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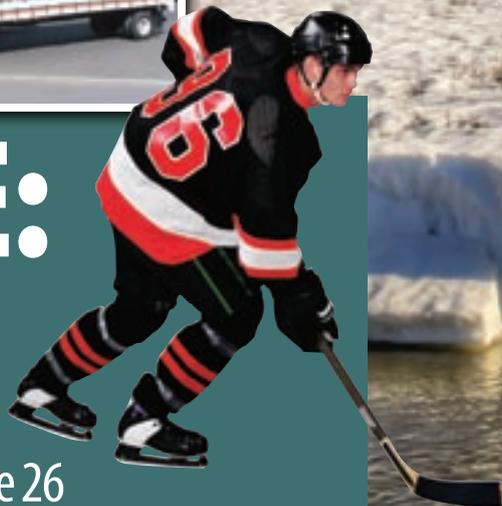
Issue 034 January 2014 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



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How movers keep moving in the land of ice and snow. Page 26





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# TheMover

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## LEADER

## Reflections on 40 years

Steve Jordan, Editor



I have just realised that during 2014 I will pass my 40th anniversary as both a participant in and a commentator on the moving business. Forty years! Not even Ronnie Biggs got that. Reflecting, it seems as though nothing has changed, yet everything has changed.

When I first walked in the door at Scotpac in Chesham in August 1974 I had no idea that this industry would have such a dramatic affect and play such an important part in my working life. Maybe if I had, I would have turned around and walked out, but hindsight is always as clear as a bell.

In those days prices were about the same as today but we still thought we were hard up; road crews and estimators still blamed each other for cubes being wrong; customers still tried it on; members still wondered what the trade association did for them; and road foremen still had an uncanny ability to shake their heads and suck their teeth whenever asked to do something unexpected.

Forty years ago we had never heard of health & safety, political correctness, intellectual property, leveraging assets, human resources, VOSA, NLP or CRB checks. We had never used a computer and the likes of mobile phones, satnav, iPods/Pads, were strictly for *Star Trek*. The Internet and e-mail wasn't even guessed at. Music was at 45rpm. And you could say what you liked without having to apologise or risk being sued.

Today it's a different world. We have all these wonderful gadgets which make us more efficient. You can drive your car 100 miles without having it serviced first. Trucks rarely break down. We can fly anywhere in the world for almost nothing. But are we any better off? I don't know. It's said that you never miss what you've never had and in 1974 we didn't have much by modern standards but I don't remember craving technological advancement. Everything seemed just fine to me.

I won't be here in another 40 years, but many of you reading this will be. If the rate of technological change continues to accelerate, as it has done for the last two centuries, how will we be working then? Would we even recognise the world of 2054? I doubt it. Trying to make predictions is futile but if anyone can guess what's around just the next corner, the world will be their oyster. Good luck.

Steve Jordan



Chris, pictured on the right with his team Tony and Steve, were joined by Emma and Amy of Francis House.

## Britannia Anchor Removals helps children's hospice

Britannia Anchor Removals recently gave a helping hand to Francis House Hospice for terminally ill children in Didsbury, Manchester.

The hospice had been raising funds to build a new office and was ready to relocate from the kitchen where fundraising coordinator Peter Foster had had been working for the past few months!

**"... we wanted to play our part; it's always nice to give something back."**

Chris Smallwood

Britannia Anchor originally submitted a quotation for £1,100 for the move, which was accepted by the hospice. However, Chris Smallwood, Britannia Anchor's Managing Director wanted to show the company's support and with the help of PPS Crate Hire, who agreed

to supply crates for the move free of charge, the price was halved.

Chris commented, "We have worked with Francis House for a number of years now and nothing touches the heart more than seeing terminally ill children cared for in such a special way. Francis House rely heavily on public donations and we wanted to play our part; it is always nice to give something back. We must also thank PPS Crate Hire for their generosity."

Britannia Anchor Removals will also be launching a donation option on their quotations, so that people who choose to move with Britannia Anchor Removals can tick a box and donate £1 to Francis House. "It is a simple thing and we hope that our fantastic clients and potential clients will help us to raise lots of money for such a worthy cause," said Chris.

● Details are available at [twitter@anchorremovals](https://twitter.com/anchorremovals) or [facebook – anchorremovals](https://facebook.com/anchorremovals).

## Got an event coming up?

Put it on the online events diary – just e-mail [nikki@themover.co.uk](mailto:nikki@themover.co.uk)



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## NEWS: UK

## Burke Bros wins in the Black Country

Burke Bros Moving Group was the winner of the Service Provider of the Year Award and one of the nominees for Continuous Improvement Award at the recent annual Black Country Chamber of Commerce business awards.

The event, which took place at Wolverhampton Racecourse, attracted over 320 people from nearly 1,500 members of the Chamber from the Boroughs of Wolverhampton, Walsall, Dudley and Sandwell.

"To be outright winner of Service Provider of The Year has made us all feel very proud as we were not up against our own service industry but against many organisations from every sector of business service providers," said Gary Burke, the company's Managing Director. "We thought we had a chance as we were one of the three finalists for the Continuous Improvement Award but never expected to walk away with the outright award of Service Provider of the Year."

The awards attracted a record number of entries and Paul Bennett, President of the Chamber said that the judges had some very difficult decisions to make.

Gary thanked his staff who, he said, had continued to work through trying times. "We have aimed to keep improving and to invest in all areas of the business. I'd also like to thank The University, Science Park, Chamber of Commerce and Business Solutions who have all been working closely on our development of staff and projects."



● Left to right: Milly Dale, Claire Kelly, Alison Burke, Chris Burke, Chris Starkey, Melanie Burke, Gary Burke & Ben Hingley.



● More buyers and fewer available properties have pushed house prices up.

## House prices continue to increase across Britain

The average asking price for a home in Great Britain increased every month last year, rising by almost £11,500 since January 2013 and 5.12% up when compared to the same time in 2012, according to the latest data from Move with Us.

Figures from Move with Us have revealed five months of consecutive declines in the number of new property listings, which fell by 17.62% compared to this time last year. The reduction in the supply of new property listings has pushed up the average asking price as competition increases among buyers and new properties become a rarer commodity. Higher demand generated by the Help to Buy scheme and returning confidence in the sales market means that asking prices are increasing across almost every region in Great Britain.

"Although the market tends to react with lengthened selling times when prices rise, we have only seen small increases in the number of days that it takes to sell a house across the country. The national average is now 111 days, compared to 121 days at the same time in 2012."

"Lower numbers of new property listings which increased demand from buyers together with the Help to Buy scheme have all contributed to the month on month increases in average asking prices seen across Great Britain in the third quarter of

2013," said Robin King, Director of Move with Us. "With a limited supply of new properties coming on to the market and buyer confidence returning, sellers are currently benefiting from higher property prices caused by less competition in the market. At a regional level, the average asking price has increased in almost every region in the country in Q3 and buyers are seeing higher property prices."

**"At a regional level, the average asking price has increased in almost every region in the country in Q3 ..."**

Robin King

The UK government has, however, recently announced changes in its Funding for Lending Scheme that switch the emphasis from domestic to business lending. This may result in a slowing of the rate of increase during 2014 (see page 8).

## HARROW GREEN HELPS EAST MIDLANDS NHS DOWNSIZE

Business relocation specialist Harrow Green recently helped East Midlands NHS to condense its operations from three offices into one central site.

When Health Education East Midlands was formed it required the consolidation of services operating from offices at three different sites located at Leicester (Leicestershire), Sandiacre (Derbyshire) and Nottingham University (Nottingham) into its newly refurbished offices at Ruddington.

Harrow Green won the contract to undertake the relocation. The company said it was very pleased to have been selected because of its expertise and enviable track record to date in working within the public sector. The project involved the packing and unpacking of files from roller racking, dismantling and rebuilding the racking, then relocating everything including all of the IT equipment and furniture from all three sites to the new office at Ruddington.

"Harrow Green provided a courteous and professional service. There was an extremely tight timescale and everyone involved in the move worked very well together to ensure a successful outcome," said Owen Anthony, Accommodation Project Manager, Health Education East Midlands.



● The Ruddington offices.

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● Louis Spies of Whites shares a joke with Sterling's Iain Adams at the last Corporate Relocation Conference 2012.

## Corporate Relocation Conference 2014

The 2014 Corporate Relocation Conference & Exhibition, held by *International HR Adviser* will take place on Monday 3 February, at the Hotel Russell, Russell Square, Bloomsbury, London, from 10am – 5pm.

This is the 17th Corporate Relocation Conference and will include 40 exhibitors and will be enthusiastically attended by global mobility professionals interested in learning about the latest industry trends.

The event is free to attend and will include six free seminars:

- Third culture kids;
- Dual career - making it possible;
- Taxation issues arising in respect of US individuals moving to the UK;
- Immigration developments including immigration policies, global immigration management, compliance and risk management, and United Kingdom sponsor licencing and management;
- Unlocking hidden insights from your mobility programme through data analytics;
- Latest global mobility news and

trends, and how to increase your connectivity in the world of global mobility.

To register your free place in any or all of these seminars, please e-mail [helen@internationalhradviser.com](mailto:helen@internationalhradviser.com) with your name and company name and the names of the seminars you would like to attend.

*The Mover* will be at the event and will provide a full report in the first available issue. However, if you want to sample the action yourself, make the effort to go along.

### Editor's note

**I went to this event last time and it's well worth the trip: very well organised and great information. If you are in the relocation business, it's a must.**

## New Code of Practice for buying agents

Estate agents, who sell houses, are common the world over. However buying agents, who buy them, are less so.

Now The Property Ombudsman (TPO), an organisation that has provided a dispute resolution service to consumers since 1990, is launching a new Code of Practice to cater for the growing number of Buying Agents acting for consumers buying property in the UK.

The new Code, implemented on 1 January, 2014 has been designed to create a uniform set of standards for buying agents based in the UK to protect the interests of consumers and to promote best practice in the industry.

**"The Buying Agent Code of Practice is a milestone for the industry, more than 95% of residential sales agents have signed up..."**

Christopher Hamer

"The Buying Agent Code of Practice is a milestone for the industry," said Christopher Hamer, the Property Ombudsman. "More than 95% of residential sales agents have signed up to TPO's Sales Code of Practice and we recognised that buying agents are a growing market sector in their own right."

Unlike sales agents, who are instructed by home owners during a property sale, buying agents act in the interest of buyers to search for and secure the best price on a property. However, both sales agents and buying agents are subject to the same property and consumer protection laws.

Property commentator and professional buying agent, Henry Pryor, was one of several agents TPO consulted with to create the new Code of Practice. "Members of the public who sensibly ask for help when buying what is often their most expensive single purchase can now see exactly what they can expect from their buying agent," he said.



● Ombudsman Christopher Hamer.

## John Mason International's 'Mojo's' raised £1,000 for Movember 2013

A team from John Mason International's Head Office in Liverpool has raised £1,000 for the worldwide fundraising campaign Movember. The 'John Mason Mojos', a group of seven men in the office (Danny Quinn, Mike Crew, Harvey Fisher, Chris Green, Richard McAleese, Darren Bullock and Brian Taylor,) joined

forces and encouraged each other to take on the challenge throughout the month of November.

This is the first year that the company has participated in Movember but it looks like it will now become an annual event. The company also ran a 'Best Mo' competition just for fun, with the

winner being Transport Manager Danny Quinn.

Well done to all the guys who participated in raising funds and awareness for a great cause.

● For further details contact Marketing & Communication Director, Caroline Mason. E-mail [caroline@johnmason.com](mailto:caroline@johnmason.com), or call DDI +44(0) 151 449 4844.



● Top row, left to right: Danny Quinn, Harvey Fisher, Chris Green; bottom row, left to right: Darren Bullock, Mike Crew, Brian Taylor.

**BUSINESS:** FUNDING FOR LENDING SCHEME

## Funding for Lending Scheme moves towards business

In a move that could seriously affect the moving industry the Bank of England recently changed the terms of the Funding for Lending Scheme (FLS) extension to re-focus the incentives in the scheme towards supporting business lending in 2014. The first phase of the FLS, which ends on 31 January, 2014, is unaffected by this announcement.

**T**he FLS has contributed to a substantial fall in bank funding costs since it was launched in July 2012. This has fed through to significant improvements in household credit conditions. Credit conditions for smaller businesses have also improved, but to a lesser extent, and lending to businesses overall remains muted. The FLS extension will therefore provide continued substantial support for lending to businesses in 2014, with incentives in the scheme skewed heavily towards lending to small and medium-sized enterprises (SMEs). Although this is clearly good news for many businesses, the moving industry, that relies so heavily of the mobility of people, could lose more than it gains. Every moving business will be affected by reducing the availability of finance to purchasers but only those investing in business growth will benefit from the switch in emphasis.

