transfer and all future transactions with that customer without you doing anything. It's really very simple.

● If you want to learn more about Currencies Direct, commission agreements and a general discussion on how we can help your company generate more income, give us a call on +44 (0) 20 7847 9446 or e-mail us at affiliatesuk@currenciesdirect.com.

Editor's note

I referred my next door neighbour to Currencies Direct when he moved to Ireland. He saved enough to pay for his move with cash to spare. I can't understand why every international mover in the country doesn't have such an arrangement. I wish companies like this had existed when I was in the business.

Jonny Griffith

For over 14 years Jonny Griffith has focussed on building mutually beneficial partnerships within the removal industry. As Head of Partnerships at Currencies Direct, Jonny spends his time ensuring that his removal partners are generating a good income and that their clients are saving money by receiving the best exchange rates.



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NEWS: UK



Kennedy Movers joins AIM

Kennedy Movers of Waterford Ireland has joined the Alliance of Independent Movers, the first removals company in the republic to do so.

Kennedy Movers has been established for over 25 years and in addition to its domestic market specialises in removals between the UK and Ireland, as well as European and worldwide removals. The company has a staff of eight and operates a modern fleet of seven vehicles. Founder Michael Kennedy is still very much involved with the business but has now handed the reins over to his son Brian who now handles its day-to-day running.

“I’m particularly pleased to have our first member in the emerald isle.”

Scott Rust

“We’ve been a member of The British Association of Removers for many years and we’re proud to be so,” said Michael. “But AIM is a new up and coming organisation and we felt as a small independent family business that it was something we wanted to be a part of as well. They are still relatively small but offer a lot of support to their members.”

AIM founder Scott Rust said, “We are delighted to welcome Kennedy Movers to the Alliance and I’m particularly pleased to have our first member in the emerald isle. We are looking forward to working with Michael and Brian in the future.”

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



● David Trenchard asks David Cameron for a zero VAT threshold.

Mover asks PM for a zero VAT threshold

David Trenchard from Britannia Leatherbarrows, recently contacted *The Mover* to tell of a meeting he had attended with the British Prime Minister David Cameron on 15 December in Poole.

David Trenchard, who was the leader of the Bournemouth Council for nine years, is no stranger to these type of political meetings and makes a point of attending them regularly to lobby on matters he feels are important to the moving industry. The matter exercising his thoughts this time was the high UK VAT threshold and the affect it has in creating a ‘cash’ market in the industry.

He said to the PM that businesses in the UK are tax collectors for the government through the collection of VAT and asked for the PM to consider bringing the UK threshold down making it closer to some of our European partners. “A zero

threshold means that every business will have to account for the money it takes and take away the umbrella [£81,000] beneath which some quite large enterprises shelter, employing people on the black economy and allowing the black economy to thrive,” he said. “We want to compete fairly with other businesses.”

The Prime Minister, however, said that the VAT threshold encouraged new businesses to start. “So it’s something that we guard jealously in our country,” he said. He added that it was the government’s aim, however, to make sure that both businesses and individuals pay the taxes that they owe, not evade taxes. He expects the government’s

planned measures in this regard to generate an extra £5billion in revenue in the next parliament.

David said that he received the answer he expected from David Cameron however that wasn’t a reason not to keep asking. Over many years he and other industry colleagues have made every effort to ask these difficult questions of those in authority and have had some success. Most recently, for example, the government imposed VAT on self storage in part at least, David believes, in response to this type of lobbying.

There are many smaller moving companies that operate without registering for VAT however it would be very difficult for a company that was capable of providing a living for its proprietors and staff to do so with a turnover of under £80,000/year. David says, therefore, that there are many businesses who take cash from customers and pay cash wages as a way of keeping under the limit. This, he believes, is unfair to the legitimate operators.

“I would like to encourage all moving companies who have experienced this behaviour in their competitors to write to their members of parliament,” he said, adding that the run up to the election later this year is the best time to lobby MPs as they make a particular effort to court the electorate.

The UK VAT threshold of £81,000 is much higher than any other country in Europe. Ireland, at €75,000 is closest with Malta, Spain and Sweden all having a zero limit. Germany, by comparison, has a limit of just €17,500.

● **Link to David Cameron’s speech:** http://www.bournemouthecho.co.uk/news/11668044.David_Cameron_makes_surprise_visit_to_Poole_to_announce_new_homes_initiative/

Skills for Logistics to close

The Board of Skills for Logistics (SfL) in Milton Keynes announced on 6 January, 2015 that it has taken the decision to close the business and is considering placing the company into administration in order to facilitate this closure. This has happened due to pressure placed on the business by the trustees of the pension scheme, which SfL joined following its initial set-up in 2003. Like many similar organisations, the significant pension deficit and subsequent

on-going recovery payments has placed extreme pressure on a smaller SfL business in a rapidly changing economic environment.

Skills for Logistics has worked hard to exist and be effective over the last 2-3 years in the ‘new world’ of substantially reduced public funding for skills initiatives, and now being required to become 100% funded through employer projects, has struggled to both replace revenue streams and continue to fund pension recovery payments.

The organisation and its business plan have remained reasonably strong, however given the reduced activity level in 2015 and obligations to the pension scheme (particularly in light of a new approach by its trustees), the Board felt it would be better to seek alternative options for the continuing industry skills projects. The board is therefore appointing an administrator and starting to work with stakeholders to find a natural home for any on-going projects



● Yogesh Mehta.

Yogesh Mehta buys Anglo Pacific

After 36 years at the helm of Anglo Pacific, a company he founded in 1978, Steve Perry has recently sold the business to Yogesh Mehta and family.

Yogesh, who is well known in the removals industry for his many personal triumphs, commented, "I am delighted with our acquisition of Anglo Pacific International and the diverse range of services the company offers. The addition of Anglo Pacific to our Group will strengthen our position as a global mover."

Yogesh is keen to maintain independent brands for all his companies, so it is business as usual at Anglo Pacific. Steve Perry remains in the driving seat as chairman, and the company will continue to uphold its unique relationships with customers, suppliers, and overseas partners alike.

Steve said, "I am excited by the challenge that being a part of a larger organisation offers, and also comforted by the knowledge that Anglo Pacific will continue long after I retire."



● Denise's story published in the Yorkshire Post, 30 December, 2014.

Ten years on from disaster

It has been ten years since Denise Magson formed the Steve Magson Memorial Trust to raise money to help the victims of the Tsunami that struck Thailand on Boxing day, 2004.

Over that time the trust has provided valuable help to those most seriously stricken and the work goes on today.

Steve Magson was a moving man. He was the co-founder of Bootham Removals in the early 70s with depots in York and Leeds. At the time of his death he was the Franchisee of Bishops Move Group at Sherburn in Elmet Leeds.

In 2004 Steve, Denise and their 12-year-old daughter were holidaying on the Thai island of Phi Phi. When the Tsunami struck Denise and her daughter were kayaking and so survived; Steve, however, was on shore and died in the disaster.

In 2006 Denise addressed a meeting of the BAR Yorkshire Area to promote the aims of the Trust she had set up in Steve's name. Since



● Denise Magson addressing the BAR Yorkshire Area in 2006.

then the donations received have bought four new fishing boats for the local fishermen and funded the education of two Thai children orphaned by the Tsunami.

The work continues. Anyone wishing to make a donation should contact denise.magson@talktalk.net.

Conveyancing Association launches new Best Practice Guide

The Conveyancing Association has launched a new Best Practice Guide to help improve communications between conveyancers and estate agents. The Guide - the first of its kind for the property sector - is designed to give further guidance to conveyancers with the aim of speeding up transactions and improving communications throughout the chain.

The Guide was developed following the results of a Conveyancing Association poll which found that 47% of buyers felt the parties involved in their sale or purchase could have communicated with each other better. The poll also found that almost two thirds (64%) of house buyers experienced problems including delays during their transaction.

Eddie Goldsmith, Chairman of the Conveyancing Association said, "We know that many estate agents and Conveyancing Association members already have effective working practices and, since the results of the consumer survey, would like to share and develop these practices for the benefit of the membership and their estate agent contacts. This will ultimately improve the home mover experience."



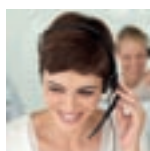
● Eddie Goldsmith.



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TRANSPORT: VEHICLE LEASING COSTS

Leasing vehicles: beware of the sting in the tail

David Jordan offers a warning to anyone planning on leasing a vehicle. All may not be what it first appears!

With new cars and vans typically used by businesses costing upwards of £20,000 these days, many companies and individuals now choose to lease their vehicles rather than pay cash. While there are clear advantages in doing this, lower capital outlay and tax benefits for example, there can be a sting in the tail when the time comes to return the vehicle.

Recently *The Mover's* Editor Steve Jordan returned his very tidy three-year-old (45,000 miles) Alfa Romeo and a few days later was sent a bill for £352 for what the leasing company called 'unfair wear and tear'. This despite the car being returned 15,000 miles short of the contracted mileage. The charges were for a hole worn in the carpet under the driver's feet – which had been reported to the company six months into the contract – a small scratch on the nearside front wheel, and a repainted door panel that the leasing company said was not up to the required standard. They also claimed that the spare tyre only had a tread depth of 2mm, which was rather mysterious as it had never been out of the boot!

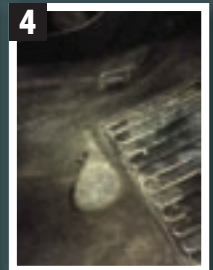
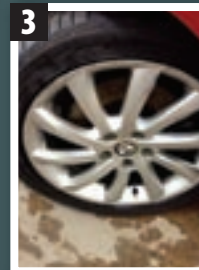
Steve reluctantly paid for the scratched wheel and the re-painting of the door but dug his heels in when it came to paying £100 for the worn out carpet. He pointed out that the carpet was clearly not of merchantable quality and was, therefore, not fit for purpose as required by the 'Sale of Goods Act 1979'. The company, ALD Automotive, agreed to waive the charge 'as a gesture of goodwill'. Indeed!