The Bank of England said that although the growth in household loan volumes remains modest, activity in the housing market is picking up and house price inflation appears to be gaining momentum. As a result there is no longer a need for the FLS to provide further broad support to household lending. The changes have no implications for HM Government's Help to Buy scheme, which is designed

to address the specific issue of access to mortgages for borrowers without large deposits, unlike the FLS which was designed to boost lending more generally.

The FLS extension will continue to allow participants to draw from the scheme from February 2014 until January 2015, but household lending in 2014 will no longer generate any additional borrowing allowances. Instead additional allowances will now only reflect lending to businesses in 2014. The initial borrowing allowances in the FLS extension already earned by household and business lending in 2013 will be unaffected.

Lending to smaller businesses in 2014 will continue to be encouraged by allowing banks to draw £5 in the scheme for every £1 of net lending to SMEs. The fee for all drawings from the FLS extension will be set at the lowest point of the previous fee scale. Taken together, these features provide certainty over the availability of cheap funding to support small business lending in 2014.

The Financial Policy Committee (FPC) has welcomed these changes. The Monetary Policy Committee (MPC) has judged that there will be no material impact on the stance of monetary policy, and noted that these changes do not affect the MPC's policy guidance.

Commenting on these changes to the

scheme, the Governor of the Bank of England said: "Over the past year the Funding for Lending Scheme has contributed to the recovery by helping to significantly improve credit conditions, especially for households. The changes refocus the FLS where it is most needed – to underpin the supply of credit to small businesses over the next year – without providing further broad support to household lending that is no longer needed."

Commenting on these changes to the scheme, the Chancellor of the Exchequer said: "The Funding for Lending Scheme



**"Now that the housing market is starting to pick up, it is right that we focus the scheme's firepower on small businesses."**

**George Osborne**

proved to be a successful tool in supporting the recovery. Now that the housing market is starting to pick up, it is right that we focus the scheme's firepower on small businesses. Small firms are the lifeblood of our economy. That's why we're reforming the banks, introducing the employment allowance and now focussing the Funding for Lending Scheme to support them."

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NEWS: UK

## EuRA takes on Edinburgh

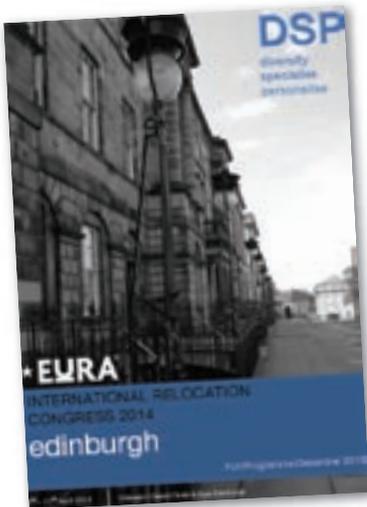
The European Relocation Association (EuRA) will be heading north of the border to Edinburgh from 9 – 11 April, 2014 for its annual conference, with a pithy title of Diversify, Specialise, Personalise (DSP).

The event brings together relocation professionals from around the world for training, networking and a thorough examination of what's what in the industry.

Business sessions this year will include a look at innovation, professionalism and marketing for DSPs. There is also a session intriguingly entitled 'Brand like a rock star' which promises to raise a few eyebrows. The keynote speech this year comes from Andrew Wilson, Chief Foreign Correspondent for Sky News.

The whole proceedings will be ably organised by the dynamic duo of Tad Zurlinden and Dominic Tidey and as usual, impeccably facilitated by Frances Edmonds, and presided over by EuRA President Patrick Oman. If you are in the relo business, be there.

More information and booking at [www.eura-relocation.com](http://www.eura-relocation.com).



● A full programme of events for the Edinburgh conference can be downloaded from the EuRA Relocation website.



● The burning truck, as photographed by The Caravan Company Manager Stephen Green.

## Removals van destroyed in mystery fire

Driver Alan Cameron and colleague Derek Pickles had a lucky escape when their removals lorry burst into flames on the A31 a few miles from their destination of Weymouth.

The Britannia Caledonian lorry had traveled over 400 miles from Glasgow without any problems but began to fill with acrid smoke at Corfe Mullen in Dorset. Amazingly no one was hurt, but most of the unfortunate family's possessions were lost in the blaze.

According to a report in the *Daily Mirror*, Mr. Cameron said he felt lucky to be alive after the incident, which took place at 10.15am on Wednesday 6 November. "It was about a minute between seeing the smoke, to us stopping and then the whole thing going up in flames. It is terrifying because if we had driven another 100 metres we would have been right next to a petrol station. I don't even want to think about what could have happened," he said.

A member of staff from The Caravan Company, which has premises only a few metres away, shot this dramatic picture (above) of the van engulfed in flames. Manager Stephen Green said at one stage he considered moving some of the caravans further from the road to protect them from the heat, but fortunately the blaze was soon

brought under control by the Fire Brigade.

Britannia Leatherbarrows assisted by transporting the remains of the load to their Bournemouth warehouse where it was inspected by Britannia's insurance representatives and members of the family.

An investigation into the fire was being carried out at the time of writing but had not yet established its cause.

Incidents of this kind are rare in the removals industry and although the heartbreak of losing the entire contents of one's home cannot be entirely mitigated by money, it highlights the importance of having adequate insurance. Like most reputable removal companies Britannia Caledonian has a policy of including insurance in the price of a move and in this case the family has been offered a settlement figure in line with that insurance contract.

Mike Mason from Britannia Caledonian preferred not to comment on the incident while the investigation was still taking place, but thanked Leatherbarrows for their help and said he was thankful no one had been injured.

## RED RECRUIT LAUNCHES EMPLOYMENT LAW AND HEALTH & SAFETY SUPPORT SERVICE

Recruitment specialist Red Recruit is offering advice on the tricky subjects of employment law and health & safety. The new service was launched at The Movers and Storers Show in October.

Paul Sims, who is heading up the new service for Red Recruit said, "As a recruitment agency we have always been listening to our clients' needs so this is really a natural progression for us. Employment regulations and health & safety laws are changing all the time and it's difficult for people to keep up to date, especially when they're out there trying to earn a living. From now on they only have to pick up the phone to get all the help they need."

Since April 2012 changes in employment law have affected the rights of temporary workers, rates of pay, maternity, paternity, disputes at work, challenges in employment tribunals, employee qualifying times for employment rights, to name but a few. Likewise developments in health & safety have seen the first prosecutions in Corporate Manslaughter, resulting in imprisonment, fines and a criminal record, so it's important to get things right.

● For more information call Paul Sims on 01621 840600 or e-mail [paul.sims@redrecruit.com](mailto:paul.sims@redrecruit.com).



● Paul Sims

## M&S Show comment from Basil Fry

Silverstone was a great venue for the Movers and Storers show where the whole Basil Fry & Co. sales team attended at some stage over the two day show.



● David Atkin from Britannia George Bernard Shaw (left) and Peter Doman of Basil Fry.

Senior Commercial Account Executive, Peter Doman said, "The show is always a great opportunity to catch up with a large number of current clients and fellow suppliers as well as being able to offer advice to those looking to start up in the removals and storage industries. We were well entertained at the Boozebox during the exhibitors' party and the Snoozebox was a unique

experience. Normally we insure the contents of a shipping container, not sleep in one!"  
 "We would like to thank Keith and Charlotte again for the well organised event, our clients who took the time to come over and talk to us and everyone who entered our business card draw in association with VUE."

## American Idol finalist Trenyce Cobbins praises Anglo Pacific

American Idol finalist Trenyce Cobbins has spent the last three years celebrating the music of Michael Jackson and the Jackson 5 in the cast of *Thriller Live* in London's West End. Anglo Pacific recently shipped her personal possessions back to the USA.



● Trenyce Cobbins on stage at London's Lyric Theatre.

"With the shipment being so far away, I was concerned about my personal belongings reaching their destination in perfect condition," said Memphis-born Trenyce. "I called several different moving companies but the customer service I received made me choose Anglo Pacific. They answered all of my questions before I'd even asked them and thoroughly explained everything from box sizes to customs to save me wasting more time than was necessary on the process. It was the perfect experience."

hour Jackson tribute concert in London's Lyric Theatre, and all over Europe in the *Thriller Live* tour. "It's wonderful because you know everyone out there is a Michael Jackson fan; it feels like a non-stop party. It truly is a high that I cannot explain."

Trenyce came fifth in American Idol 2003, followed by a sell-out tour of 41 cities, before landing her first theatre roles including *Not a Day Goes By*, *The Vagina Monologues*, *Dreamgirls*, *Ain't Misbehavin* and then *Thriller Live* in 2010 that involved a two-

Jason Diggs, Anglo Pacific's Sales Director, said, "Once again we're privileged to play a small part in the lives of such interesting and talented individuals. We're very happy that Trenyce had "the perfect experience" with Anglo Pacific and we wish her all the best in her new role – the lead in Franco Dragone's seductive cabaret *Taboo* starting in Macau in April next year."



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**PROFILE:** FLAME RECRUIT



# Turning up the gas on Flame Recruit

Flame Recruit started providing recruitment services for the moving industry in May 2013. As the company takes on more staff and moves to new offices, Steve Jordan talked to the company's MD, Ray Inskip, to check on progress.

Since Flame Recruit first opened for business the global recession has receded somewhat. These encouraging recent developments combined with a lot of hard work have meant that Ray has been able to expand the business and employ Steve Maples, with whom he'd worked in the past. At the same time the company has expanded into new premises in Maldon, Essex.

"I was getting to a point where I needed a second pair of hands to help me run the business," said Ray. "With the extra help I am able to provide an even better service and get a great deal more work done on the development side of the company too."

Ray explained that having had previous experience working with Steve, he knew where his strengths lay and knew that he was very good at building relationships within the moving industry. Between the pair of them, they have about 20 years' experience as consultants and have placed many professionals within

prominent companies worldwide. "We are finding new jobs for people across the whole spectrum, from commercial, domestic, international, relocation and fine art packaging. We look out for permanent positions from directorships to entry level – we don't limit ourselves," Ray continued.

**"With the extra help I am able to provide an even better service and get a great deal more work done on the development side of the company too."**

Ray Inskip

A high proportion of Flame Recruit's work comes from the UK market but the company also has a good record of placing people overseas especially in China, the UAE and Malaysia. He is mindful of the fact that the industry is in a constant state of flux. Some years there may

be numerous vacancies and opportunities in export packing, whilst during other years domestic removals may see an increase.

"During the recession instead of cutting staff, many companies in the removal trade reduced hours. It wasn't over prevalent but some companies needed to lower their

overheads," said Steve. "There was also a rise in the amount of 'zero hour' contracts which mean that employees with one would only work 'as and when' required." With the jobs market stabilising both Ray and Steve expressed that a reversal of these measures had already occurred

with the industry experiencing a steady increase of vacancies in the trade.

When asked about how using a recruitment agency can be more effective than using a newspaper advert to find staff, Ray is quick to share his opinion.

Whilst an advert may be cheaper in the first instance, Flame Recruit includes many services in its finder's fee. Essentially, it works as a filter, selecting the best applicants and saving the employer hours of extra work. Flame can hold interviews, conduct competency tests or verify qualifications. "That can all take a company weeks, but we can have it done in a few days," explained Ray (see *The Mover*, May 2013 page 19).

Ray has been a familiar face at conferences for many years. He recently attended The Mover Conference and IAM in Vancouver. "Everyone seems very positive about the business now," said Ray. "It's a time for expansion now, not the cutbacks we have seen in the last few years."



**NEWS: INTERNATIONAL**

## New EU White Paper tackles alternative fuel infrastructure

The European Parliament is discussing a 'Directive on the Deployment of Alternative Fuels Infrastructure'. The initial proposal from the Commission aims to ensure that member states deploy a minimum number of charging points for electric vehicles.

**T**he recently published EU White Paper on transport focuses on the decarbonisation of the road sector over the next few years by cutting oil dependence and accelerating the market uptake for alternative fuels and vehicles, creating a more sustainable transport system throughout Europe.

A major obstacle for consumer acceptance and deployment is the lack of alternative fuel infrastructure and common technical specifications for the vehicle-infrastructure interface. The main alternative fuel options are electricity, hydrogen, biofuels, natural gas (in the forms of Compressed Natural Gas (CNG), Liquefied Natural Gas (LNG), or Gas-To-Liquid (GTL)), and Liquefied Petroleum Gas (LPG).

The Commission and Parliament agree that the existence of this infrastructure is essential for the deployment of the alternative fuel market and hence, a major step to achieve the ambitious green targets laid down in the new white paper. Implementation costs would come from cohesion funds, TEN-T (Trans-European Transport Networks) and private sector investment. Political negotiations will continue in the coming months and a final vote is expected in February 2014.

Further information can be found via this link: [http://www.europarl.europa.eu/oeil/popups/ficheprocedure.do?lang=en&reference=2013/0012\(COD\)](http://www.europarl.europa.eu/oeil/popups/ficheprocedure.do?lang=en&reference=2013/0012(COD)).

● Lack of infrastructure delays consumer acceptance of alternative fuels.



● Last year's IMC conference.

## IMC Bangkok kicks off the conference season

The International Movers Convention kicks off the international convention year with its third five star event in Bangkok on 26-29 March. As always the event promises to put people together for business and entertainment in a way achieved by no other conference in the mobility industry.

**IMC is unique. Rather than bring people together to fight for each other's attention, IMC formalises one-to-one networking, making sure that not a moment is wasted. Many participants at last year's event managed to achieve 30 or more meetings each with quality time with potential agents. Even people who are seasoned conference goers reported making valuable business contact with new people offering new services.**

**IMC is in Bangkok immediately before FIDI in Singapore making it an ideal stopping off place to break the journey in a most productive way. Book before the end of January to get a special 'Early Bird' discount. The Mover will be there – will you?**

**Conference Location: Plaza Athénée Bangkok, A Royal Méridien Hotel, 61 Wireless Road (Witthayu), Lumpini, Pathumwan, Bangkok, 10330 Thailand. To book go to: [www.moversconvention.com](http://www.moversconvention.com).**

## EC Professional Training FAQ Document

The European Commission has published an updated FAQ document on professional training as a follow up of the CPC committee meeting on 26 June, 2013. The FAQs can also be accessed via this link: [http://ec.europa.eu/transport/road\\_safety/faq/training/index\\_en.htm](http://ec.europa.eu/transport/road_safety/faq/training/index_en.htm).

### **EUROMOVERS International** Worldwide Movers Alliance

**A friendly Network  
with a Family Spirit**



**EUROMOVERS International SA**  
13, Rue Edmond Reuter · L-5326 Contern, Luxembourg  
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The EUROMOVERS Network, now in existence for over 10 years, is proud to count partners in more than 30 countries in Europe and Overseas.

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

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Partner-to-Partner Sales Assistance
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Quality Training Environment
International Matrix Certification
Area Coverage

## CHINA IS NUMBER ONE FOR EXPATS (EXCEPT THE SMOG)

A survey by HSBC Holdings has ranked China as number one among 37 countries as the top destination for expats edging out Germany, Singapore and the Cayman Islands.

The survey also ranked China number two in terms of beneficial economics and number three in terms of what the bank calls 'expat experience' or general quality of life.

The survey questioned just over 7,000 expats, 71 were in China and half of those praised China's better work-life balance compared with what they experienced at home, 56% said the quality of education was better, two-thirds said it was an easy place to make friends, and nearly three-quarters said their children were safer than they were at home. One respondent said that China had "scenic views, lovely weather and good employment opportunities with less competition".

However the response wasn't so clever when it came to air quality. Anyone who has travelled to China will know that the smog is often shocking making it tricky sometimes even to see across the street.

Businesses have said they are having an increasingly hard time recruiting workers in Beijing because of the city's chronic pollution. Other major population centres have a problem too.



● Shanghai.



● No reduction in speed for P3 vessels between Asia and Northern Europe.

## No slow sailing for P3 carriers

Although most ocean carriers are predicting more slow sailing, P3's members Maersk Line, MSC and CMA CGM intend to maintain and even improve average vessel speeds in their recently announced schedules.

The P3 alliance says the average vessel speed deployed from Asia to Northern Europe from 2Q 14 will be kept at 19.5k, whilst on the return journey it will even increase slightly from 14.4k to 14.7k. This means that other carriers will more or less be compelled to follow suit at a time when they can ill afford it, not having the same economies of scale.

This will put pressure on other carriers to spend more money on fuel, although the jury is still out on its benefits. For example, at the recent Intermodal 2013 conference in Hamburg, a number of shippers are reported to have complained about long transit times, with some questioning why ocean carriers did not try harder to differentiate themselves through speed instead of price. However, ocean carriers

argue that whenever this has been tried in the past, shippers have generally run away from paying a 'speed premium'.

### This will put pressure on other carriers to spend more money on fuel, although the jury is still out on its benefits.

And according to reports on a recent survey of 1,600 shippers carried out by APL in the US, the most important feature of ocean carriers' services is schedule reliability, after which transit time is fairly low down on the list of priorities.

### P3 explained

P3 is a long-term operational alliance between Maersk Line, MSC Mediterranean Shipping Company S.A. and CMA CGM on East – West trades that aims to improve and optimise operations and service offerings. The network operates 255 vessels on 29

loops on three trade lanes: Asia – Europe, Trans-Pacific and Trans-Atlantic. Maersk Line contributes approximately 42% of the capacity (including the new Triple-E ships), MSC contributes approximately 34% of the capacity; and CMA CGM the remaining 24%.

## €10bn for Norwegian roads and tunnels

The Norwegian Public Roads Administration (Statens vegvesen) plans to invest €10 billion (NOK 80 bn) in road building and tunnel upgrades from 2014-17, according to its new investment plan for the period. A further €2.87 billion (NOK 23 bn) will be spent on pedestrian and cyclist safety measures. Veidekke, a Norwegian construction company, forecasts 2-3% annual growth in the Norwegian construction market in 2014 with housing construction rates expected to level out.

## New technologies against Danish traffic jams

The city of Aarhus in Denmark is utilising BLIP Systems' technology (a mix of Wi-Fi and Bluetooth) as an important weapon in the fight against traffic jams.

By placing the small sensors in the road network, the road authorities have been able to obtain traffic flow data in real time and proactively manage the road network to minimise delays and congestion. The project began in 2011 and to date 40 sensors have been installed along the ring road. Once the BlipTrack solution is fully implemented, around 120 sensors will be in operation.

The Road Administration has reported that travel times on the ring road have been reduced by up to 20%. This not only leads to significant economic benefits for the municipality through reduced travel times and fuel consumption, but it also reduces CO<sub>2</sub> emissions and improves air quality.

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E-mail: [nikki@themover.co.uk](mailto:nikki@themover.co.uk)



## INTERVIEW: TONY RICHMAN

# Our European connection

The moving industry is full of people like Tony Richman. People who were born into the business, joined the family firm when they left school, did every job that there was to do and ended up, inevitably perhaps, running the company. That part of Tony's story is not unusual. What came next, is extraordinary. Steve Jordan caught up with the moving industry's European connection to find out more.

I have known Tony Richman for at least 30 years, probably longer. Back in the days when we both lifted a box or two we helped each other out with an occasional back load and met at conferences. But it was Tony's performance at BAR meetings that I really remember best. He would sit in quiet low profile, volunteering a contribution rarely unless asked. Until his turn came: the External Affairs report. Then he came alive. There was nothing he didn't seem to know, no stone left unturned, no angle uncovered, no detail of the legislation - no matter how arcane - that he hadn't mastered. He was a one man, walking, talking encyclopaedia. A square peg firmly implanted in a square hole.

#### Early days

He is the fifth generation of his family to run the moving company started in 1880. At five years old he would ride in the trucks, at 17 he passed by university to join the company working with his brother, Trevor (three years his junior), his uncles and his dad, Leonard, whom those who can remember the BAR conferences of the early 1970s will recall.

The company was successful, though occasionally challenged by family politics. It split after the War into Richman Bros. and H+L Richman, then got back together again in the 1950s. In 1967 the company bought Rings of Rochester with Tony despatched to make it a success. Again the companies came together in 1984. In 2004 the company was sold to Doree Bonner ending the dynasty just a few months short of its 125 year anniversary.

Tony remembers fondly the early years, especially the trips to Europe. "In those

days the lorry had to be craned on and off the ship," he recalled. "The first RORO service I went on was from Felixstowe. There were only three trucks on it, a far cry from the 1,000s a day that run today."

#### The ultimate committee man

It was while Tony was still running the company, in the early 1970s, that he became involved with BAR. "I did the ground work," Tony explained. "I was Chairman of the Labour Relations Committee, Chairman of the National

**"The government even gave us an anonymous telephone number to report 'removal companies' using illegal labour."**

Tony Richman

Council, a member of the BAR Board, in fact I think I am still BAR's longest ever serving Board member."

Working groups were set up by BAR in the late 80s including one called External Affairs of which Tony was made Chairman. "There was a host of people who worked very hard on that committee," Tony explained. "Colin Quarrington and I worked very well together. David Trenchard became my Vice Chairman." The role was to work with government to try to get legislation passed that would help the moving industry and, perhaps more importantly, make government aware of the ways in which it differed from general haulage to ensure that the industry was not burdened with legislation that was



inappropriate. It was a tough job.

"We were working on a lot of things, for example parking for trucks in cities and cash-in-hand labour. The government even gave us an anonymous telephone number to report 'removal companies' using illegal labour. Another difficult dossier surrounded the FSA Insurance Regulations - but we got there in the end and achieved the derogation for those that wanted to use it." Tony also lobbied for VAT on self storage, something that only came to fruition in 2012, but all the hard work had been done long before. "There was a lot of leg work, being passed from department to department. It often involved working with the shadow party because the party in power is not keen to change existing laws."

It was in 1988 that BAR decided to again become a member of FEDEMAC (Federation of European Movers Associations) after a ten-year absence, and appointed Tony as its representative. He became a FEDEMAC Board member the following year and its President in 1993-97. FEDEMAC was using a professional lobbying company to lobby the European

## INTERVIEW: TONY RICHMAN



**“I trembled when I first went into one of these meetings, but I soon realised that I was master of my topic...”**

Tony Richman

Commission or the European Parliament. “But they didn’t know our industry,” explained Tony.

#### Professional lobbying

In 2004, when Tony’s moving company was sold, BAR asked him to continue on a professional, part-time basis to provide the lobbying and representation service. Two months later FEDEMAC did the same. Tony joked: “I wondered if I might get the same rate as the Belgian lobbying company, but it didn’t quite work out that way! Their hourly charges far exceed my daily charge! I went on a crash course to teach me how to get past the secretary, into the inner workings of the European Parliament and how to put my message across.” Tony



● Above: Tony at his beloved drums; top right: with his wife Frances; above right: still working at 67.

did spill some of the beans on how to dodge the most persistent gate keeper. I could tell you, but if I did ...

“I trembled when I first went into one of those meetings,” he said. “But I soon realised that I was master of my topic whereas they only had a peripheral knowledge and really knew nothing about the details affecting or likely to affect the moving industry. I realised that if I was diplomatic, never closed doors, and engaged with them, we could help each other.” Eventually Tony got to the stage that the European Commissioners were coming to him, not the other way around.

Again there were successes. The EC wanted to bring in a rule that nobody should lift more than 25kg. Tony got an exemption for movers by pointing out that this would require more men to lift a piano than you can get around one; he got an exemption allowing trucks over ten years old to be used for European work on the basis that moving vans don’t do the same mileage or carry the same weight as hauliers’ vehicles; he also negotiated an exemption from the Swiss road tax and exemptions on operators licenses.

There were also bigger battles. The UK’s system of taking in imports on a C3 form came under attack. It was the only country with this system in place when the single European market began in 1993. It looked for a time that this privilege would be taken from the UK but over time Tony managed to get similar procedures in place for other countries too. “I figured it was better for us to lose the exclusivity rather than lose the whole thing.”

Then there’s the hot potato of European VAT harmonisation. He’s been working on it since 1993 and, although there is still work to do, much has been achieved.

Tony has been fighting for a one-stop-shop for companies to make combined declarations for all European transactions. In 2010 he was successful for VAT refunds. The system for VAT payments is still unresolved – but an official proposal has now gone through to the European Commission and a trial will start in 2015 for some industries. A further plus point being the EC acceptance in putting forward a proposal in October for a harmonised EU VAT Return form which is another major step. Tony expects the full one-stop-shop to be in place by 2020.

#### The turning

In 2009 it appeared as if the industry that Tony had served all his working life turned against him. For reasons of which he is still unsure, BAR suddenly dispensed with his services. He continued working with FEDEMAC but the workload was high and the rewards modest. In October 2013, after Tony asked for either more money, less work or somebody to work alongside him, the organisation replaced him with a younger, less experienced person on twice his salary. Again, Tony is perplexed as to why. It does seem a strange way to treat someone of his experience, dedication and capability. He had over 130 dossiers on his desk when he left.

#### The future

But he remains positive. He is still providing a similar service on a part time basis to FEDESSA (Federation of European Self Storage Associations), he is looking forward to having more time to spend with his wife, Frances, and plans to indulge in his hobbies of ornithology and playing the drums (Tony played in a band called The Blackstars in the 1960s. In addition to their own gigs they had the opportunity to support the great and the good including The Small Faces and a very young David Bowie when he was in a band called The Mannish Boys).

At nearly 67 he’s not ready to retire yet. He is a man who is passionate about the industry and has built up, throughout his work at Westminster and Brussels, an influential contact list. He is urbane, liked and respected wherever he goes and has a unique ability that makes him a priceless asset to the industry; sadly some seem unable to recognise pearls when they are cast before them. He has much more to offer, given the opportunity.

For me, my interview with Tony was a delightful afternoon spent with a good friend. There will be plenty more. I am also pleased to report that Tony will start a monthly column in *The Mover*, reporting on European issues, next month. Watch this space.