I had a bad experience myself when I returned a Saab 93 a few years ago. My car wasn't leased but I had bought it on a PCP (Personal Credit Plan) that required the payment of a balloon sum at the end of the contract or the return of the car, which I chose to do. My car was collected by one of the big car auction companies who examined the car for any blemishes, the finance company then issues an invoice for repairs, which I suspect are seldom carried out. The day after my car was collected I received a bill for several hundred pounds for 'car park damage to the doors'. The damage was very slight and as the car was four years old and had 60,000 miles on the clock, I thought it was



The evidence:

1. The Editor's Alfa photographed by the leasing company. Not in bad nick after 45,000 miles but still requiring over £350 of repairs to get it up to scratch, apparently.
2. Off-colour door. Can you tell the difference?
3. Scratched wheel. Just the one after three years driving but not considered fair wear and tear.
4. Worn carpet. Ever tried driving without resting your heel on the floor?



a little harsh. Two days later I had a call from a debt collection company working for GM who demanded I pay the fee straight away insisting that I paid the bill immediately and then negotiate with GM later. Being a fully paid up member of the awkward squad, I held my ground.

Four days after the car was collected I had a letter from a local vehicle recovery company. My poor Saab had been written off by the car auction's driver three miles from my home. As the registered keeper, I got the £500 bill for recovery and storage! Now it was time to turn the tables on Mr. Nasty at the debt collection agency, who this time was somewhat lost for words. I never heard any more from him or GM about the incident, never had an explanation and certainly no apology for putting me through all that trauma. What a way to treat a customer.

I'm sure the leasing companies are not doing anything we haven't agreed to. But to charge £60 for a two-inch scratch on an alloy wheel after 45,000 miles, or £50

for a tiny dent in a door panel, especially when it's pretty obvious the work is never carried out, seems very unfair. Add to that the heavy handed way they pursue the debt, and the whole customer experience becomes very ugly indeed.

The leasing companies argue that their charges reflect the reduction in the hammer price. The amounts involved are small and most of us will just roll over and pay up. But with millions of vehicles being returned every year this amounts to a multimillion pound bonus for the leasing companies and I don't think we should take it lying down.

@ Comment

What do you think? Have you been hit by unreasonable charges at the end of a lease or PCP contract? Write to *The Mover* and tell us your story.

Have your say at comment@themover.co.uk.



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NEWS: UK

MoveHub launches FoodHub

MoveHub, the UK information centre for people moving abroad, has launched a new initiative to supply unwanted food donated by people moving house to local food banks and charities providing them with a consistent flow of donations, helping the most vulnerable people in society: FoodHub.

FoodHub facilitates the collection of non-perishable food items that families cannot take with them and delivers them to local food banks and homeless charities. One of the charities benefiting from FoodHub is Centrepont, which supports 8,400 homeless young people in Bradford, London and the North East, including over 100 in Camden.

Nahar Choudhury, Head of Housing and Support for Centrepont in London, said: "We are grateful to MoveHub for naming us as the first recipient of their FoodHub donation. Eating healthily on a very small budget is a difficult task for anyone, but for homeless young people with little experience of managing money it can be a real struggle. A key part of our work is teaching young people to shop efficiently and cook healthily, skills normally passed on by family members. But it takes time to build up these skills and a recent survey of Centrepont young people showed that around 50% of them struggle to maintain a healthy diet on their

low income and over half of them eat just one large meal a day. So donations like this can be very useful in ensuring the young people we work with in Camden have a varied diet, are eating regularly and are not going hungry."

"...I have been thrilled at how keen the moving companies are to participate."

Ben Tyrrell

MoveHub already has many removal companies signed up to the scheme, and hope to attract more, explained Ben Tyrrell from the company. "FoodHub is a chance to do something really positive in our industry and I have been thrilled at how keen the moving companies are to participate. We have collected a huge amount of food already and I have high hopes for the scheme in the future."



● The refurbished play room, school room and teenagers' area at Southampton General Hospital's Wessex Children's Cancer Unit.

Pickfords helps children's cancer unit with refurbishment project

Pickfords recently lent a hand to Southampton General Hospital's Wessex Children's Cancer Unit, during the refurbishment of its play room, school room and teenagers' area.

The play room and social area are great resources for children and young people undergoing treatment or visiting friends and family at the hospital's Piam Brown Ward, but the facilities were in dire need of renovating and redecorating.

A complete refurbishment project funded through donations from local families and supporters was planned, but unfortunately there was no budget for the moving and storing of the furniture and equipment. With no room to store at the hospital, the Ward approached Pickfords'

Southampton branch, who was more than happy to volunteer its services.

Pickfords packed the contents of the rooms into cartons, removing everything from the site ahead of the refurbishment. The equipment was taken to the local Pickfords storage centre in Eastleigh for the duration of the project, before being dropped off again in time for the grand reopening a few weeks later.

The Piam Brown Ward treats over 100 children from one-day-old to 16-years-old each year.

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OBITUARY: GEOFF PYGALL



Geoff Pygall – a man of the industry

Geoffrey Frederick Pygall died, just before midnight, on New Year's Eve at Hinchingbrooke Hospital, Huntingdon from multiple organ failure. He was 87.

OBITUARY: GEOFF PYGALL

Geoff had been one of the major influencers in the post-war moving industry. He worked with Pickfords for over 40 years, was a highly respected managing director of the company, chairman of The Institute of the Furniture Warehousing & Removing Industry in 1969 and president of BAR in 1977. During his career his initiatives helped to change the face of the moving industry in the UK and worldwide.

He started his career in 1942 at the age of 14 working for Pickfords in Eastbourne, his home town. After completing his National Service he returned to the company and then became the manager of the Herne Bay depot, moving through the ranks of the company in the South-East area, eventually becoming the manager of the Southampton depot, one of the company's largest. He was subsequently elevated to the role of chief removal manager for the company taking over from John Tarsey.

"I think it is fair to say that he was the instigator of lobbying activities - something the Association had had little influence upon before then..."

Tony Richman

He became Pickfords MD in 1976. Under his direction Pickfords was the first company to translate the BAR trading conditions into plain English; the first to introduce payment in advance that provided better cash flow and financial certainty and was subsequently adopted universally; the first to introduce a fixed rate for insurance based on the price of the move rather than the value of the goods; and was a pioneer of palletised storage using a unique, larger sized container, that Geoff preferred to standard containers as they provided better vehicle space utilisation.

As Institute chairman and BAR president he travelled the country lecturing at Area meetings despite there always being a background antipathy towards Pickfords largely because of its dominant position in the market. His favourite subject was helping companies understand their operating costs and, therefore, develop realistic pricing structures. He was also a great link with the government post Barbara Castle's 1968 Transport Act helping to ensure that legislation took the position of the removals industry into account.

Tony Richman handled political lobbying for BAR and FEDEMAC for many years. "I think it is fair to say that he was the instigator of lobbying activities - something the Association had had little influence upon before then," said Tony. "This is yet another advantage of

having the biggest removal company within the Association ranks. Geoff could summon the ear of important politicians and was quick to comment on issues such as consumer protection, licencing, drivers' hours and restrictions and offer advice on matters such as costing/charging. In fact Geoff's work had a great influence on the path that later led me into lobbying on behalf of the industry on behalf of BAR and FEDEMAC."

In 1982, at the age of 55, Geoff became the chief executive of British Road Services, the largest group within the National Freight Corporation. He was on the main Board of the NFC until he retired. He was also partly instrumental in facilitating the purchase of the organisation from the government in 1982 which provided Pickfords with the freedom to flourish and the shareholders with a very nice return as the stock appreciated some 100-fold when the company went public in 1988.

Around the same time Geoff took the Pickfords name overseas. Denis Olliver, who subsequently took over from Geoff as Pickfords MD, said that the initiative was driven by overseas agents paying lip service to reciprocation of traffic with Pickfords. "Geoff realised that our agents were expecting us to move into their territory so would not consign traffic to us," he explained. The company bought Downards in 1982 and quickly moved to create firm footholds worldwide. As well as being the largest company in the UK, Pickfords became the largest moving company in the world by 1989. It's Second Brands Group – Hoult, Pitt and Scott, A&N, etc. – was also developed to be the second largest in the UK.

As well as a colleague, Denis and Geoff became close personal friends. "He had a unique quality of listening to people," said Denis. "He was a gentleman, and there aren't many of them around nowadays. He was very straight and fair, there was never any misunderstandings with him. He was a great motivator who was also very ethical."

Pickfords' Managing Director Russell Start said: "Geoff Pygall is an important part of Pickfords' history. Many colleagues and ex colleagues remember him as a gentleman and as a very approachable managing director. We know he retained a fondness for the company and its employees long after his retirement and we are saddened by his loss."

Geoff dedicated his life to his wife, Lillian, Pickfords, NFC and his colleagues. As well as his removals work Geoff was also MD of Pickfords Travel until 1982 with around 250 retail shops in the UK. This enabled Geoff and Lillian to exercise their love of travel. The couple particularly enjoyed spending the winter in Australia after he retired.

"Many colleagues and ex colleagues remember him as a gentleman and as a very approachable managing director."

Russell Start

He and Lillian retired to live in Brighton in 1988. Although he continued to run the large NFC Pensioners' Association for many years thereby extending his link to NFC to almost 60 years. In her later years Lillian suffered from Parkinson's disease, through which Geoff nursed her for many years without complaint. Denis Olliver summed up his feelings about Geoff, mirroring those of many others who knew him well. "He was unique and I have nothing but the highest regard for him as a man, as a friend and as a business colleague who will be a tremendous loss to us all who knew him."

Geoff's funeral took place on Tuesday 27 January, at All Saints Church in Eastbourne and was attended by many friends, family and representatives of the industry he loved.



● Geoff Pygall, pictured at the BAR Past Presidents' Lunch in 2006.

NEWS: INTERNATIONAL

ARPIN INTERNATIONAL GROUP OPENS IN MIDDLE EAST

Arpin International Group has opened its newest international customer care centre in Dubai, United Arab Emirates, the company's first in the Middle East. The office will expand Arpin's services, assisting corporate personnel who are moving to and from the region.