# Employee travel disruption due to bad weather

When the weather makes it difficult to travel, employers and employees should consider how this could impact the workplace. ACAS (Advisory, Conciliation and Arbitration Service) suggests the following key points for consideration:



## For employers:

\* Employees are not automatically entitled to pay if unable to get to work because of bad weather.

In most cases, there is no legal right for staff to be paid for travel delays. However, employers may have contractual, collective or custom and practice arrangements in place for this. Some organisations offer discretionary payments for travel disruption or have their own informal arrangements for this purpose. Such arrangements are normally contained in staff contracts or handbooks;

\* A more flexible approach to matters such as working hours and location where possible is advised. The handling of bad weather and travel disruption can be an opportunity for an employer to enhance staff morale and productivity by the

way it handles the situation. Various, some employees could work from home for instance, or those off-shift who live close by that could work at short notice; \* Information technology enables a business to run effectively if bad weather affects staffing levels; eg the use of laptops or smartphones; \* Even if businesses are damaged by the effects of absent workers they should still ensure that any measures they take are carried out according to proper and fair procedure. This will help to prevent complaints or employment tribunals; \* Consider reviewing your policy on how you handle bad weather scenarios. It would be best to put an 'adverse weather' or 'journey into work' policy in place.

## For employees:

\* Think about how you plan to get into work. Have you considered the benefit of giving yourself a little extra commute time?

\* Think about what arrangements you have in place if your child cannot get to school, your normal childcare provider is unavailable or if your child's school is closed. Do you have a practical back-up arrangement?

\* Make sure you know how to get in touch with your employer if you are unable to get into work.

\* If you are affected by the weather, think about your options. Can you work from home or alter your hours?

**If some staff manage to get into work but others can't but still get paid, is that fair?**

Employees are not legally entitled to receive payment if not at work, some employers realise adverse weather doesn't happen often and is not the employees fault. So flexibility is needed.

**What happens if the schools are closed and parents can't go to work?**

In emergency situations an employee is entitled to take unpaid time off to look after dependants, although this would not normally apply to a situation where the employee was required to look after their children as a result of not having any childcare arrangements. In extreme weather conditions this could be seen as an emergency situation.

It's important to point out that this is 'time off for dependants' and as such an employee is entitled to as much unpaid time off as a tribunal decides is reasonable to make alternative arrangements for childcare. In other words, the right to time off may vary as per each individual's circumstance.

● Give yourself more time to get to work in bad weather, or maybe alter your hours.



## Pickfords wins at European EMMA's

Pickfords has won the coveted trophy for the International Moving Company of the Year in the European EMMA awards this year hosted by the Forum for Expatriate Management.



● Steve Boyd from Pickfords collects the EMMA for the International Moving Company of the Year.

Robinson's took second place with Harrow Green being highly commended.

International Director Steve Boyd, after receiving the award said: "I am delighted that Pickfords has won this award, it's a true reflection of the expertise of our move management and operational teams, their innovative approach to customer service and their continued focus on quality."

Interdean this year is the Relocation Management Company of the Year in the over 75,000 moves category ahead of Cartus, Brookfield and SIRVA; Mobility Services International took the trophy for the under 75,000 category with Sterling in second place and Graebel highly commended.

## Free bouncy castle and BBQ trailer for charity hire

World Moving & Storage of Auckland, New Zealand has acquired two brand new bouncy castles and a BBQ trailer that will be available to the local community in support of fundraising events free of charge. The items are a goodwill gesture to the community for its ongoing support of the company. The company livery that emboldens the bouncy castles and BBQ trailer also raises awareness of the World Moving & Storage brand.

Limited began as a furniture distribution company in 1996. The managing director, Raymond Dobbe, formed the domestic and commercial moving side of the company at the request of existing corporate clients. The company's growth and recognition both in New Zealand and internationally has consolidated its place in the removal and fragile freight industry.

● Below: one of World Moving & Storage's bouncy 'castles'.



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**REPORT: THE MOVER CONFERENCE**

**PART 2:  
MAKING THE  
MOST OF MEDIA**



**The Mover  
Conference  
Part 2**

The December issue of *The Mover* reported on the Mover Conference at Silverstone. There was far too much going on at the conference to include in one issue of the magazine so, to complete the picture, here's part two that looks at the media and how to use it, and includes an interview with Rennie Schafer, from the Self Storage Association.

**Making the most of media**

The second day of The Mover Conference began with a three part session about using various types of media, both traditional and high-tech, to maximise exposure, win new customers and ultimately improve your bottom line.

● Top: Steve Jordan explains how to get the best from PR; below: Jon Baker with his ancient telephone; far right: Iain Row of Prominent Media.

**Solving the PR mystery**

Things kicked off with a presentation by *The Mover* Editor Steve Jordan, about PR and how to use the press to gain free publicity. Steve began by stating what sounds like the blindingly obvious, "If the press don't know about your news they won't print it, so you need to let them know what's happening." Steve also talked about the importance of taking a good picture to go with the story and that often a picture can mean the difference between a story being 'picked-up' or ending up in the bin. "Often we get stories at *The Mover* from companies that have moved someone famous and not taken a picture – that probably means we won't use the story."

Delegates were encouraged to make contact with their local press, radio and TV and keep in touch through regular press releases about things that may be of interest to the local population. This will not only get stories published but mean they contact you when they need an expert to comment on matters involving the moving industry. Steve ended by saying, "If you don't think PR is important just think how a bad news story would affect your business."

**Steve Jordan:**  
01908 695500  
www.themover.co.uk

**Using social media**

Continuing with the publicity theme, Jon Baker from The Excedia Group took to the stage to talk about using social media to engage and maintain contact with customers and prospects. Jon's talk focused on Facebook and he began by giving the staggering statistic that during his 15-minute presentation 7.5 million messages would be posted via the Facebook network.

Having lugged onto the stage a huge ancient telephone Jon explained that back when it was made many people saw the phone as a nuisance, something that would interrupt their work and waste valuable time and that some business people still view social media in the same way.

There are now over 24,000,000 registered users on Facebook in the UK and contrary to what a lot of people think they're not all kids; 62% of people between the age of 35 and 50 regularly use social media and 20% of 65 to 75 year olds do too. "People are becoming increasingly resistant to conventional advertising," said Jon. "How many of you have Sky+ and fast forward through the adverts? No one uses Yellow Pages any more to look for a supplier, they look on the Internet and using social media will make you easier to find and help you get the business."

Jon went on to say how important it is to have a good profile on LinkedIn and the relatively new Google Plus as again they help to optimise search engine visibility and drive customers to your site.



**REPORT: THE MOVER CONFERENCE**

Most people agree that recommendation is the best way of winning business and again social media is an excellent way of obtaining recommendations and getting them in front of potential customers.

"Like it or not guys this stuff is here to stay," said Jon. "We can complain about it as much as we like but we should see it as an opportunity however much we may hate it."

**Jon Baker: 01234 750939  
www.venture-Now.com.**

**Making the web work for you**

The final part of the media session was hosted by Iain Row from web developer Prominent Media who introduced a number of ideas on how the web could be used more effectively in a removals business. Iain talked about how in the Internet age people want to complete tasks in a single session, perhaps in the evening or at the weekend and so a site that enables them to do that without having to wait for a call back from the supplier is likely to be the most successful.

An online quote system for example is often used by the bigger companies, but few of the smaller movers have one. With modern software this is now something everyone can offer without spending a fortune. "It's important to create a 'stop point', that is a point at which the customer feels they have achieved their objective and don't need to visit another company's site," said Iain. "Giving the customer an online quote for a move, albeit with some caveats, will make it much less likely they'll look elsewhere."

If customers do need to arrange a visit an online appointment facility can also be built into the website so they can book a firm appointment there and then, without the need to wait for a call from the company to arrange a suitable time. Iain went on to give a number of examples of the systems available, including one

which is available free for companies making fewer than 50 bookings a month.

Iain continued, "Apart from being more convenient for both you and the customer, using the Internet in this way sends out a message that you are a modern company with the latest technology and systems and that this will be reflected in the way you operate as a company."

**"No one uses Yellow Pages any more to look for a supplier, they look on the Internet and using social media will make you easier to find and help you get the business."**

Jon Baker

There was something from Iain for the bigger companies too. His company had developed an online system that allows customers to track the chain of their move and thereby keep better control of the whole process. By sponsoring the site, a moving company could gain access to all this information including the dates of every move in the chain.

Iain closed the presentation by showing how opening an online shop for packaging and other moving materials can bring an additional revenue stream and also help engage with people about to move house.

The session ended with several very positive comments from delegates about the value of the presentations and the expertise of the speakers taking part.

**Iain Row: 01908 239971  
www.prominentmedia.com.**



● Becky helps mark get to grips with his customer journey

**Becky Adams provides customer service advice**

At The Mover Conference in October, Mark Ratcliffe from The Small Moving Company won a free day's training from keynote speaker Becky Adams.

**D**uring her visit to sunny Eastbourne, Becky helped Mark and his team to plot the customer journey. "We worked together to pin point where his sub-conscious customer journey and sales process may cause potential clients to change their minds about doing business with him and go elsewhere," said Becky. "At which stages of the process they 'drop out' because of things he may unknowingly do or say or how the business is sub-consciously viewed by potential customers. We identified several things on his website which if changed would bring him more business, and I was able to show him why he was only attracting certain types of customer and how he could appeal to those who would spend more for minimal expenditure. It was an intense day, with Reese his porter giving very useful insight into customer feedback."

Mark was delighted and grateful for the help Becky provided. "It was the most productive day we've had at The Small Moving Company for a long time,"

"I was able to show him why he was only attracting certain types of customer and how he could appeal to those who would spend more ..."  
Becky Adams

he said. "We've been missing so many opportunities." He added that Becky had: "opened up a whole new world to us and helped us to take a serious look at our business procedures. Changes will be made at next to no extra cost to make our organisation more profitable and customer friendly."

For more information on Becky's business advice services contact her at: [madambecky@live.co.uk](mailto:madambecky@live.co.uk).



**REPORT: THE MOVER CONFERENCE**PART 2:  
**RENNIE  
SCHAFFER**

## Rennie Schaffer speaks at The Mover Conference

One of the most eagerly anticipated speakers at the The Mover Conference was the Self Storage Association UK's brand new CEO Rennie Schaffer.

● Above: Rennie Schaffer addresses The Mover Conference.

Rennie began by giving some statistics showing the types of customers currently using self storage and how peoples' awareness of the service has changed during the past few years. Apparently 57% of private customers are female and 40% of capacity is used by business – much higher than in other countries such as the US, Australia and New Zealand.

Perhaps surprisingly, only 12% of business comes from house moves, which explains why the self storage business has remained relatively strong during the past five years when fewer people have been moving house. "Most customers, 90%, are local," said Rennie. "The average travelling time is only ten minutes so marketing needs to be aimed at the local population. Often people will pay more for a local unit rather than travel to a cheaper one."

Rennie went on to say that peoples' awareness of self storage is increasing with around 60% of the public in London and 40% outside the capital now having a good understanding of the services available. This compares with an overall figure of around 25% only six years ago. The need for high-profile sites is also less important as awareness and the use of the Internet increases. Currently 51% of bookings are made via the Internet creating opportunities for smaller

**"The average travelling time is only ten minutes so marketing needs to be aimed at the local population. Often people will pay more for a local unit rather than travel to a cheaper one."**

Rennie Schaffer

operators to enter the industry using sites in secondary positions.

Customers are also becoming aware of the different types of storage units available. Not everyone needs the very highest levels of security for example and this is opening up a budget segment in the market in the same way as the hotel market has developed during the past 15 years.

Occupancy rates are currently running at around 70% with lower figures for immature sites. For a new 250 unit site it normally takes two summers (the busiest time) to reach maturity with the first 50% being the easiest to achieve. The average return on net lettable space in the UK is

£13.57 per sq ft. per annum, £19.26 in London.

Rennie ended his presentation by highlighting some of the things removals companies tend to do badly when they enter the self storage business. Some newcomers rely too much on their removals customers, which is a mistake because they only represent about 12% of the overall market. He also emphasised the need to be retail focussed and make it easy for customers to access the site, this is often not the case with a removals company. It is also important to market the company as a self storage facility and not as an add-on to the removals business.

After the presentation Rennie took part in a lively discussion about the pros and cons of the self storage business. It is clearly a subject of great interest to people in the moving industry.

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FEATURE: CANADA

# CANADA: THE 2% GIANT

Did you know that Canada takes up 2% of the planet Earth's land surface? Yet it has one of the world's lowest population densities at nine people per square mile? It's a land of wonderful and beautiful contradictions. By Ed Roberts

**A**nother obscure fact is that the name Canada loosely translated means 'village'. This demonstrates the nation's gift for understatement. A giant country of endless plains and mountain ranges, it experiences wide variations in climate from perma-frost in the north to four distinct seasons towards the US border in the south. Most of its wilderness is impenetrable to man and is a biome full of diverse wildlife – famous for its bears and eagles. Some of the world's widest and longest rivers, and biggest uninhabited islands are found there. With everything on such a large scale you may not be so surprised to learn that Canada is home to the longest street

in the world - Yonge Street. This colossal road begins at Lake Ontario, and runs north through to the Minnesota border, a distance of almost 2,000km.

In recent years, Canada has introduced some of the world's most liberal social policies. Medical marijuana for the terminally or chronically ill was legalised in 2001; the country began legally dispensing marijuana by prescription in July 2003. In July 2005, Canada legalised gay marriage throughout the country, becoming one of four nations throughout the world to do so.

Canada is rather modest when it comes to its achievements in the world theatre of invention. However its contributions are all pretty amazing and enviable. For instance, basketball has its origins in Canada and it originally involved knocking birds off a wall with a football. Other inventions include the telephone, IMAX, television, piano synthesizers, the electron microscope, Trivial Pursuit and the zip fastener!



## A sporting life

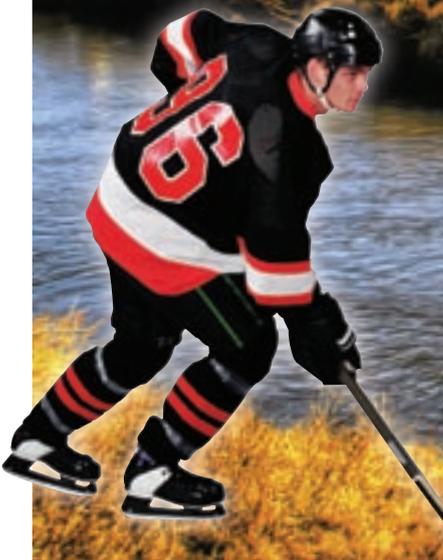
Canadians are the gods of winter sports. With a huge national and government endorsed emphasis on having a sporting life a huge proportion of Canucks indulge, big time.

**A**lthough the average non-Canadian would hazard a guess at ice hockey (simply known as hockey) being the national sport it is in fact lacrosse, a sport with Native American origins. However hockey is the most popular spectator sport by a long shot.

The national sport with the second largest following is Canadian football (a version of gridiron football) with the league's annual championship 'The Grey

Cup' being the largest annual event.

A little known fact is that basketball was invented in Canada too. In broadest terms it was originally developed by school boys knocking birds off a wall with a football. Statistics Canada reports that the top ten sports that Canadians participate in are golf, ice hockey, swimming, soccer, basketball, baseball, volleyball, skiing (downhill and alpine), cycling and tennis.



Famous Canucks include actors: Jim Carrey, Keanu Reeves, Leslie Nielsen, Michael J Fox, John Candy, Dan Aykroyd; singers / bands Alanis Morissette, Avril Lavigne, Shania Twain, The Dream Warriors, Main Source, Neil Young and Leonard Cohen; filmmakers Atom Egoyan and David Cronenberg; and inventors Alexander Graham Bell and Reginald A. Fessenden. The national sport is lacrosse and not ice hockey as popularly thought.

The country's history is rich and interesting yet not terrifically well-known in the international psyche. In brief, prior to the arrival of Europeans in Canada, the area was inhabited by various peoples who came from Asia via the Bering Strait more than 10,000 years ago. The Vikings followed in AD 1,000. The first inhabitants of Canada were native Indian peoples, primarily the Inuit (Eskimo).

The first Europeans arrived in 1497, when John Cabot, an Italian in the service of Henry VII of England, reached

Newfoundland or Nova Scotia. Canada was later taken for France in 1534. Because of the valuable fisheries and fur trade, a conflict developed between the French and English that eventually culminated in the Treaty of Paris in 1763 which gave England control. However, Canada continued to be fought over steadily throughout the 17th – 19th century by both countries. In 1849, the right of Canada to self-government was recognised. By 1905 most of today's provinces and territories were born.

To this day, Canada remains one of the most sought after countries to live in for people around the world. Up to the 1970s most of the immigration was from Europe but for the last two decades the major immigration has come from China, the Indian sub-continent and the Philippines. A richly liberal country, it has been called home for many world citizens for decades and will remain a beacon of civilization for some time to come.

*The Mover thanks Brian Taylor of Brytor International Moving for his help with this article.*



● Above: Calgary; right: Toronto.



● Far left: ice hockey is popular among Canadians, though it's not the national sport, lacrosse (above left) is. Skiing is also popular.

## Canada's 2014 immigration plan to 'drive economic growth'

In Autumn 2013, the immigration minister for Canada, Chris Alexander announced new measures for border control in 2014.

Mr Alexander announced that he intended to maintain total immigration numbers between 240,000 and 265,000 for the coming year. Of these, 63% will be economic (skilled) migrants. The remaining 37% will be admitted under the family or humanitarian stream.

Mr Alexander announced that two existing visa programmes will be significantly expanded: the Canadian Experience Class (CEC) and the Provincial Nominee Program (PNP).

The CEC enables immigrants who have

been working in a skilled or managerial position in Canada for over 12 months to apply for a permanent resident visa. The PNP was designed to encourage immigrants to settle outside Canada's main population centres in Toronto, Montreal and Vancouver.

All of Canada's provinces and territories have signed up to the PNP apart from Quebec, which has its own immigration programmes and Nunavut, the newest of Canada's territories, which was created as a homeland for indigenous Inuit people of northern Canada in 1999.

# CANADA: THE LAND OF ABUNDANT SNOW

Canada has always been a major destination for immigrants from Britain and this was the market that Brytor International Moving aimed for when starting in 1964. As the company enters its 50th year, Brian Jones looks at the challenges of working in the Canadian winter.



● Brian Jones.

joined the company as Executive Vice-President in 2009, having previously lived and worked in the UK for Michael Gerson Limited. It was a great opportunity to experience life in a new country. The sheer size of the country does take some getting used to, with a five hour flight to reach our Vancouver office. I quickly learnt that the wilderness here really is wild – as the Canadians famously say ‘if you can’t see a Tim Hortons Coffee Shop, you shouldn’t be there!’ I love it here but there are some very valid and challenging aspects to operating a moving firm in Canada.

In Canada there’s no escaping the gigantic scale of the country and its extreme climates. These factors impact on all aspects of daily life. As far as Brytor is concerned it is always prepared for snowy weather and that is crucial to keeping the company running throughout the four months of winter temperatures. Each office has its own snow plough that

keeps the site roadways and yards clear. As snow gets ploughed to the side of the yard it builds into banks, so a further contingency plan to have this snow moved with a JCB and stacked up to leave the maximum workable space in the yard is needed. This can get to a stage where it is too high for a JCB to handle. In instances like this a snow removal contractor is called in to truck the snow off-site.

Brytor’s fleet of trucks have engine block heaters that are left plugged in overnight to ensure we are ready to go in the morning. Not surprisingly we also have to fully heat our warehouse which is maintained at 15°C. This has a significant impact on running costs compared with a similar operation in a warmer country. Cold temperatures also provide difficult conditions for our packing crews, particularly on loading day where they will often be walking in and out of a home with temperatures indoors of 20°C to an outside temperature of -15°C.

Winter does not stop the moving business and even with heavy snowfalls the roads are quickly ploughed with the use of snow ploughs in remoter locations. In the relative safety of Southern Ontario even well-seasoned professionals can still get caught out. In a bad snow storm in 2010 we lost a vehicle and trailer that had been blown off an icy road in strong cross winds. Fortunately the driver was OK and the container was empty and on its way to be loaded – however the tractor unit was written off.

One of my early impressions of Canadian life came about with an early-morning traffic update. Orillia, a town about an hour and a half’s drive north of Toronto had been brought to a standstill due to two Brown Bears wandering around downtown. I was amazed but apparently it’s just your slightly above average Tuesday morning in these parts.

On another occasion, I had to attend customs to clear a shipment on behalf of a

## Canadian customs

AMJ Campbell’s Senior Vice-President Kevan Brown speaks about recent changes to Canadian border controls concerning the collection of freight.

A huge part of AMJ Campbell’s workload is made up of managing international freight and Kevan has noticed a shift in the way port operations operate recently. “A growing pain AMJ

Campbell and no doubt other companies would have been experiencing recently has had to do with the port operations here in Canada,” explained Kevan. “There is a new rule that requires the carrier to

book an appointment prior to picking containers up. I suppose this has been introduced to streamline the flow of traffic and to manage staffing levels at the ports. This practise has taken some getting used to, because once the limited appointments have been allotted for the day, and you’ve not been lucky enough to get one, there is a need to wait until the following day and so on. This of course can have

a ‘knock-on’ effect causing unwanted delays. However AMJ Campbell has been working closely with its local carrier to reduce issues to a minimum. Our counter-measures ought to reduce negative incidents drastically.” Since 2008, the Canada Border Services Agency (CBSA) requires that all shippers declare their goods at the time of their arrival at the airport, providing a list of





● Cutting the cake. Left to right: Casey Kachur, Kelti Kachur, Torah Kachur and Don Kachur.

## Happy 75th birthday to Highland Moving & Storage

The folks at Canada's Highland Moving & Storage had a recent celebration in honour of its 75th year in the moving business.  
By Sylvia Cieslik.

As the company was first established in 1938, the timing was perfect to pay tribute to the family-owned business.

Highland Moving & Storage first started out known as 'Jim's Express Transfer and Baggage Hauling Ltd.' Popular legend around the office would have it that company founder Peter Kachur kept the name 'Jim's Express' because he did not have enough paint to cover the writing on the truck doors from the previous owners. However what Peter did have, was a strong and enduring nose for business which he applied generously, allowing his moving company to grow. After some time, the business was renamed Highland Moving & Storage.

On the evening of Saturday November 23, 2013, almost 150 Highland employees from both the Edmonton and Calgary branches gathered together to celebrate the company anniversary. In honour of the occasion, a custom cake was made in the shape of a Highland moving truck complete with headlights that glowed throughout the evening.

Don Kachur, president of Highland Moving and son of the company founder, believes its success in the moving industry is down to its integrity. "If you're going to stay in

our business for 75 years, you'd better be good at what you do," he said during his celebratory speech. Over the course of the speech, Don thanked all of his employees for all their hard work in making Highland a great moving company to work for. He highlighted that Highland is a customer-service driven business and that without its experienced crews, customer service departments, marketing team and management group, Highland would not be a successful industry contender.

**"If you're going to stay in our business for 75 years, you'd better be good at what you do."**

Don Kachur

The congratulatory speech was followed by an awards ceremony, cutting of the Highland truck cake and a thoroughly enjoyable evening filled with music and dancing. All in all, a memorable night was had by everybody. Here's to another successful 75 years and beyond.

Congratulations Highland Moving on your 75th Anniversary.



● Work continues, despite heavy snow.

customer. Arriving at the customs office I was not aware that our import manager had kindly arranged for customs to 'set me up'. Customs staff proceeded to get me to answer questions on the Canadian constitution, Canadian history and finally sing the national anthem. Fortunately they took pity on me and I survived unscathed – revenge pending.

I don't have rose-tinted spectacles, you will need to work as hard here as anywhere else, but working with Brytor and living in Canada is a great place to be.

the goods to follow with values (taking into account depreciation) in Canadian dollars. If required, the B4E document\* is to be issued by customs. Once the goods arrive in Canada and are ready for customs clearance, the shipper/consignee will need to present themselves to a CBSA office. As a removals company, AMJ Campbell or any other company cannot attend or clear goods on the

behalf of a customer, although if necessary, a customs broker can be hired to complete the task for them.

AMJ Campbell claims to be Canada's largest moving company with 44 offices across the entire country. It was formed back in 1983 in Vancouver and expanded across to the eastern seaboard by 1995 after a series of buy outs and mergers.

\*B4E: Personal Effects Accounting Document

**INSIGHT:** INTELLECTUAL PROPERTY

## Don't forget IP when selling

When selling a company, the usual items are generally considered by both parties such as purchase price, banking matters, and the list of assets. However, often the most valuable asset is left unmentioned; intellectual property. Joanna McKenzie from Keystone Law offers some advice.

Intellectual property is often of great value to a company but few consider it fully and that can lead to issues if it is not dealt with correctly. You not only need to consider what intellectual property rights your company uses but whether or not the company actually owns them or whether they are owned personally by a director or employee. This article aims to

provide a general guide on how to consider and deal with your company's intellectual property rights.

Does your company have a logo? If so, who designed it? It is likely that the initial design drawings will be covered by copyright, which is a right that arises upon creation of the drawing (or protected item). There is no registration involved. Protection,

generally speaking, lasts for the lifetime of the author plus 70 years. If you commissioned an artist, designer or photographer to create a logo, copyright will initially belong to the person commissioned to do the work, regardless of whether or not they have been paid for it, unless you have agreed otherwise. You should enter into an agreement with someone regarding intellectual property rights if you commission work, as copyright initially belongs to the author.