Bob Sullivan, Senior Vice President of Arpin Group said, "Our volume of moves to and from Middle Eastern countries is growing every year, making this office the next important step in our international growth. Having a customer care centre in Dubai means we will have our own people on the ground managing shipments, ensuring greater control over our supply chain and service quality. We can now offer a wider range of services in the Middle East, at more competitive rates."

Heather Rosenau has been appointed Director of Customer Care for the Middle East and will coordinate all corporate moves on behalf of Arpin International Group within the region.

In addition to the United Arab Emirates, Heather will also provide customer care and move management services in other countries in the region including Oman, Qatar, Saudi Arabia, Kuwait and Bahrain. She will use Arpin's STAR system that links all Arpin offices worldwide to ensure a seamless flow of data and information.

The Middle East customer care centre joins Arpin International Group's network of offices in major metropolitan areas around the world including New York, Boston, Dublin, London, Frankfurt, Singapore, Hong Kong and Shanghai.



● Heather Rosenau.



● New trucks in front of the facility in Campbelltown.

New safer, cleaner trucks for Grace Removals Group

Australia's Grace Removals Group has continued its fleet replacement programme as part of its plan to meet and exceed Australian emissions standards and deliver on its commitment to safety.

The latest additions to the fleet are seven light commercial vehicles and four container trucks. This was the Group's second vehicle

delivery of 2014 having taken delivery of eight similar vehicles last May.

Steven Brown, Managing Director, Grace Group of Companies, said the additions to the fleet are state-of-the-art, purpose built vehicles incorporating the best safety features available. They also exceed the Australian Design Standard ADR 80/03 and

meet the stricter Euro V standard.

The picture shows the new vehicles in front of Grace's newly built facility at Campbelltown in Sydney, which comprises 17,000m² of warehouse and office space and 5,000m² of hard standing on a 38,000m² block of land.

This new facility brings Grace's total warehousing footprint in Sydney to 62,000m².

Driving offence legislation Europe wide

From 6 May, 2015 drivers convicted of a road traffic offence in any of the 28 EU Member States, will be prosecuted in the same way as if they had committed the offence in their home country. The regulations will come into force in the UK, Ireland and Denmark two years later (6 May, 2017).

On 17 December, the Permanent Representatives Committee approved a compromise agreed with the European Parliament on a draft directive on the cross-border exchange of information on road traffic offences. Under the directive, Member States may access each other's national vehicle registration data in order to track persons liable for certain offences that jeopardise road safety.

This data-sharing covers eight

major road-safety-related offences: speeding, not using a seatbelt, failing to stop at red lights, drink driving, driving under the influence of drugs, not wearing a safety helmet, using a forbidden lane, and illegally using a mobile phone, or any other communications device, while driving.

The new legal basis – transport – means that the directive will apply to all 28 Member States. As the United Kingdom, Ireland and Denmark have a special position with regard to police cooperation, these countries have not been

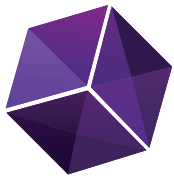
applying the previous directive. As they will need to make an additional effort to put the system in place, they will have two more years to adopt their national provisions: until 6 May, 2017 instead of 6 May, 2015.

The new directive still has to be formally approved first by the Parliament and then by the Council (first-reading agreement). Final adoption is expected to take place in the next few months.

It will enter into force four days after it is published in the EU Official Journal.

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European Roundup

Swedish congestion charge

From 1 January, 2015, the congestion charges in operation in Stockholm and Gothenburg in Sweden now also apply to foreign vehicles. The congestion charge in Gothenburg has recently been increased. Charges in Stockholm will increase on 1 January, 2016. Further information about European congestion charges is available at: www.urbanaccessregulations.eu



tolls system is intended for trucks over 3.5t maximum gross weight and will introduce a distance-based system replacing the time-based system of the Eurovignette. The introduction of this tolls system will mean the end of the current Eurovignette system in Belgium. **Information provided by DKV Euro Service.**

Amended emission categories and standards in Austria and Czech Republic

On 1 January, 2015 a new emission category, class 6, will be added to the Czech tolls system. For haulage firms concerned, this will imply renewed registration. Moreover, as from 1 January, 2015, Austria will impose new identification standards. Hauliers driving in or through Austria will be obliged to display an Austrian Euro sticker on their vehicles, which must clearly demonstrate and attest their exhaust emissions.

Information provided by DKV Euro Service.

Germany extends toll scheme for heavy vehicles until 31 August, 2018

Germany has extended its HGV toll scheme for a further three years. The German Transport Minister, Alexander Dobrindt, has promised that the revenues will be earmarked for road infrastructure. The toll for trucks is an important contribution to finance Germany's road infrastructure. At the same time the

existing toll road network is being expanded by including a further 1,100km of roads in the scheme. The current toll for trucks in Germany is based on vehicles over 12 tonnes gross vehicle weight. From 1 July, 2015 the starting threshold will be lowered to 7.5 tonnes gross vehicle weight. The German toll scheme for trucks originally came into force in January 2005 and covers approximately 12,800km of autobahn in Germany and since

August 2012 it has also included part of Germany's 1,200km of dual carriageways network.

Belgian tolls expected by January 2016

It is expected that the Belgian authorities will introduce their recently announced satellite-controlled tolls system by 1 January, 2016. The new, satellite-controlled

Reason Global sponsors the FIDI Fun Run and Bertrams Junior School

Reason Global Insurance has sponsored the FIDI Fun Run in Cape Town taking place at 8.30am on Tuesday 31 March, 2015 as part of the free networking day at the FIDI conference in Cape Town.

All proceeds will go to Bertrams Junior School (BJS), a cause that FIDI has supported for the last five years. Reason Global also sponsored the 2014 event in Singapore.

BJS is located in Paarl which is in Gauteng, the most populated province of South Africa that includes the cities of Johannesburg and Pretoria. It's a poor area and many families struggle to pay school fees, buy their children uniforms or even afford enough food for them. FIDI's charity project aims to help the 500 children at BJS have a decent start

in life.

"We are very pleased to be sponsoring the FIDI Fun Run and Bertrams School again," said David Raynor, Reason Global Managing Director. "It's a very good cause and I hope the attendees at the FIDI conference will really get behind it and offer the support it deserves."

Reason Global has designed the official fun run T-shirt which carries the school crest on the front and a quotation from Nelson Mandela on the back: "Education is the most powerful weapon which you can use to change the world." The entry fee for the FIDI Fun Run is €55 all



● The official FIDI Fun Run T-shirt designed by Reason Global Insurance.

of which goes to Bertrams Junior School.

For many years Reason Global has attended and supported industry events around the world. As Lloyd's

of London's only specialist broker solely dedicated to the moving and self storage industries the company is uniquely able to provide insurance services to customers globally.



● The CSCL Globe. Picture courtesy of the Port of Felixstowe.

World's largest container ship launched

Hyundai Heavy Industries Co Ltd (HHI) has built the world's largest container ship, the first of five 19,000 TEU container ships ordered from China Shipping Container Lines (CSCL) in May 2013. The ship has been named *CSCL Globe*.

The vessel, 400m in length, 58.6m in width and 30.5 m in depth, is as large as four football fields, and will be deployed on the Asia-Europe trade loop after being handed over to the owner later this month.

The *CSCL Globe* has a 77,200bhp electronically controlled main engine to enhance fuel efficiency by automatically controlling fuel consumption according to the ship's

speed and sea conditions. With the installation of the high efficiency engine, the container ship will burn 20% less fuel per TEU in comparison with 10,000 TEU container ships.

HHI built the world's first 10,000 TEU container ships in 2010 and since then it has built 82, the most number of container ships carrying more than 10,000 containers in the world.

Gold for Arpin

For the second year in a row, Arpin International Group has earned the Gold Award from FIDI. The company was selected for the award for having 44

of its employees complete online training with the FIDI Academy, obtaining their FIM Diploma (Foundations of International Moving). The FIM Diploma programme explains in depth all processes and tools to be aware of when working for international moving/relocation companies. Arpin requires all new employees to be FIDI certified.



"We wish to recognize Arpin International Group for not only meeting the FIDI Academy requirements, but also for driving and promoting industry knowledge among their employees around the world," said Chantal Fera, FIDI Academy Manager.

From the more than 600 FIDI-registered companies, only 15 received the Gold Award this year.

The European Connection

Tony Richman



Undeclared work, moonlighting, black economy ...

It is certainly no surprise to learn that undeclared work and related Black Economy activities increased with the economic crisis. In the moving industry, this 'cowboy' element has always had a negative impact upon the activities of legitimate, professional operators.

I started lobbying about this unacceptable situation more than 30 years ago and continued with efforts at a European level starting as far back as 1990. They say patience is a virtue: well on many occasions I virtually lost my patience altogether!

But as a well-known Royal said about the floods in Southern England last year, "There's nothing like a jolly good disaster to get people to start doing something." The economic crisis seems to be just one of those disasters. Until recently, there has been no initiative at European level on coping with undeclared work – yet, in Europe, it is estimated that a staggering €2.1 trillion of income is lost to undeclared work annually.

In recent years, the most notable increase in undeclared work happened in Slovenia and Spain (Eurobarometer survey - Spring 2014). Denmark, Sweden, and Latvia on the contrary have experienced decreases. Workers in southern Europe receive almost 70% of annual income in the form of cash in hand. Central and Eastern Europeans follow with 29%, 17% in 'Continental' countries, and only 7% in Scandinavia.

Whilst discussions at the EU started some years ago, it's in the last year or so that action has really started to gather momentum. The European Economic and Social Committee *(EESC) has proposed a number of ways to decrease undeclared work: tax

incentives; fines; inspections; better regulation; and, a better coordination at the European level through a mandatory platform.

For this platform to be rightly steered, constant dialogue will be needed between all the players involved; not only the social partners at EU level but also from sectors with high levels of undeclared work, SME organisations and the social economy. The moving industry needs to be ready to play its part.

They say patience is a virtue: well on many occasions I virtually lost my patience altogether!

Whilst participation in the platform would be mandatory for all Member States, they would remain competent to decide on their level of involvement in the initiatives and on what measures to take at national level to influence the outcomes depending on their own priorities and needs in the prevention and deterrence of undeclared work.

The Council will now enter in trilogue negotiations with the European Parliament with a view of reaching a first reading agreement. The Commission expects that a quick agreement would be reached between the European Institutions on this topic. The platform could be operational in the second half of 2015.

* An advisory body to the EU institutions that consults the European Parliament and EU Council on Laws Proposed for Adoption. Both Parliament and Council are obliged to take into account the general concerns of the EESC opinions. It is formed of representatives from the trade unions, employers' organisations, and other civil society groups.

The way forward for sales leads in the moving industry

Ian Thomas, Operations Director of Ship-Stuff.com, looks at the development of the sales leads industry for movers and considers what the future might hold.

When considering where we are going, I often find it a good idea to look at where we have been, as I believe it gives plenty of clues as to which direction we may well be taking as we move forwards.

It started with ...

Ten years ago, the first wave of Internet penetration was reaching its high-water mark. Every desk, if not quite every home, had for the first time ready access to the Internet. But with connection speeds somewhat 'narrower' than today people were struggling to find practical uses for this new gadget. Enter the Internet search engine, "Goodbye" dusty Yellow Pages, and "Hello" to company websites.

Consumers were able to search for products and services not just by name or address but by whatever information the company was prepared to share via its website. An opportunity not fully grasped by many moving companies, more familiar with their own operational issues. A basic, company information website was built with the help of the computer savvy guy from accounts, but it hardly seemed to represent any more of a strategic advantage than the fax machine, leaving consumers no better served than with the telephone directory.

From then until now ...

As with any unfulfilled business opportunity there will always be someone who tries to fill the gap, the 'Sales Leads Generators'.

Internet companies searching for a way to demonstrate the potential and strategic value of the Internet started to create their own comparison websites. Sites that aggregated one Internet search based on service and location into several useable results for the website visitor. And once they saw that by supplying visitors' details to the companies in the results they very quickly realised that they had hit on a very special 'win-win-win' formula.

- Win – consumers got several useful results from one Internet search;
- Win – moving companies got very warm 'point of sale' sales leads;
- Win – for themselves – profitable work for their specialist Internet teams.

Happy ever after?

"No." The world moves on and with more competition, ever changing and sophisticated public and search engine logic, costs have risen and margin for both the movers as well as the lead generators has fallen.

Consumers spoilt by smart devices, faster Internet speeds and mature web services have become more critical of the information they find online. Pushing the requirements for the company website well beyond the capabilities of the savvy lad from accounts and stretching the capacity of the sales lead generators.

And as more Internet companies recognised lead generation as a profitable business more comparison sites were launched. I suspect your sales departments spend more time fielding calls from sales leads suppliers than acting on the sales leads themselves, leaving moving companies, initially excited by the stream of warm sales leads provided, frustrated by the low quality of the leads delivered.

So is it all over?

I don't think so. There is a new generation of sales lead generators emerging eager to return to the core values which saw sales lead generation initiate and drive double digit growth for over ten years.

These companies are looking to reinforce the value proposition;

For the consumer:

- Peer to peer review and customer ratings in a single web search.

For the moving company:

- Professional profiles that constantly rank highly in search results;
- Validated leads checked for accurate information;
- Variable pricing based on estimate move value;
- Custom source and destination locations tailored to support each organisation;
- Integration into multiple supply and planning systems;

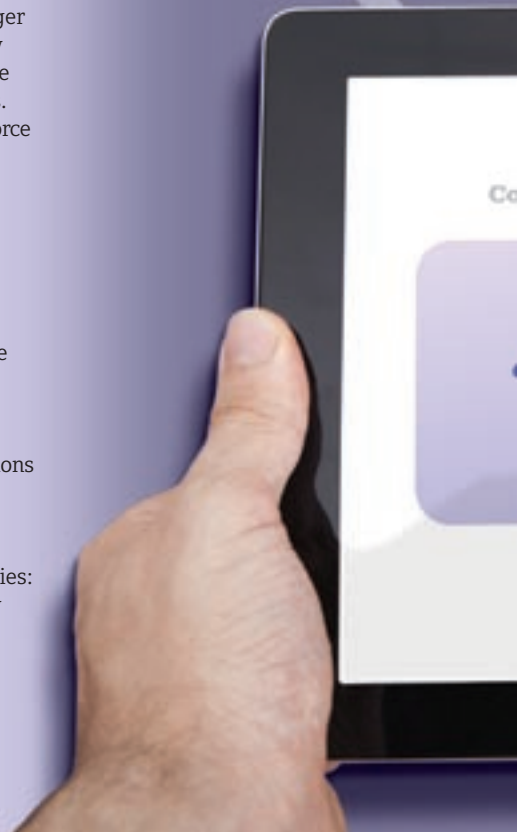
For the sale leads generation companies:

- In strategic partnerships, constantly reducing the cost of new business acquisition.

Quote

Quote

Quote



INSIGHT: SALES LEAD GENERATION**So how do you maximise your 'win'?**

Before you invest heavily in your own site and Internet strategy be aware that consumers will always compare. When they find your site they will always find sites belonging to some of your competitors. Comparison has been facilitated and encouraged by the Internet. So a 'unique' lead provided by your own site will always come with an element of competition.

The design of your website will need to be optimised to turn each visit into a request for information. Your site needs to provide a secure environment as these sites are favoured in search results and you'll need to run acquisition campaigns for each search engine in your target markets. Add to that the complexity of maintaining your site for each browser or device type and you will see that 'going it alone' isn't going to provide you a stream of cheap, high quality competition free leads at all.

Use your lead generators wisely?

Leads generators are able to provide cheap leads by aggregating their expertise and marketing budget over several companies. Providing the most cost effective leads possible.

But some have got complacent. Do you use a single sales lead provider today? And have you used them for many years? Well maybe it's time to consider multiple providers so that you can continually compare their actual sales performance. Can they offer you more in terms of a better fit to your existing or planned operation? Are they able to integrate their leads into your sales or planning applications?

Are you paying a single price for each lead regardless of the source or destination location? Or are you paying a single price per lead regardless of the move size or type? A modern sales lead generator will support flexible pricing based on world region, move size and type meaning you can tailor your leads supply to match your operational requirements.

'Word of mouth'?

Companies say that they find this sort of referral generates more actual sales. They are probably right. But don't forget that these value chains of referrals start when a genuine 'new' customer recommends your company. The best source of these 'new' customers are the fresh sales leads harvested for you from the Internet.

● **More information from Ian Thomas or Sebastiaan op't Hof at www.ship-stuff.com.**

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COVER STORY: ARROWPAK INTERNATIONAL



Arrowpak International: a family business with worldwide connections

In a little over three decades Arrowpak International has grown from a small family business into a global organisation with worldwide connections. Deputy Editor David Jordan interviewed Director Terry Cobbin at their HQ in Suffolk.

I visited Arrowpak International in Brandon, on a gloomy day in December, just a few days before Christmas. As I turned the corner into Norwood Road a sign on Sherwood House - the company's HQ - proudly celebrated 36 years in the moving business. Across the road, Arrowpak's military warehouse, Loxley House, bore another sign showing a handshake featuring American and British flags proclaiming the company's close relationship with the USA and the huge military bases in the area. Arrowpak, Sherwood House, Loxley House, you may have noticed a theme. As many of you will know, Arrowpak was founded by its current Managing Director Robin Hood and his wife Carole back in 1978 and with such an iconic name who wouldn't want to make the most of it!

The Hood family, including son Robyn, are still very much involved with the running of the business but it was Director Terry Cobbin who welcomed me at reception and showed me through to his impressively tidy office. Terry initially joined the company as a sub-contractor after leaving the Royal Marines at the

tender age of 21. I asked him how he became involved in the moving business.

"My dad was a removals man and I used to help him when I was a schoolboy during the holidays and at weekends," said Terry. "I worked for him for a while when I left school but I was mad keen to get into the military and joined the marines when I was 17. When I left four years later I decided to start my own moving

"The military side is very important to us and it's allowed us to establish excellent partnerships with moving, relocation and freight forwarding companies in the US."

Terry Cobbin

business and my dad helped me get an HGV licence and buy a 7.5 tonne van. I approached Arrowpak in the hope of getting some work and Robin gave me a contract for six months to help out during the summer - 24 years later I'm still here!"

Arrowpak International now has 80 staff as well as a number of sub-contractors

● Top left: signage on the military warehouse; above: Sherwood House; right: Director Terry Cobbin.



and has premises in Suffolk, Peterborough and Alicante in Spain. Robin and Carole started the business operating from a small office in Brandon acting as agents organising moves for US military personnel from the nearby base. They soon had enough business to buy their own vehicles and carry out the work themselves and the business grew from there. Today the company has an impressive portfolio of clients including the American and Canadian military, the American Embassy, the Canadian Embassy, news channel CNN, and fashion retailer Next PLC.

"Only about 30% of our business is domestic removals," said Terry. "The military side is very important to us and

COVER STORY: ARROWPAK INTERNATIONAL



it's allowed us to establish excellent partnerships with moving, relocation and freight forwarding companies in the US. We've been handling their shipments to the UK for many years, we are now in the process of expanding our groupage service to cover Europe through our hub here in Brandon. Developing the European service will be the next major step in the company's expansion."

● Top right: export wrapping and crating; centre right: crate making; right: the company handles around 1,000 containers a year.

"I know it's a cliché but we always try to be the best in everything we do and to give excellent service to our customers, whether it's a private individual or a major government contract."
Terry Cobbin

As well as household goods and container traffic – the company handles around 1,000 containers a year - Arrowpak ships around 2,000 motor vehicles worldwide, mainly for US military personnel but also for private individuals. "The American government only pays for one vehicle per family, so any additional



cars have to be shipped at the owner's expense," said Terry. "The vehicles arrive in UK ports, either individually or on RoRo ferries, and we collect them using our own transporters and bring them to Brandon. After cleaning and checking we deliver them by trailer to the customer anywhere in the UK."

Arrowpak International is a member of a number of trade associations including BAR, NGRS, IAM, AMSA and PAIMA, and is also ISO 9001 accredited. "I think it's important to demonstrate to our customers our commitment to quality and to give them the reassurance that we meet the standards of the key industry bodies," said Terry. "Being a member of

so many organisations means we are continually being inspected so we know and can prove our operations meet or exceed all international standards."