**... there are many intellectual property rights that exist within a company, and therefore it is important to obtain advice on what those rights are and how you can deal with them...**

If an employee has created the work in the course of their employment, generally speaking, copyright in the work will belong to the employer. However, this can be agreed otherwise. It is always a good idea to record the agreed position in the employment contract. This prevents any issues arising later on with regard to ownership of intellectual property. If drawings were done, these should all belong to the company. If photos were taken by an employee in the course of their employment, again these should belong to the company. Each photo will have its own copyright, and so if multiple photos have been taken of the same item, ensure that the company has ownership of the rights in all of them.

If the logo has become a brand for your company, has it been trademarked? This is a registered right that you apply and pay for. If it has, ensure that the trademark is in the name of the company and not one of the directors or shareholders. If the brand is being developed or is already a big name, it will hold tremendous value and goodwill. The trademark details will need to be contained within the Sale Agreement; these can be found on the Intellectual Property Office's website.

Most businesses these days have a website and this again can involve a myriad of intellectual property rights. Consider who wrote the text contained within the website and

took the pictures used on the website. These will be covered by copyright and the owner has, *inter alia*, the right to stop anyone from copying it. Most photos that are not taken by a company employee or a commissioned photographer are obtained from specific websites who sell a licence to use a photograph on behalf of the photographer. If this is the case, you will need to ensure that the licence to use the photo is transferred to the seller and is appropriate for your needs. If someone has copied a photo from a website without permission, you may find a claim being made against you for fees for the use of the photo.

The domain name of the website is not technically an intellectual property right; however, clearly this should belong to the company and not to a director, shareholder or even an employee personally.

Ultimately there are many intellectual property rights that exist within a company, and therefore it is important to obtain advice on what those rights are and how you can deal with them to protect you and the company from future litigation.

● **For further advice on any of the issues outlined here, please contact Joanna McKenzie on 020 7152 6550 or visit [www.keystonelaw.co.uk](http://www.keystonelaw.co.uk).**

### Joanna McKenzie

Joanna joined Keystone Law in 2013 as a consultant in the firm's Dispute Resolution team. Joanna is a general commercial and civil litigator who deals with a variety of disputes ranging from debt recovery to professional negligence claims to breach of contract claims. She also has a keen interest in Intellectual Property disputes including copyright, trademarks, design rights and passing off. Joanna represents individuals and companies of all sizes. She has an LLM in commercial intellectual property and is a frequent lecturer on the subject of brand protection.



## SCANIA LAUNCHES REMOTE TACHOGRAPH DOWNLOAD SERVICE

Scania has launched a remote tachograph data download service designed to save operators time and money and help maintain legal compliance at all times.

The service is available to all UK transport operators and allows fully automated remote downloads from both driver cards and vehicle units from anywhere within Europe.

"Every new Scania truck today is fitted with the hardware required for fully automatic downloading and our service has been developed to allow our customers to benefit from this feature," said David Hickman, Director of Services Development & Service Sales for Scania (Great Britain) Limited. "That said, older Scania vehicles can easily be updated to enable remote downloading and we can manage non-Scania tachograph data too. Research has shown that half of all operators spend up to an hour per vehicle per month downloading their tachograph data manually. As part of our service we offer to take charge of an operator's Company Card, which allows us to validate and download data on their behalf, thereby relieving them of the burden completely."

All data downloaded remotely is stored on Scania's secure server, which can be accessed 24/7. Operators then have the flexibility to use either Scania's own suite of analysis and reporting tools or transfer their data to a system of their choosing. The automatic option downloads driver card data every 21 days. Alternatively, the driver can initiate the process at any time by simply pressing the in-cab download button.

● **Further information can be obtained from any Scania dealer, or by calling 0845 602 0341.**



● A central London HGV ban would be harder on movers than on general hauliers.

## Proposed HGV ban for central London impractical for removals industry

British Cycling's Policy Adviser Chris Boardman's proposal to ban HGVs from central London during peak times would have a devastating effect on removals companies working in the capital.

While general hauliers delivering goods to retailers and other commercial premises may be able to work around the restrictions by delivering out of hours, it would be unreasonable to expect people moving house to do so at inconvenient times or even in the middle of the night.

Boardman's letter to London Mayor Boris Johnson comes after six cyclists died on the roads of London within two weeks. Nine of the year's 14 cyclist fatalities in the capital have involved HGVs.

While no one wants to see cyclists killed and injured in this way introducing measures that would cause major disruption to road transport and inevitably damage businesses is surely not the solution.

Christopher Snelling, FTA's Head of Urban Logistics and Regional Policy commented: "The HGV plays a crucial role in allowing our cities to function, and those who call for it to be banned do so without any thought for how the goods needed every day would get through. The impact of such a ban would be to substantially increase the cost of

**"The impact of such a ban would be to substantially increase the cost of living in cities..."**

Christopher Snelling

living in cities, decrease economic activity, and to increase pollution and congestion. Given that the London Mayor's Cycling Commissioner has said that a rush hour lorry ban would only have affected two of the 14 fatalities in London this year, it does not appear to be the simple solution to all our problems that some advocates believe."

The House of Commons Transport Committee was due to hear evidence on cycle safety on 2 December. *The Mover* has written to Mayor Johnson pointing out the difficulties the moving industry would face if a ban was introduced and requested that special dispensation be granted for removals vehicles should the proposal be implemented.

## UK GOVERNMENT INCREASES FUNDING TO TACKLE 'PINCH POINTS' ON LOCAL ROADS

Communities up and down the UK are set to benefit from government funding that will tackle pinch points that clog traffic flow on local roads.

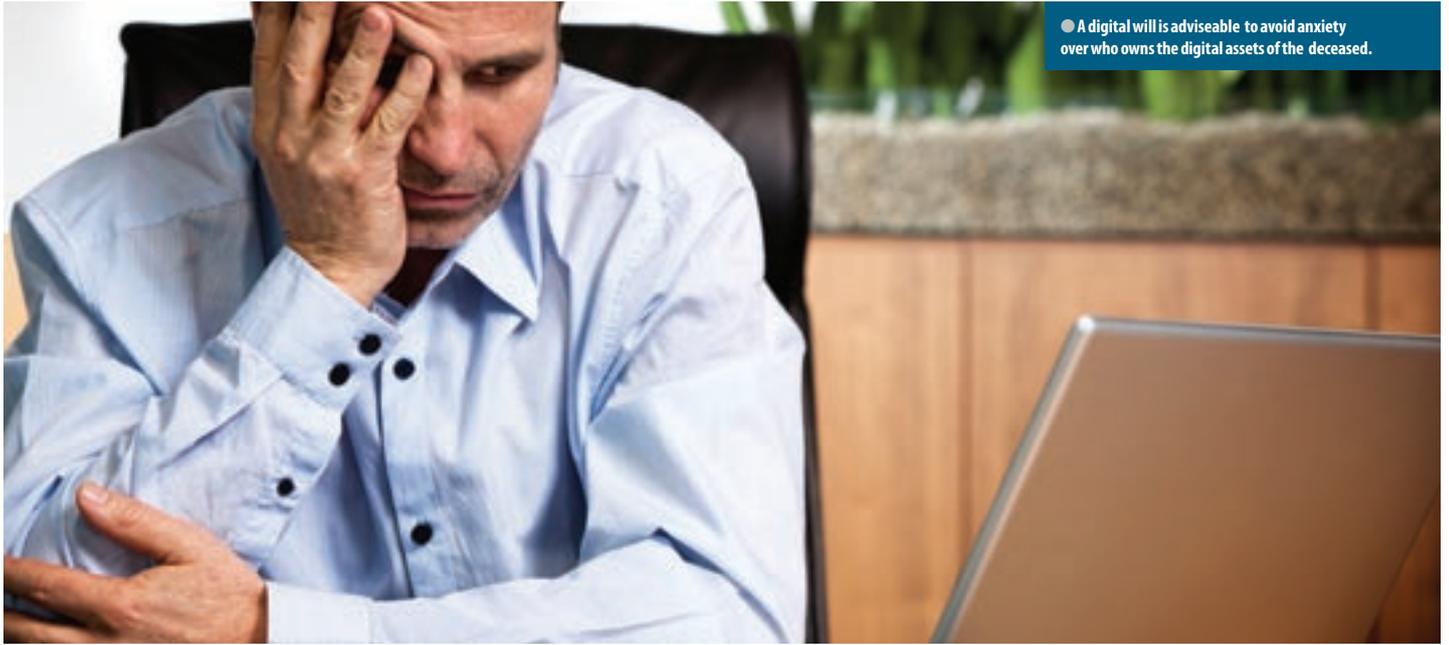
Transport Secretary Patrick McLoughlin has announced almost €95 million of further funding to remove these bottlenecks, building on the €224 million already allocated earlier this year to similar local congestion-busting schemes throughout the UK. Of that €95 million, almost €30 million in government funding has been awarded to 15 schemes to help tackle the issue on local road networks.

The Secretary of State also invited local councils to submit bids for a share of the remaining €65 million made available. Many of the improvements are expected to be delivered in 2014 and 2015. Since March 2013 the government has provided over €253 million to local authorities, which has enabled local transport improvements of over €400 million to go ahead.

The fund reflects the government's commitment to supporting economic growth by tackling barriers on the local highway network that may be restricting the movement of goods and people. The fund is aimed at those schemes that can be delivered quickly with immediate impact.



● Patrick McLoughlin.

**LEGAL:** DIGITAL ASSETS

● A digital will is advisable to avoid anxiety over who owns the digital assets of the deceased.

## Who will guard your digital assets?

As Amazon launches its own virtual currency, the Amazon Coin and Apple's iTunes passes its four billionth download, consumers are becoming increasingly concerned about what happens to their digital assets after they have passed away. Barry Rogers, Head of Private Clients at Tollers provides advice.

**W**ith an increasing portion of our assets being held, managed or recorded digitally, there is a new challenge for those looking to pass these assets to the next generation. Precious items such as family photographs are increasingly being held in virtual drives. Shelves of records and CDs have been replaced by online playlists and important documents are now scanned images held in the cloud.

"With the increasing popularity of e-mails, social media, music downloads, online shopping and banking, it is necessary to consider what happens to your 'digital inheritance', when you pass away," says Barry. "Unfortunately, there is currently no legislation that would regulate what happens to your 'digital assets' following your death. Your executors are left at the mercy of the individual companies and account providers and their policies on dealing with deceased customers and their accounts."

For example, Google's terms and conditions give their users the option to plan what happens to their account once they have passed away. This can include providing access to certain e-mails to some of your loved ones or, for example, having your account automatically deleted if there is no activity for a certain number of months.

**"You should consider leaving a 'digital Will' that contains the details of all your online accounts, including usernames and passwords ..."**

**Barry Rogers**

On the other hand, Yahoo and Facebook will not provide any data to any party other than the original account holder without a formal Court order. This can be very distressing, as relatives may wish to gain access to your photographs and other personal digital mementoes. Is there, therefore, any way of bequeathing all your photos and e-mails to your loved ones?

"You should consider leaving a 'digital Will' that contains the details of all your online accounts, including usernames and passwords, together with instructions for your executors what you would wish to happen to the digital content", said Rogers. "Your digital Will should be contained in a separate document from your standard Will, as your normal Will becomes a publicly accessible document, when you die, and thus anybody could gain access to your login details."

"Likewise, all executors, when administering an estate, need to consider whether there are any online accounts that need to be dealt with. These can include, for example, online gambling

accounts that could contain significant sums of money won by the deceased. Without the knowledge of the existence of such accounts, the beneficiaries could be deprived of the benefit of such funds."

It is therefore important when making a Will that you also consider your digital inheritance and that you update both your standard and digital Will at regular intervals to ensure that they reflect your financial and personal affairs accurately.

● **For more information, please visit [www.tollers.co.uk](http://www.tollers.co.uk) or e-mail [barry.rogers@tollers.co.uk](mailto:barry.rogers@tollers.co.uk).**

### Barry Rogers

**Barry Rogers heads up Tollers LLP's Wills, Tax and Estate Planning team. Barry specialises in trusts and estate administration, wills, tax planning, Court of Protection and elderly and vulnerable client issues.**

**Barry is a member of the Society of Trust and Estate Practitioners (STEP) and the Private Client section of the**

**Law Society. He is a Panel Deputy, appointed by the Office of the Public Guardian to administer the affairs of people who lack capacity. He is also a Notary Public and undertakes work for private individuals and for commercial firms engaged in international trade.**





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**PROFILE: HOLBROOKS**

● Holbrooks - uniformed, smiling and busy; left, left to right - Glenn (Olly) Holbrook, Michael Canning, Harry Holbrook.

## When fate takes a hand

Every moving company has had to work out how to survive the recent bad times and manage the recovery. But for family firm Pete Holbrook Removals on the Isle of Wight, it wasn't just the economy that struck a blow – fate dealt a hand too. By Steve Jordan.