I asked Terry what he thought was the key to Arrowpak's success. "We've always tried to diversify and look for new markets and we'll continue to do so. I know it's a cliché but we always try to be the best in everything we do and to give excellent service to our customers, whether it's a private individual or a major government contract. If something does go wrong, as inevitably happens sometimes, we always put things right without any arguments – nobody will ever be out of pocket dealing with Arrowpak."

NEWS: INTERNATIONAL

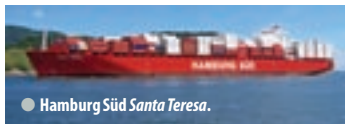
Maersk and Hamburg Süd top for reliability

Maersk Line and Hamburg Süd are ranked as the two most reliable container shipping carriers, according to performance rankings published in the new online version of the Carrier Performance Insight (<http://cpi.drewry.co.uk>) published by shipping consultancy Drewry.

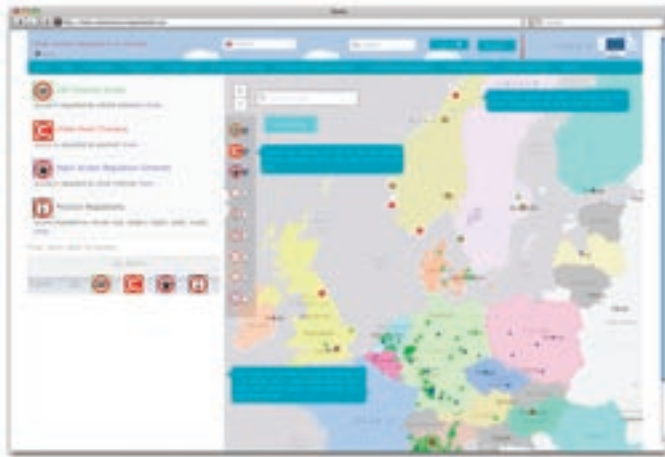
Maersk Line and Hamburg Süd were by far the most reliable carriers in the three months to October 2014 with overall on-time performances of 80.4% and 78.5% respectively. The next best performing carrier was Cosco at 69.9%, with its CKYHE Alliance partners, Evergreen, K Line, Hanjin Shipping and Yang Ming, not too far behind in that order.

Drewry has developed the new online version of its Carrier Performance Insight in collaboration with shipment management software solutions provider CargoSmart, using Automatic Identification System (AIS) data to measure on-time port arrivals against schedules on 350 different port pair combinations. The service provides carrier performance benchmarking on a port-to-port, trade lane, service and industry-wide basis, and is updated every month.

Industry-wide container ship reliability improved gradually in the three month period to October. The latest data shows that aggregate on-time performance for the Asia-Europe, Transpacific and Transatlantic trades improved to 64% in October, up from 63% in September and 55% in August.



● Hamburg Süd Santa Teresa.



● www.urbanaccessregulations.eu.

One-stop website on driving in European cities

The CLARS Platform, run by Sadler Consultants Ltd on behalf of the European Commission, has announced the expansion of its unique website www.urbanaccessregulations.eu that supports those that need to drive into European town and cities.

The website gives haulage and travel companies, as well as tourists and ordinary drivers, all the information they require on all Urban Access Regulations, in one place, on one click, in multiple languages.

Many cities have Urban Access Regulation Schemes (ARS) as part of measures to reduce congestion, air pollution and noise. This might be by a congestion charge, a Low Emission Zone where cleaner vehicles can enter or by limiting access times. However, those who need to bring goods, services and people into the city by vehicle need to know how to gain access. The website is the only EU-wide source of this type of information. To find the information otherwise each

country or city needs to be checked, often in the relevant language.

The site provides details of the 268 Low Emission Zones in Europe and the 14 urban road charging schemes, as well as full information on 42 major access regulation schemes. Details of more schemes will come in the coming months. In addition, almost every traffic restriction is also included on fully interactive GIS maps. There are around 8,000 towns and cities with access, weight, height, width or length restrictions. It also tells you where you have to register or get a sticker or permit, who is exempt, the emissions standards you need to meet, how the scheme will change in the future, where and how to pay, for all schemes in Europe.

STEEL STORAGE ACQUIRED BY JANUS

Steel Storage Group has announced the sale of its European operation to Janus International Group LLC, effective 23 December, 2014.

Steel Storage Europe Ltd was formed in 1996 by Jonathan Perrins, now the company's executive chairman.

"I'm sad to see the company move on but I know it is in the best interest of all stakeholders and customers," said Jonathan. "I would like to put on record my thanks for both the support and trust over the last 18 years from all those who have worked for Steel Storage Europe and most importantly the focus of our company, our customers."

The company said that the acquisition will combine two vastly experienced teams of people and provide a product range that it claims is unique to the industry. Steel Storage Europe will continue under the leadership of Colin Jeromson who has been leading the company for the last seven years. Colin will also take the lead for all of the parent company's European operations.

Steel Storage Europe Ltd claims to be the largest manufacturer, supplier and installer of self storage systems in the UK/European region and the market leader in the Asian and Australasian self storage market. Janus International Group LLC claims to be the market leader and the largest provider of these services and products in the USA market.



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EU to keep close watch on mega-alliances

The Global Shippers' Forum (GSF) has said that it welcomes the news that the EU's new Commissioner for Competition, Margrethe Vestager, will be keeping a 'close eye' on the mega-alliances in the container industry (see *The Mover*, January 2015, page 20).



● Margrethe Vestager.

GSF is in full support of the move and had previously called on the European Competition Commission to monitor closely such alliances for compliance with EU competition rules.

The Global Shippers' Forum, incorporated in 2011, claims to be the global voice for shippers from Asia, Australasia, Europe, North and South America and Africa. The GSF is focussed on the impact of commercial developments in the international freight transportation industry and the policy decisions of governments and international organisations that affect shippers and receivers of freight.

GSF Secretary General, Chris Welsh, said: "GSF welcomes the news that the Commissioner for

Competition, Margrethe Vestager is to monitor the new mega-alliances more closely, and fully supports her decision to do so. Effective monitoring of such alliances is absolutely essential to ensure they are compliant with the general provisions of the EU competition rules."

Ms Vestager has said her monitoring is to include the 2M alliance between the two biggest container carriers in the world, Maersk Line and MSC, and stated that if necessary she will 'strike' against 2M or one of the other major alliances if they were to interfere with free competition.

Commissioner Vestager has also called on shippers and other industry players to pay attention and notify the EU if they suspect something is amiss.



● Standing, left to right: Pierre Luigi Muzio, Alpha Italy; Simon Kirby, Tower International; Kees Wingaarden, Transpack NL; Budd Cardone, Wheaton USA; John Ford, Transglobal Australia; Tony Tickner, EuroUSA UK; Andrew Smith, ME Movers, France; John Payne, Anglo Pacific UK. Seated: Julia Ford, Transglobal Australia; Antonio Gil, Clara del Rey, Spain; Raul Covarrubias, SEYMI, Mexico; Lynn Davies, Salmon International, Canada) and Steve Fanning, Britannia UK.

An amazing trick from an amazing man

The December issue of *The Mover* included a Mystery Mover photo of the greatly missed Pierre Luigi Muzzio, of Alpha International of Naples, Italy. Pierre Luigi died in 2007 but Antonio Gil from Mudanzas Clara del Rey in Madrid wrote to tell us of a remarkable talent that he had.

Antonio said that Pierre Luigi was an amazing man. He told of a trick that he pulled off while at an industry conference. "Pierre Luigi left us all stunned when he asked a group of a dozen people to show him our credit cards," said Antonio. "In

a very short moment, too short indeed, he wrote on a paper the sum of the digits of all credit cards and invited us to check if he was right or wrong. Someone did and wrote down on paper all the card numbers for calculation. His mental addition was totally accurate, amazingly."

Antonio also sent a photo from November 1999 with Pierre Luigi (standing, first on left) with a group of overseas agents at the Wheaton Van Lines convention in Scottsdale, Arizona hosted by the Van Line in the style of a Wild West amusement park. Were you there on the day?



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CONVEYANCING: THE TRUTH



● Conveyancers operate under a number of factors and constraints which serve to increase an already heavy workload.

The truth about conveyancing



Following her article in *The Mover* in January, Bethany de Montjoie Rudolf CFIEx Soc, Legal Services Consultant at De Montjoie Consulting Ltd tries to explain why conveyancing lawyers are not complete idiots.

It quickly became clear to me, during the 'Moving Day Mayhem' debate at the Movers and Storers Show, that there are huge misconceptions on both sides as to why so many difficulties are created for moving companies, by the current conveyancing market conditions.

It was obvious that the movers in the hall believed the lawyers to be lazy idiots, after all, only a complete idiot would tell their client that they had to move on the same day as exchanging contracts and only the laziest old fashioned lawyer would go to lunch on the day their client is moving.

So I thought it worth explaining a bit about why things appear as they do and try to convince you that we are not all complete idiots!

Property propaganda paranoia

From the moment a customer accepts an offer on their property, they are treading a tightrope. Booking removals before exchange means that they may lose money if it falls through; yet leaving it until the last minute may mean that they will not be able to get removals at all.

Until 18 months ago this wasn't a

huge issue because chains of transactions were short and conveyancers' caseloads manageable. Contracts could be exchanged within six to eight weeks with completion five to ten working days after to suit the people in the chain (long gone are the days of 28 day completions).

Then came the upturn in the market and all of that went out of the window. Suddenly, the media frenzy over rising prices, mortgage affordability and lack of available houses created panic; panic that estate agents tried to quell with regular updates yet were unable to get through to the conveyancers for progress reports due to the high volumes of calls.

So what do the law firms do when overwhelmed with work? They go to lunch! Well not exactly, they ask their receptionist to say that they are at lunch, or put their voicemail on, so that they can catch up on the legal work uninterrupted by the phone, safe in the knowledge that they have instructed their cashiers to send out completion monies as soon as the incoming money arrives so that their completions are not held up. This extra hour's work in

the day can be vital to reducing further delays in the process and is often on top of significant extra hours outside of 9.00 - 5.30 which many conveyancers do to keep on top of their workload.