**H**arold Dibbens first started his moving company in Ryde on the Isle of Wight's sheltered east coast in 1920s. After a devastating fire that destroyed the company it fell to his son-in-law Pete Holbrook, a fisherman, and his son Mark to maintain the family's connection with the industry. The business today has six vehicles, including two 18-tonners, and has a great reputation on the Island for domestic and commercial moving.

For most in the moving industry, 2007 was a great year with plenty of work at sensible prices. For Holbrooks too, business was good until illness, possibly caused by the stress of the additional work (who knows), took its toll. It was in that year that Fay Sayce, Pete's middle child and only daughter joined the company in what was to prove to be a fortunate appointment in view of what was to come.

Later in 2007, Pete's wife, Grace had a heart attack. She survived, but the experience had a profound effect on both her and Peter. Pete found it necessary to take a step back from the business leaving Mark, his eldest son to take the reins.

**"2013 has been better for us. The first-time buyers are coming back, with government help."**

Fay Sayce

Later that year, Mark suffered a severe heart attack and died – on his Mum's birthday. "It was a very bad year," said Fay. "Mark was the ideas man. We were left foundering."

So with the business's driving force lost, Pete and his wife both suffering from ill

health, and the business being managed by Fay and her younger brother Glenn (nicknamed Olly for reasons only the family know) – the 2008 financial crash hit! "In 2009 Dad started acting strangely," said Fay. "We took him to A&E but he was suffering from a brain tumour, he died in July that same year. Dad loved to drive. If he couldn't drive, life wouldn't have been worth living for him."

Even then, the troubles were not over; mum was diagnosed with cancer in 2010 and Fay suffered a heart attack herself the following year. Thankfully both survived. Then came 2012 with its extra bank holidays and the Olympics that devastated the moving industry for most of the summer.

I went to the Island to visit Holbrooks this summer and, having already heard some of the story, I was both shocked and delighted to find a company that was apparently thriving and had lost none of its spirit or family feel. "2013 has been better for us," said Fay. "The first-time buyers are coming back, with government help." And while I was there Fay was working out how she could fit in yet another booking. "It's a storage job," she said, "so I don't want to let it go, but we are very busy."

Going out on a job that morning with the crew it was easy to see why they were busy. Glenn (Olly) and the boys were uniformed, smiling, busily running a clearly delighted customer's goods into a sparkling Holbrooks 18-tonner. It could be that they were just putting on the style for the camera but I've spent enough time around removal men to know the difference. This was a happy crew.

Although Holbrooks generates most of its own work on the Island it is keen to aid its recovery through offering trade services, whether they be portering with other crews from the mainland, handling whole moves to and from the Island as a trade agent, or simply picking up back loads from the mainland, Fay and the boys are happy to help. "People from the mainland often don't appreciate the cost of the ferries," she said. "We get concessionary rates so it can often be cheaper for us to handle a job than for a mainland company to do it themselves."

And, of course, as with many family businesses, there's another generation on its way. Simon (Fay's son) and Harry (Glenn's son) work on the vans and Ross (Mark's son) has also worked with the company. Glenn's daughter, Amber, works in the office.

Holbrooks is a company that has had its share of troubles in the last few years. Perhaps now there can be a new dawn and happier times ahead.

● **To contact Holbrooks and enquire about trade services, go to [www.holbrookremovals.co.uk](http://www.holbrookremovals.co.uk) or e-mail Fay at [peteholbrook\\_removals@yahoo.co.uk](mailto:peteholbrook_removals@yahoo.co.uk).**

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## INSIDE STORY: ED ROBERTS' MOVE



# Escape from Dunstable

Recently, I moved to Milton Keynes (MK) with my wife so I would have less of a commute to where I work at *The Mover* magazine. By Ed Roberts.

**W**e chose to do the move without the aid of a removals company on this occasion because we are both reasonably fit, resourceful and strapped for cash. The distance between our old home (near Luton) and MK wasn't that big either, so our backs weren't against the wall when it came down to muscling up and just doing the work ourselves. Why Milton Keynes, you may ask yourself?

Before moving up here, I tried to conjure up my idea of Milton Keynes. I rounded up all my memories, prejudices and had a general fact retrieval. Thinking back, the first appearance of Milton Keynes on my radar was a 'Little and Large' sketch on the TV where they pass a skeletal hitchhiker clutching a sign for said destination by the road side. So in short, it was a butt of jokes mainly because nobody wanted to come here. It had a reputation of being a soulless new town, a ghost town clinically designed for London commuters. But that was the 1970s and 1980s. Nowadays the trees are fully grown, the place is teeming with wildlife and there are obvious signs of a thriving community. Personally, I like the space between the buildings, you can see the sky, breathe the air. You could also walk for miles without having to cross a road or see a car. I actually favour the modern, glass veneers of the buildings along Midsummer Boulevard to the higgledy piggledy unkempt mish-mash of Luton Central. If you like straight lines and grids MK is for you. It is for me.

My shift up here from Bedfordshire was

probably the shortest in distance compared to my previous moves. But this move was certainly the biggest (stuff-wise) by a long shot. As far as the actual packing and moving was concerned, my wife, Rose, who is an extremely resourceful person, sourced help and methods like the use of a pulley system (I've forgotten the proper name for), lots and lots of packing material (thanks Nikki!) and two strong and willing men, who would work for food (thanks Jon and Graham.) It took two full trips with a 3.5 tonne van, the largest kind that your average 'man on the street' can hire without a HGV license. The whole move did set me thinking about how the process would have been easier with the help of a professional removals firm. What was preventing us from employing the services of one?

Maybe if removal firms were to consider hiring out a porter as opposed to a full service then I could actually make my father-in-law stay at home. That way we could take the back seat and take our orders from a professional. Our helpers were excellent and ultimately tireless, we were all full of banter and there were no tantrums or tears but that's the type of bunch we are. We get our back into it with no qualms. Are we control freaks? I wouldn't say so, but if we're capable of doing a job ourselves, we'll do it.

There's a lot of 'what-ifs' in this story and like *A Passage to India* my story is a plot-less wonder. I could sex it up – but we actually did a great job in moving a house full of furniture, a giant

library of books, 4,000+ vinyl records, 1,000 DVDs and the world's heaviest television set. It was all relatively calm with no villains or car chases. To my knowledge the only thing that got wrecked beyond repair was a cardboard box.

I would say that it would have been an even better experience if I'd perhaps looked into hiring a professional porter for the day – so that my aging Father-In-Law could have sat this move out (I did ask him to but you can't fight genetics). I wonder if removals firms offer this service?

I'd also like to know if any insurance companies extend home insurance for when your kit is on the road. For instance, are my precious Public Enemy records insured against an in-transit car/van crash between destinations? Also, with the limit to the size of truck I can hire without a HGV license meant double the trips between Luton and Milton Keynes. So there was an added time factor. I wonder how much time would have been saved with one lorry and a couple of porters? So thinking forward, there will definitely be a need for a removals professional if we move any serious distances and gain more house clutter.

Next time I move house, and I hope it's some time off yet, we probably will look into seeing how a removal firm can help us. I'd certainly be interested in a service where I could 'pick-n-mix' whichever aspects I could make use of whilst both my missus and I are still fit and able. Whilst I'm capable of lifting and moving my stuff, I'll still want to be involved.



● Just 30cm of water can float a car.

## Don't risk driving through flood water

According to a recent survey of UK drivers, over half would risk their lives and vehicles by driving through dangerous flood water.

The AA and the Environment Agency commissioned the survey to raise awareness of the dangers that face drivers who take unnecessary flood related risks.

The results indicated that more than half of those surveyed would endanger themselves by driving through moving flood water. Of the total, more than a quarter of respondents would drive through moving flood water deeper than 30cm. The Environment Agency and the AA strongly advise drivers not to enter flood water that is flowing or happens to be more than 10cm deep.

In 2012, the second wettest on record in the UK, several motorists died as a result of flood-related accidents. In the same period, the AA rescued almost 9,000 vehicles that had driven through or were stuck in flood water with an estimated insurance bill of more than £34 million.

The survey found that more than two-fifths of drivers would blindly follow the vehicle in front if it had crossed a flooded road successfully. To compound the issue further a significant number of UK drivers would ignore a 'road closed' warning sign and drive down a flooded road rather than take a short detour –

this is dangerous, an offence and insurers could reject any flood damage claim.

### Facts:

- The Environment Agency provides a website with flood forecasts and information to help you plan ahead;
- It only takes a very small amount of ingested water to ruin a car engine;
- Three-quarters of flooded cars are written-off;
- Flood water can hide all manner of hazards, eg. uncovered manholes, fallen branches;
- Just 30cm of moving water can float a car;
- Flood water can carry disease.

### Survey details:

The figure for the number of UK drivers that would ignore road closed signs and drive through flood water has been calculated based on the percentages in the survey being applied to the total number of driving licence holders in the UK, which currently stands at around 34 million.

## SAFETY AND COMPLIANCE FIRST

The Freight Transport Association has said safety and compliance must come first for all freight operators using UK roads.

FTA has voiced its concern after 15 fixed penalty notices totalling £2,300 were issued to lorry drivers in London on a single day last year. The report also said around 100 cyclists were stopped after concerns about their behaviour.

The 15 offences (including driving more hours than they are legally permitted to without a break and having vehicles that are not fit for the roads), were issued by the Metropolitan Police Service (MPS) Traffic Command as part of a road safety operation and ongoing efforts to help make all road users safer.

According to MPS, over 70 lorries were stopped and checked on 18 November by officers on Vauxhall Bridge Road, Whitechapel Road and Albert Embankment. In addition, around 100 cyclists were stopped and given safety advice by officers from the Safer Transport Command, where there were concerns about their behaviour – for instance cutting corners and wearing headphones while riding.

James Hookham, FTA Managing Director Policy and Communications said, "There is no excuse for poor standards in truck and van fleets. It is imperative that all commercial vehicles on our roads are fully maintained and roadworthy, and that all drivers are competent and comply with the rules on breaks and rests."

## New app combats truck parking area shortage

PTV Group, the transport software specialist, has launched a free web-based search application to help truck drivers find suitable parking places.

The new Truck Parking Europe app provides a list of more than 10,000 parking options along the main roads in Europe.

The German transport software specialist has collected and edited the basic data which can now be complemented and refined by the truck driver community. In contrast to some navigation systems, which also show parking spaces, this application was specifically designed to support commercial

vehicle traffic and therefore shows truck parking locations only.

The Truck Parking Europe app is available for iOS and Android devices and can be downloaded free of charge from the user's app store. Drivers can then view the search function on the digital map to locate a suitable parking area for their vehicle and plot a route. Those wishing to post a comment or add information can register using their Facebook, GooglePlus or Twitter account.

In addition to the official parking areas, Truck Parking Europe provides information on commercial vehicle parking spaces located away from main roads. The app allows drivers to see at a glance what facilities are available and the level of security, etc.

With its pictorial design the app is intuitive to use and is available in eight languages, English, German, French, Dutch, Polish, Czech, Italian and Spanish.

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**BUSINESS:** TRENDS FOR 2014

● Trends for 2014 include a general speeding up and a move towards 'clever data'.

# Top ten trends for 2014 from PHS

According to the PHS Group, whilst there are some positive signs that the economy is slowly improving, these alone won't be enough for businesses to succeed in 2014.

**F**ollowing an investigation, PHS has identified a number of elements set to play a key part in 2014 business practice.

Andrew Johnston, Group Head of Marketing at PHS Group plc said: "It's common sense for businesses to keep upcoming trends on the radar. Undoubtedly, 2014 is going to be challenging for businesses but if our ten key trends are considered wisely, they could give companies a clear advantage over competitors. Business is constantly evolving and businesses, big and small, must embrace change or face the prospect of being left behind."

PHS says the following ten trends should be considered throughout 2014:

**1 Bitcoin**

This virtual currency launched in 2008 and is traded within a global network of computers. It's set to gain momentum in 2014, following the opening of the first Bitcoin ATM in Canada in 2013.

**2 Speed**

If you think things are fast-paced now, wait until 2014. Technology is getting faster, and with that, so are timeframes from customers.

**3 Clever data**

2013 was all about 'big data', 2014 will move toward 'clever data' due to increased demands for personalised, real-time data, delivered safely and securely.

**4 Little things**

Tiny enhancements to businesses will build up to bigger bottom line improvements. Look out for business leaders focussing on micro-improvements in every area of their business.

**5 Super-clean**

The spread of diseases and infection, teamed with society's paranoia about cleanliness and hygiene will lead to the demand for highly clean working conditions.



**6 Helpful**

Businesses must bend over backwards in 2014 to please demanding customers – whether it be through products or services.

**7 Natural workplace**

Getting teams in the right frame of mind will be a core strategy for HR departments, encouraged through greener workspaces, with more plants, fresh air, and better ambiances.

**8 'In-outsourcing'**

2012 brought outsourcing. 2013 brought insourcing. 2014 will mark the birth of the hybrid as business will mix in-house staff and outsourced service providers to combine the skills of a number of experts and create an even tighter service.