So in answer to some 'Frequently Asked Questions' at the debate ...

1. Why do conveyancers agree to exchange and complete transactions on the same day?

This often happens where someone in the chain wants a completion date less than five days from when everyone is ready to exchange.

Whilst lenders can usually deliver mortgage monies on 48 hours notice, they will not confirm that mortgage money will arrive with the conveyancer on a specific date without five working days' notice. Due to the risk of legal action against them, a conveyancer cannot bind a client into a contract which they cannot guarantee to be able to complete, e.g. if the mortgage monies are not guaranteed to arrive in time.

Parties in chains will therefore agree that they will request their mortgage monies for the agreed date but not exchange contracts

until everyone has received their money.

Conveyancers do try to avoid short completion dates. It makes it very difficult to get all of the legal work done in time and puts unnecessary pressure on their cashiers.

However, they are compelled to agree with their client's wishes particularly if the transaction has been delayed or the chain are threatening to pull out.

If all of the people in the chain are able to move, physically, legally and financially then the conveyancers are at risk of a complaint to the Legal Ombudsman if they refuse to agree to their client's wishes. When you realise that a complaint to the Ombudsman, whether it is upheld or not, will cost the law firm £400 you can understand why the conveyancer feels caught between a rock and a hard place.

2. Why do lawyers delay the release of monies on the day of completion?

20 years ago, I could often be seen racing across the fairway at Broome Manor Golf Course on a Friday, clutching a money release request, chasing down the Senior Partner who had snuck off for a round of

golf without signing a vital piece of paperwork.

Thankfully with the advent of online banking those days are gone and, due to the impact on their client's and the conveyancer's day if a completion is delayed, conveyancers treat completions as priority and will ensure that the completion paperwork is prepared the day before completion wherever possible.

A delayed completion can take hours to manage and resolve which, with lawyers working on fixed fees for conveyancing cases, is money down the drain. Their cashiers are instructed to automatically release funds where everything is ready for a completion and constantly check to see whether money coming from below them in the chain has been received so that they can send it on as quickly as possible.

The difficulty is either with the length of the chain or delays at the bank. If there are seven houses in a chain the monies have to start moving pretty early to ensure that everyone moves that day but you can guarantee that the keys for the final property are unlikely to be available before 3pm and we know how frustrating that is when you have a road train of furniture to unload before it gets dark.

Delays at the bank are often unfathomable for all concerned. I have been witness to situations where my firm instructed the bank to send monies at 8.30am in the morning, which the bank then described as 'lost in the systems' for four hours with no explanation and no recourse. Other times monies are delayed because the bank has identified something that triggers their anti fraud procedures, despite the fact that as lawyers we have already identified our customers and established the source of their funds. The difficulty with these processes is that they are, by law, not allowed to tell us that they are verifying the payment as it would be 'tipping off'.

3. Why do lawyers go to lunch when they have completions?

Well in fact, most lawyers rarely leave the office at lunchtime. If your customer is told that their lawyer is at lunch, the next best question to ask is "Can I speak to the person in charge of my completion?" as any conveyancer worth their salt would not even pretend to be on lunch without passing responsibility for completions to someone else. If you do have a local lawyer who actually

shuts their reception at lunchtime then recommend to your customer when you take the booking that they ask their conveyancer for a direct dial phone number to the person who will be managing their completion on the day.

4. Why do my customers tell me that their lawyer has 'told them' the completion date even if it is not convenient for them?

This is definitely a misunderstanding. Whilst a lawyer will advise a client on completion dates, the date has to be agreed by everyone in the chain and the conveyancer is duty bound to act in the best interests and on the instructions of their client.

Completion dates are usually agreed either based on someone having a specific date in mind or the most convenient date for everyone in the chain. Unfortunately these aspirations do not always match up and often compromise is required. You occasionally get someone who refuses to compromise or an immovable date and the chain is told 'You move on my date or the chain collapses'. It is then up to the client to decide whether they call their bluff or go along with this unreasonable individual just to get the deal through. Then they would certainly feel like they have been 'told the completion date'.

Booking removals before exchange means that they may lose money if it falls through; yet leaving it until the last minute may mean that they will not be able to get removals at all.

So, I hope this has helped explain why conveyancing lawyers are not lazy idiots, and that actually they are in the main hardworking, practical and highly professional individuals doing the best job they can with the system they have got. And this is where we can work together to change the system, to understand the constraints each party is under and come to some common ground that will make the house moving experience a positive one for everyone.



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NEWS: INTERNATIONAL

Graebel to expand following sale of US domestic moving divisions

On 6 January, 2015, Graebel Companies, Inc announced that the company has embarked on a global expansion and will introduce ground-breaking initiatives for its Global 100 and Fortune 500 clients.

This comes following the divestiture of the company's US moving services divisions – Graebel Van Lines, Inc and Graebel Movers, Inc – to Robert and Vasilia Peterson.

Graebel Relocation Services Worldwide, Inc, Graebel Movers International, Inc, Move Management, Inc and Graebel Commercial Services, Inc were not included in this transaction, and will continue to operate under the umbrella of Graebel Companies, Inc led by William Graebel, CEO.

"This divestiture exemplifies our company's many triumphant transformations from our humble beginning to a respected, award-winning brand in the global relocation industry," said William. "Since 1950, we have strategically acquired or built business entities from the ground up. Our decision to sell the successful, legacy US moving services divisions that are steeped in our family's history is unquestionably the right move for everyone. Robert and Vasilia Peterson, respected moving industry leaders, have acquired a brand that is strongly revered for its highest quality moving and storage services in the US. The Petersons passionately share our

family's vision about service excellence, and in every aspect this is the right move for everyone."

David Graebel, Chairman of the Board, added: "The world's needs are enormous. Graebel successfully tackles this challenge by proactively and continuously asking our customers 'what do you need, how can we help?'. At Graebel, we exceed expectations, because we listen to and understand our customers' changing needs. This successful divestiture marks our latest transformation, and the beginning of an exciting new era that will bring enormous benefits for our customers and for their relocating people around the globe now and for decades to come."

"It is important to reiterate that an enormous amount of the heavy-lifting associated with a decision of this magnitude has taken place to ensure a textbook transition that will be seamless for all parties, and particularly for all Graebel customers," said Bill. "Because our organisation has been built on understanding the changing needs of our customers, we will continue to work closely with and will collaborate with the Petersons' management team."



● Arpin's green gym.

People power drives Arpin gym

Arpin Group has opened New England's first 100% green gym for its employees.

The company's new wellness studio uses state-of-the-art SportsArt ECO-POWR™ Status Series elliptical and cycle machines. These machines are the first of their kind to harness the power of human energy. When plugged into a power outlet, the human energy generated converts to utility-grade electricity, which is returned to the facility's power grid.

SportsArt is currently the only company in the US to provide fitness equipment with this feature and has stated that Arpin is the first company in New England to install a 100% green gym.

"We installed this green gym to encourage and motivate our employees to take the steps to stay active, healthy and improve their quality of life," said Christina Sarza, Director of Human Resources at Arpin Group. "After a workout, they can see a digital reading of how much energy they put back into the grid, reducing our company's power consumption and impact on the environment."

The studio is equipped with cardiovascular, weightlifting, multi-unit and ab/stretching areas. Six pieces of cardio equipment are now available for employee use including treadmills that use 32% less electricity than their non-green competitors. Employees may also charge their portable electronic devices using the energy they generate during their fitness

rouines.

Earlier this year, the *Providence Business News* named Arpin Group among Rhode Island's healthiest employers in 2014.

Arpin employees have been getting healthier every year since the company began implementing a series of wellness initiatives.

"We installed this green gym to encourage and motivate our employees to take the steps to stay active, healthy and improve their quality of life..."

Christina Sarza

Arpin conducts annual screenings and wellness clinics to assess biometrics such as blood pressure and glucose levels. All of the initiatives are designed to identify early onset of health issues and stress factors so that employees can seek care and advice before they develop serious health problems.

● Further details about these machines and how they work may be found at <http://gosportsart.com/en/cardio/eco-powr-series/>.



● Graebel Van Lines, Inc is among the companies Graebel has already divested.



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NEWS: INTERNATIONAL

Oman-Beverly Smyth sponsors Dublin's pigs

Oman-Beverly Smyth is the warehousing sponsor for the Pigs on Parade fundraising campaign, in aid of Jack & Jill Children's Foundation, which took place in Dublin in January.



● Left to right: Willie Redmond; Jonathan Irwin, Founder and CEO of Jack & Jill; Vincent Devine.

Pigs on Parade is a public arts initiative launched last November. It follows on from Jack & Jill's successful Big Egg Hunt in 2013 which saw 100 giant life-size pieces of Egg Art going on display across Dublin engaging thousands of people in the biggest egg hunt the city has ever seen.

The pigs were initially stored by Oman-Beverly Smyth while artists

were being chosen to paint them. When the designs were complete, the pigs were delivered back to the company before they were released on to the streets of the city.

Irish artists Vincent Devine and Willie Redmond, both from Co. Offaly, unveiled the first two completed Pigs at Art Source in the Royal Dublin Society. Vincent Devine's pig design called 'Relativity' is based, according to the artist, on

abstract realism drawn from his subconscious and represents the mother and father of the child with the Jack & Jill Foundation surrounding and draping them in a comforting and supportive way.

Willie Redmond's pig design is inspired from the bogland landscape where he grew up in Offaly aptly named 'Hog in a Bog, can't see the tree little pig for the woods'. The birch trees are prevalent in the piece

which conveys depth and water through bogpools and floating leaves; both dramatic and distinctive pieces incorporating their style on this unique canvas.

Pigs on Parade will see 100 unique pieces of art in the form of painted and decorated life-size fiberglass pigs designed by leading artists and designers going on display in public accessible areas around Dublin City in January 2015. All Pigs are available to be sponsored or purchased in the lead up to the parade see www.jackandjill.ie.

Jonathan Irwin Founder and CEO of Jack & Jill said, "We are very excited to launch Pigs on Parade both from a fundraising perspective and as it creates unique pieces of art for the public to view. The monies raised from this campaign will support home nursing care for our 300 sick children nationwide. On behalf of the families we support, thanks to Oman, UPS, Q102, and Kia Motors for the support to date for the campaign and also to all the 100 artists on board."

In January 2015 Jack & Jill invited people to find the pigs, with a chance to win lots of fantastic prizes. All the Pigs will then be auctioned off online and will culminate in a live auction in March 2015, all in aid of Jack & Jill.

Follow the herd's progress on Facebook at Pigs on Parade, Twitter using the hashtag Pigs on Parade and Instagram.

Pay €8.50/hour when working in Germany or risk a €500,000 fine!

Germany introduced a minimum wage of €8.50 on 1 January. This requirement also applies to foreign workers working in Germany and transport drivers/porters making deliveries and collections in the country.

Put simply, if you send a vehicle into Germany to deliver or collect goods, all workers in your employ must be paid at least €8.50 or you risk a fine of up to €500,000.

Foreign companies need to give a written notification prior to the work being performed to the German customs department in Cologne (Bundesfinanzdirektion West): the organisation responsible for enforcement and control. This information needs to be provided on the official form that, at the time of writing, was only available in German. It needs to be faxed to the customs office in Cologne on +00

49 (0) 221 964870. Information supplied needs to be retained for two years. Companies should retain a copy of the fax transmission as no acknowledgement will be sent. Blank forms can be downloaded at: <https://www.formulare-bfinv.de>.

It appears that it may not be necessary to lodge paperwork for every trip but to provide a six-monthly return although at the time of writing this has not been confirmed. A notification is valid for up to six months. It is not necessary to review changes to planned journeys. The company must record the duration of the work on German soil (hours) within seven days after the transport

is performed. It is not necessary to specify the start and end time.

It seems likely that the regulation has been introduced as a way of combatting what is seen as unfair competition from Eastern European companies who pay lower rates. How rigorously it is enforced remains to be seen. *The Mover* spoke to one company that, in addition to registering with the Cologne customs, also provides a document in the cab, written in German, explaining the details of the trip and staff. Staff are required to carry a recent pay slip to prove that they are paid more than the minimum German requirement. This is in line with

recommendations from other transport organisations.

The new regulation seems to have been hurried through and available information is incomplete. *The Mover* has spoken to the UK Department for Transport and the Department for Business, Innovation & Skills however they have not offered any additional guidance. A BIS Spokesman told *The Mover*: "Government officials are aware of the national minimum wage brought in by Germany on 1 January, 2015 and are working through the details in order to provide guidance to UK businesses affected by the new requirements." *The Mover* will endeavour to provide up-to-date information as it becomes available.

● While *The Mover* has tried to ensure that this information is accurate, as the information from the German authorities is sketchy it is recommended that every company travelling to Germany makes its own enquiries before departure to ensure that it complies with this new regulation.



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Membership No.S092



NEWS: ON THE ROAD



● The Euro 6 standard has driven the cost of new trucks up by 10%.

HGV operating costs up 2%

According to The Road Haulage Association's 2014 Cost Movement Survey the overall cost of operating a truck, excluding fuel costs, has risen by 2% in 12 months.

The reason for the increase is twofold: the introduction of the Euro 6 tailpipe emissions standard driving up the cost of new trucks by 10% and the increase in driver wages in response to dwindling driver numbers.

The survey revealed that the Euro 6 emissions standard, introduced in 2013, has meant operators have had to invest in expensive new technology, which they have had to pass on to the customer.

Regarding drivers' pay, the average wage rose by 2% in 2013 and by 3% in 2014. This was driven by the ever-increasing driver shortage and makes the Association's call to the Chancellor to provide funding for vocational training even more critical.

However the RHA pointed out that these increased operating costs do

not include the fuel element and that the price of fuel always rises more quickly than it drops.

RHA Manager for Logistics Development, Nick Deal said, "These figures give an accurate snapshot of the UK haulage industry's position within the EU marketplace. The Chancellor, in the last Autumn Statement, once again froze fuel duty. However, with a General Election in May, the RHA, together with campaign partners FairFuelUK, will continue to push for a 3 pence per litre duty cut."

Regarding the current controversy on fuel prices, Nick Deal added, "Following six years of intense pressure on rates, costs are now building in all areas other than fuel and we wonder how long the current low prices will be maintained."

New EU rules for better traffic information

On 18 December, 2014, the European Commission adopted new rules to improve EU-wide traffic information services for road users.

The new rules are set to help provide road users across the EU with more accurate, accessible and up-to-date traffic information related to their journeys (Real-Time Traffic Information). This can include information about expected delays, estimated travel times, information about accidents, road works and road closures, warnings about weather conditions and any other relevant information. Such information can be delivered to drivers through multiple channels: variable message signs, radio traffic message channels, smartphones, navigation devices, etc. A functioning market already exists for Real-Time Traffic Information services, which is why the objective of the new rules adopted is to make existing information services available to more users, facilitate the sharing of digital data, and foster the availability of more accurate data.

The draft specifications have gone through extensive consultations with the experts nominated by the Member States and other public and private stakeholders. The specifications will apply to the

comprehensive Trans-European road network and motorways not included in this network as well as to 'priority zones' (especially interurban/urban busy roads) when national authorities voluntarily identify such zones. The specifications do not make the deployment of Real-Time Traffic Information services obligatory. However, when these services are already deployed in a Member State or will be deployed after the date of application of the delegated regulation, the specifications will have to be followed.

The key enabler to the provision of accurate, reliable and content rich Real-Time Traffic Information services is to improve accessibility and interoperability of existing and up-to-date data across the EU. Therefore, the specifications foresee that each Member State sets up a national access point (single window) for the exchange of data.

Now that the specifications have been adopted, they will be transmitted to the Council and the European Parliament for their right of scrutiny. The Delegated Regulation will apply from 24 months after its entry into force.

3D drawings help build trucks faster

3D drawings are helping Volvo Trucks and bodybuilders to work together to reduce the lead time on vehicles by up to two weeks.

The drawings allow the truck and the body to be built simultaneously. The more complex the bodywork, the longer the lead time. One way to speed up the process is by building the bodywork in parallel to the production of the truck. Yet in order to determine the exact height and space needed for certain components and thus get the application to match the chassis, the bodybuilder needs access to detailed information on chassis dimensions. With this in mind, Volvo Trucks has now developed

advanced three-dimensional (3D) drawings, which are now available for bodybuilders via an Internet-based database.

"The major advantage of 3D drawings is that they allow for a parallel workflow in which the chassis and the bodywork can be produced simultaneously, instead of consecutively. Put simply, the bodybuilder doesn't need to wait for the truck to be finished to find out crucial information about the chassis," said Tor Hesselgren, Body Builder Development at Volvo Trucks.



● Tor Hesselgren; below: Volvo 3D drawing.



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FINAL ENTRY DATE

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THE CHEQUE'S IN THE POST

If there were such a thing as a top ten chart of business lies 'the cheque's in the post' would almost certainly be number one. By David Jordan.

Everyone in business has to chase money sometimes and although we all need a nudge from time-to-time, deliberately withholding payment without good reason is bad business for both debtor and creditor. Bad for the creditor's cash flow and bad for the debtor's reputation and future business relationship with the supplier. Despite this there are many who still hold onto their supplier's money until the bailiffs are about to bang on the door and demand 'cash or goods to the value'.

With interest rates at an all-time low, being a bad payer makes even less sense than it did in the days when money held on deposit provided an extra revenue stream. To make slow paying even less attractive, in 1998 the government introduced late payment legislation whereby companies who don't pay within 30 days of an invoice or when the service or goods were delivered are legally liable to pay a surcharge for every day the debt remains unpaid, based on an annual rate of 8% + bank base rate. Debt collection agencies will also charge a compensation fee of around £50 - £120 depending on the amount of

Money is one thing, reputation is another and no one can afford to be marked as a delinquent payer, especially in the removals business.

the debt. So paying late just doesn't make sense, even if you're running an overdraft.

Putting a debt in the hands of a debt collection agency is of course a last resort and most reasonable companies will do everything they can to help a creditor who is in genuine financial difficulties. What they won't stand for is being lied to or being told that the product or service was not up to scratch, months after the transaction took place, just to avoid payment.

Money is one thing, reputation is another and no one can afford to be marked as a delinquent payer, especially in the removals business. Ours is a relatively small industry and news travels fast. People talk in the bar at international conferences, at trade shows and on the golf course, as well as in everyday business conversations. A good reputation that took years to earn can be destroyed in an instant.

Here at *The Mover* we're in the fortunate position of having an excellent financial relationship with our customers. We rely on advertising for our income and as a small company we need to keep a careful eye on our aged debtors list to keep the wheels turning and the magazine

running off the press. Occasionally of course we do have to ask our customers, politely, to settle their accounts and in the vast majority of cases they do. However a handful don't and it would be easy as a publisher and PR agency to blow the whistle on them. So far we've resisted the temptation!

If you're having problems collecting overdue accounts you could of course sue the debtor using the Small Claims Court, but even if you win the chances of getting your money are slim and you may need to employ a Bailiff to enforce the judgement. A better approach - when all else fails - is to use a debt collection agency. They will chase the debt for you and if the amount is below a certain figure - typically £3,000 - they'll take their fee from the late payment surcharge and compensation charges, so it won't cost you a penny.

● On a couple of occasions we've used a company called **Direct Route Collections Ltd** and I can recommend its services.

If you'd like more information call Justin Reilly on 01274 223190 or visit www.directroute.co.uk.



Caged, neglected and in torment. Please help.

When we found Monti, the 18-month-old bear was being kept by a hotel owner in Bulgaria, for the amusement of guests. For Monti, his 9m² cell was roughly equivalent to a man living in a telephone box – and he'd been caged since being a few days old.

Monti is now recovering at our bear sanctuary in Belitsa, Bulgaria, but we know that more bears like him are suffering today. FOUR PAWS is a leading force in global animal welfare issues and is committed to taking action against all forms of animal cruelty. Will you give us the urgent help we need to rescue more bears like Monti and put an end to their torment?



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NEWS: PEOPLE



O'Neil Software appoints new vice president of marketing

Mike Jacobs, formerly project director of O'Neil Software, has been promoted to vice president of marketing. His responsibilities include messaging campaigns that promote the O'Neil brand.