**9 The Internet of Things (IoT)**

The concept that if all objects were equipped with identifiers they could be wirelessly connected to the Internet of Things, and from there, managed and inventoried by computers. This could lead to the transformation of many businesses.

**10 'Freemium'**

Perhaps one of the biggest trends for 2014, more brands and businesses will invest in free content to forge direct relationships with customers and create increased loyalty and brand awareness.

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**NEWS: PEOPLE**

**NEW RELO SERVICES MANAGER AT SANTA FE**

Santa Fe has announced the appointment of Joseph Pellicano to Relocation Services Manager. Joseph first

joined Santa Fe in 2010 in the role of Key Account Manager. Most recently, Joseph has served as Assistant Relocation Manager for the Beijing Relocation team.

Joseph has been living and working in Beijing since 2007. He's from the USA, is a native English speaker and speaks Mandarin Chinese.



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Last month we featured a very youthful Bob and Janet Bowen from Crown Worldwide in San Francisco. Ian Waters from OMNI was the first to spot them. We'll done Ian. This time it's more difficult – or is it? It's the old story, either you know the people or you don't. If you know either of these gentlemen, just e-mail editor@themover.co.uk. If you are the first with the right answer, you'll will win a beautiful White & Company Red and Black watch.

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● Left to right: Tobia (coordination), Markus (coordination), Andreas (Managing Director) and Arnold (coordination).

**Tobia Crisostomo re-joins EUROVAN**

EUROVAN in Mannheim has appointed Tobia Crisostomo as head of the coordination department.

In addition he will be responsible for enlarging EUROVAN's network. Tobia – who started his career 16 years ago in Mannheim as a traffic coordinator before he took over several senior management positions at different international relocation companies – said: "Most of the people and the whole management are still here and I'm really excited to work with them again: It's not just back to the roots, it's like coming home!"

As a wholly-owned subsidiary of confern (one of the strongest removal networks in Germany) EUROVAN has 25 independent partners and a further network of around 400 independent removal

companies. EUROVAN is a neutral coordination centre and service provider for the removal industry and coordinates removals within Europe (no matter if 1 or 150 cbm) and organises all kinds of assistance (shuttle services, parking permits, pre-move surveys, etc.). It's widely recognised trademark helps EUROVAN's partners to secure their existing business and win new contracts.

EUROVAN's team consists of Andreas Kölling, Markus Beck, Arnold Simon and Tobia Crisostomo who collectively have more than 60 years' experience in the industry.

● Contact Tobia on: [crisostomo@eurovan.com](mailto:crisostomo@eurovan.com).

**NEWS: PRODUCT**

**Forklift chain cuts downtime**

A range of forklift truck chains featuring plastic 'flights' and 'guide' attachments is now available from industrial chain supplier, FB Chain Ltd.

The plastic attachments are incorporated within the chain's

design. They hold hydraulic hoses and reduce the type of most cylinder damage that often results from 'metal on metal' friction and is a common cause of truck downtime.

These type of chains are most usually found on Linde and Jungheinrich trucks but other leading forklift makers – including Komatsu, Still and Toyota – use them too.



● FB Chain.



● 23.53% of survey respondents back up data manually.

## PWC says most businesses will close if data is lost

According to a report by PricewaterhouseCoopers, 70% of small businesses that have a major data loss go out of business within a year. They fail not because of a flaw in the product or service they offer, but because the business was not properly managed from the IT side.

**P**aragon Software Group (PSG) - a leader in data backup, disaster recovery, and data migration solutions since 1994 - released survey results concerning small and medium-sized businesses' (SMBs) IT management practices, including preferred methods of data backup. 22% of SMBs surveyed revealed that prior to purchasing Paragon Hard Disk Manager 12 Business, they were losing critical business information, which had a significant impact on their businesses. Many respondents indicated that inadequate or non-existent backup measures not only affected their revenues but also partner relations and brand reputation.

The survey further showed that:

- 29.41% had no IT administrators in-house or a possibility to hire one;
- 19.23% looked for data management tools to handle all data maintenance on site and from a single interface, with minimal involvement;
- 23.53% backed up data manually;
- 76.47% backed up data automatically;
- 50% preferred to store data physically and virtually;

- 20% did not conduct daily backups;
- 42.86% of those who do not back up daily indicated that the reason is that it's not an efficient use of their time;
- 21.54% said reliability is the most important factor in data backup tools.

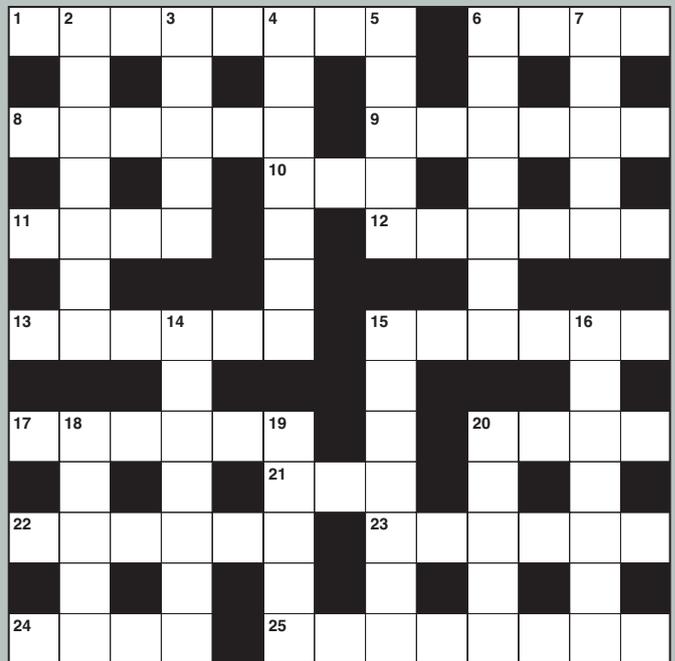
"Paragon's survey reinforces what we are seeing - that 41.18% of small businesses do not have dedicated IT staff," commented Miro Milos, Director of Channel Sales at Paragon Software. "SMBs need an affordable and reliable data management and maintenance tool to manage data and prevent any data loss. Paragon Software Group specialises in providing the best hard disk maintenance, backup and recovery software tools that could be easily installed and managed by firms with limited or no IT staff."

The online survey was conducted by Paragon Software Group between September 25, 2013, and October 9, 2013. All Paragon Hard Disk Manager 12 Business users were invited to participate and 23.83% responded.

● **To learn more about the survey, visit [www.paragon-software.com/survey\\_results.html](http://www.paragon-software.com/survey_results.html).**

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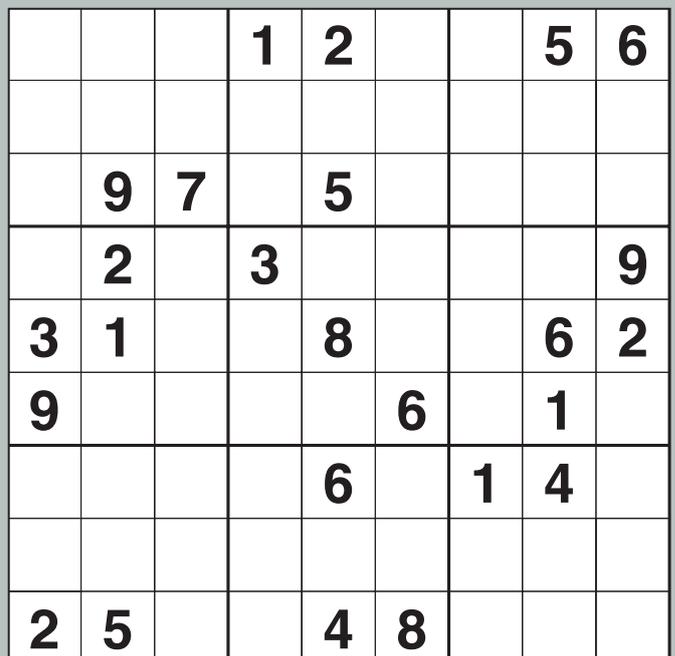
- 1 Pictures or diagrams (8)
- 6 Put in order (4)
- 8 Sharp reply (6)
- 9 \_\_\_ Holden: English actress (6)
- 10 Annoy (3)
- 11 Rounded protuberance of a camel (4)
- 12 Cease to be valid (6)
- 13 Abilities; talents (6)
- 15 Not as light (6)

- 17 Very much (6)
- 20 Folder for loose papers (4)
- 21 Exploit (3)
- 22 Body of running water (6)
- 23 Reason for doing something (6)
- 24 Public houses (4)
- 25 Longing (8)

- 4 Concepts (7)
- 5 Tremble (5)
- 6 More in focus (7)
- 7 Traveller on horseback (5)
- 14 Prowlers (7)
- 15 Difficult choice (7)
- 16 Make more entertaining (7)
- 18 Moth-\_\_\_: damaged (5)
- 19 Delicious (5)
- 20 Japanese mattress (5)

**DOWN**

- 2 Male deer (7)
- 3 Cry of excitement (5)



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### Moving etc...

#### Network Focus Group meeting

'Defining the Industry and Moving Forward'  
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### Moving etc...

#### Network online webinar

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3.00 pm – 4.00 pm  
Tuesday 25 February, 2013, Interdean, London, NW10  
Visit [www.movingetcnetwork.com](http://www.movingetcnetwork.com) for more details or contact Jane Finch, 07974 185450, [jane@movingetc.co.uk](mailto:jane@movingetc.co.uk).

### LACMA Convention

14 – 19 February, 2014, Costa Rica

### General Assembly of BKV-CBD

22 March, 2014, Schelle, Belgium

### IMC 3rd Annual Convention

26 – 29 March 2014, Bangkok, Thailand

### FIDI Annual Conference

30 March – 2 April, 2014, Singapore

### OMNI Annual Conference

4 – 8 April, 2014, Bali

### EuRA International

#### Relocation Congress

9 – 11 April, 2014, Edinburgh, UK

### EUROMOVERS Conference

9 – 13 April, 2014, Rome, Italy

### Young Movers Conference

1 – 3 May, 2014, London, UK

### BAR Annual Conference

15 – 17 May, 2014, Glasgow, UK

### AMOE Annual Conference,

12 – 13 June, 2014, Dresden, Germany

### DMF General Assembly

13 September, 2014, Silkeborg, Denmark

### IAM 52nd Annual Meeting

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

### FEDEMAC General Assembly

21 – 22 October, 2014, Reims, France

### CSD Annual Congress,

21 – 22 October, 2014, Reims, France

### Annual Meeting, Professional Group Moving Companies (ASTAG)

24 – 25 October, 2014, Werdenberg, Switzerland

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Steve Jordan, Editor and Publisher at The Mover Magazine



**DID YOU KNOW?/PUZZLES**

# Did you know?

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

Apart from leap years, January always begins on the same day as October.

The decaying vegetable matter on the ground under trees is called duff.

The last prisoner(s) to be held in the Tower of London were the Kray Twins in 1952.

Slugs have 4 noses.

The ocean is 12,080.7 feet deep on average, that's about eight Empire State Buildings stacked one on top of the other. The deepest part of the ocean, however, is about 36,200 feet down, that's more like 25 Empire State Buildings.

The Eiffel Tower stands 1,050 feet tall, about the same as an 81 storey building, but because of thermal expansion, in July and August the height varies by 5.9 inches due to temperature.

The adult skeleton has 206 bones. The smallest is the stapes or stirrup (the innermost of three bones in the middle ear) and the femur (thighbone) is the longest and strongest.



## Puzzle solutions

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2	5	1	9	4	8	6	3	7

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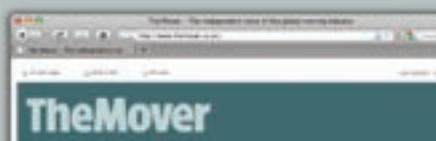
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## TheMover Advertising Rate Card 2014

### Booking advertisements

E-mail [adverts@themover.co.uk](mailto:adverts@themover.co.uk) or contact Nikki Gee on 01908 695500 for more information or to make a booking. All prices are subject to VAT at the current rate.

### Overseas subscriptions

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

### Copy dates

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

### Enquiries

All enquiries to:  
 Nikki Gee, The Words Workshop,  
 26 Swanwick Lane, Broughton  
 Milton Keynes MK10 9LD.  
 Tel: 01908 695500; Email: [adverts@themover.co.uk](mailto:adverts@themover.co.uk)

### PLEASE NOTE:

Advertising rates cover the cost of advert insertion only. Advertisers should provide their own advertising artwork. The Mover can generate new or amend existing artwork for an additional charge. All advertising must be paid for in advance by credit card.

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

	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
<b>DISPLAY</b>			
Full page	£945	£920	£895
Half page	£600	£585	£570
Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
<b>MARKETPLACE*</b>			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
<b>CLASSIFIED</b>			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
<b>INSERTS</b>			
Loose inserts (per 1000 A4 supplied)	£160	n/a	n/a

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