David Holt, O'Neil's Chief Executive Officer said, "Mike has been an employee of O'Neil since 2009 and has been responsible for the commercial aspects of oneilBridge, our barcode label operation, customer and integrator agreements, and company projects that span a range of business aspects for O'Neil. His extensive business experience and

ability to work effectively at all organisational levels both externally and internally will serve him well in his new role."

Holt added, "We are entering an exciting new phase of innovation by O'Neil and the ability to effectively communicate our message and enhance the O'Neil brand awareness will be an important aspect of our future success."



● Eduardo Perez Otero and Gisela pictured at the OMNI conference in Cancun in 2008.

Eduardo Perez Otero dies of cancer

Eduardo Perez Otero died on 11 December, 2014 after a long battle with cancer. He was 65 years old.

Eduardo was from Buenos Aires in Argentina but had been working with Trafimar Relocation Services in Mexico for the past eight years and had previously spent seven years in Brazil.

Willy Toedtli, Chairman of the Trafimar Group of Companies, commented: "Eduardo's work ethic, knowledge, humour and especially his passion for the

business leave an indelible mark in Trafimar Group and in our family. We are eternally grateful to have had his presence for the last eight years. He will be tremendously missed. We express our most sincere condolences to his family. May his soul rest in peace."

Eduardo is survived by five grown up children, grandchildren and longtime living partner, Gisela.

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The White & Co Mystery Mover



Well done to Trevor Kidd who was the first to correctly identify the oracle of shipping, Ted Philp, in last month's competition. Ted was accompanied by his ever supporting wife Doreen who sadly died a few days after our magazine was published. We all wish Ted well and may Doreen rest peacefully. This month we have an icon of the international moving scene but can you bring his name to mind? Correct answers to editor@themover.co.uk.

Crown appoints head of customer development and experience

Crown Records Management has appointed Mike Dunleavy to the new position of head of customer development and experience for the UK and Ireland.

The position has been created to enhance customer experience by aligning all areas of front line client interaction and will combine the Sales and Account Management teams, with Client Administration.

Mike Dunleavy has over 20 years' experience within the records and information management industry. He has progressed from heading up the delivery of Crown's professional services, which comprise information management consultancy, digital scanning, and image hosting.

David Fathers, Head of Crown Records Management said, "Mike has fantastic knowledge of the



● Mike Dunleavy.

industry and is ideally placed for this vital role helping the company to grow."

FTA appoints new CEO

The Freight Transport Association has announced the appointment of David Wells as its new chief executive officer.

He will take over from Theo de Pencier - who has led the Association for eight years - on 15 May.

FTA President Ian Veitch said, "As FTA's President I would like to congratulate David Wells on his appointment as chief executive. With his extensive business and management experience David emerged as the outstanding candidate to become FTA's CEO. He clearly demonstrated his knowledge and understanding of the freight industry and the logistics sector from both a policy and commercial aspect."

David Wells originally joined FTA in 2009 as finance and IT director and has subsequently taken on additional responsibility for the Association's vehicle inspection service, training and the tachograph analysis service including the successful development and recent launch of Visionfta.

David Wells said, "I am delighted to be taking on this role at an exciting time in FTA's development. There are big challenges and changes facing the freight industry including driver shortage, road investment



● David Wells.

and the impending general election. It is important for me to continue the work FTA does in support of our members and I will strive to build on the success and reputation of the Association incorporating the priorities of the freight and logistics sector."

Theo de Pencier will continue as the FTA chief executive until the end of April 2015 and will work with David Wells during the first few months to ensure a smooth transition.

New MD for Palletline

Leading UK palletised distribution network Palletline has appointed network specialist Graham Leitch as the company's new managing director.

Graham joins Palletline from ARR Craib where he held the position of group distribution director.

Palletline is a member-owned cooperative network with more than 6,000 vehicles, 12,000 staff and has access to over five million square feet of warehousing space.

Trevor Ellis, Chairman at Palletline, said: "Graham will be a great asset to Palletline, his previous hard work and successes at ARR Craib are prime examples of how he will continue to lead us along the path of innovation to ensure Palletline stays ahead of the curve in all areas of our business from technology, efficiency and reducing road miles to member



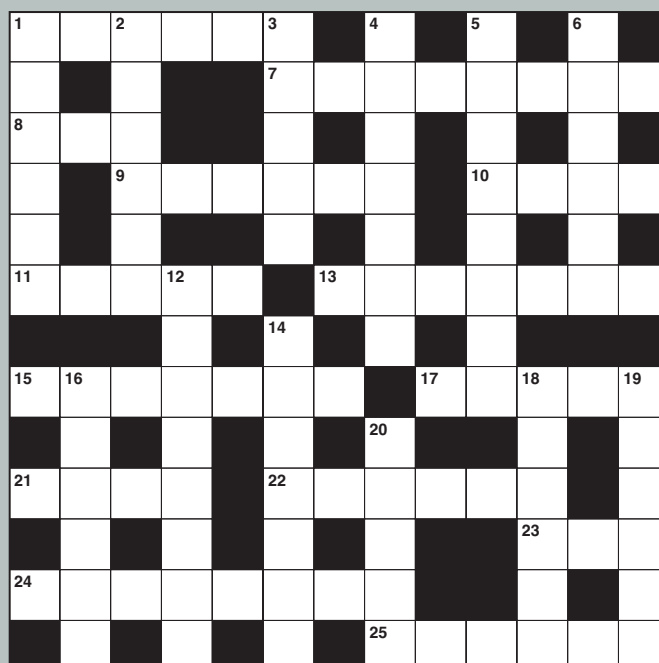
● Graham Leitch.

services and support."

Palletline provides high quality, time sensitive collection and delivery services to a diverse range of customers, including retailers, home delivery firms, manufacturers and construction companies.

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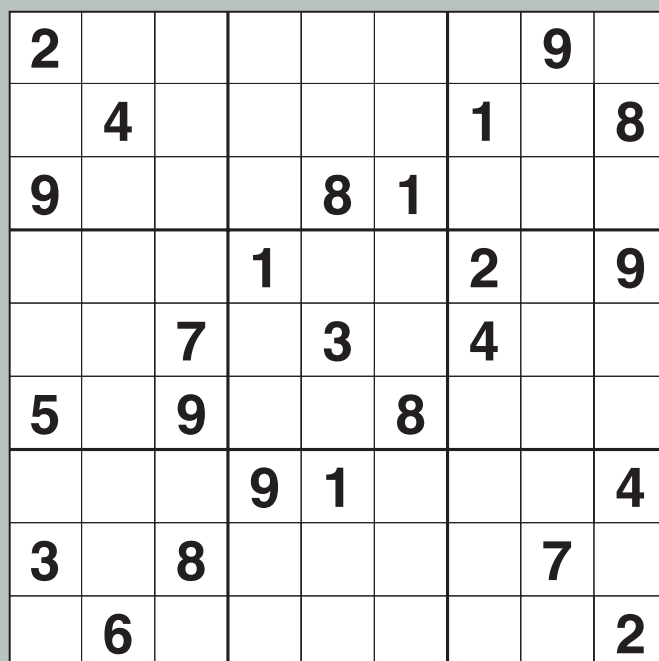
ACROSS

- 1 Basic metrical unit in a poem (6)
- 7 Relating to weather (8)
- 8 Muhammad ____: boxer (3)
- 9 Magnitude (6)
- 10 Negative votes (4)
- 11 Cairo is in this country (5)
- 13 Sprinting (7)
- 15 Frightening (7)
- 17 Awry; wrong (5)

- 21 Stern and forbidding (4)
- 22 Stupidity (6)
- 23 ____ chart: type of graph (3)
- 24 Atmospheric moisture (8)
- 25 Noisily (6)

DOWN

- 1 Body position (6)
- 2 Eagerly (6)
- 3 Capital of Ghana (5)
- 4 Jumbled (5-2)
- 5 Wages (8)
- 6 Clay ____: shooting target (6)
- 12 Picture of a person (8)
- 14 Rude (7)
- 16 Perennial flowering plant (6)
- 18 Data input device (6)
- 19 Wet (6)
- 20 Type of plastic; record (5)



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FTA Transport Manager Conference
3 March, 2015, Titanic Belfast,
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OMNI Annual Conference
24 - 28 March, 2015, Livingstone,
Zambia

FIDI Annual Conference
29 March - 1 April, 2015, Cape Town,
South Africa

EUROMOVERS
16 - 19 April, 2015, Barcelona

EuRA Conference
21 - 24 April, 2015, Porto, Portugal

Interdean Football Tournament
16 May, 2015, Berkshire, UK

BAR Annual Conference
21 - 23 May, 2015, Belfast

The Movers & Storers Show
15 - 16 September, 2015
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FEDESSA European Self Storage Conference
6 - 7 October, 2015, NH Grand Hotel
Krasnapolsky, Amsterdam

IAM 53rd Annual Meeting
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Did you know?

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

The collective noun for a group of cobblers (shoemakers/menders) is a drunkship.

Not all glaciers are cold. 'Warm' glaciers have a base temperature of around 0°C. Glaciers are found on every continent, even in the tropics.

Austrian composer Franz Schubert slept with his glasses on in case he got an idea during the night.

In Barbados it is illegal for anyone to wear camouflage clothing or carry items made of camouflage material.

In 1995, a budgerigar named Puck was accepted into the Guinness Book of World Records as 'The bird with the largest vocabulary in the world'. He was acknowledged as knowing 1,728 words.

The Scoville Scale, devised in 1912 by Wilbur Scoville, is a measurement of 'hotness' for chilli peppers or anything derived from chilli peppers. The hottest chilli in the world is the Trinidad Moruga Scorpion with more than 1.2 million Scoville heat units.



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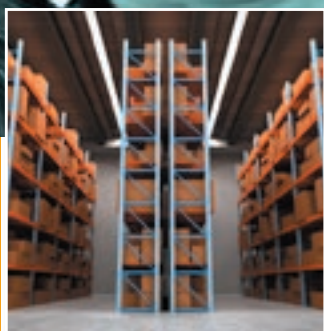


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