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Issue 046 January 2015 www.themover.co.uk

TheMover



SHIPPING ALLIANCES

Good news for shippers? Page 20



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TheMover

**Contact Details:
Editorial**

Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor
Tel: 01908 695500
E-mail: editor@themover.co.uk

Deadline:

The deadline for article submission is the 1st of the month preceding publication.

**Contact Details:
Advertising**

For all enquiries and bookings, please contact Nikki Gee
Tel: 01908 695500
E-mail: adverts@themover.co.uk

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E-mail: talk2ilike@btopenworld.com
Tel: 01908 675854

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LEADER

Best foot forward for *The Mover*

.....
Steve Jordan, Editor

Now those of you who know me well will be aware that football is not my thing. Having been born and bred in Hull I spent many years avoiding the topic in pubs – until last year when, for once, I could hold my head high again. Maybe not this year of course However, *The Mover* has entered a team in the Interdean six-a-side tournament on 16 May, 2015. Yes it's true! I will be in charge of shouting at the ref and oranges; David will be chief photographer and strategist; and Nikki has volunteered as the team physio. The players: are well, that's another matter. The tournament is on behalf of Marie Curie. It's a good cause and I trust that a few of you out there will, like us, pool your talent and join in the fun – if you think you are tough enough.

This is another packed issue for you. May I draw your attention to page seven. You will all remember the tragedy of the two chaps who fell from a balcony in London in November. I want you to tell me how you would have done the job. If you have the know-how and the experience, tell me so I can tell the rest of the industry. That way, perhaps we can help avoid a repeat.

There is also a very small piece on page six saying that Fred and Gerald Baxter were found not guilty of defrauding the MOD. I hope to have a much fuller story from Fred in the near future but, in the meantime, those who doubted should perhaps reflect on the fact that things are not always what they seem.

Finally, I acknowledge the news that Stephen Vickers, Director General of BAR, is stepping down in May. Many of you will know that Stephen and I haven't always seen eye-to-eye on things. However, I wish him well in whatever he does next. *The Mover* has always had an excellent relationship with every moving organisation in the world. It has always been a disappointment to me that our relationship with the home association was less so. I sincerely hope that I will be able to build a much more constructive relationship with Stephen's successor for our mutual benefit and that of the whole industry.

Steve Jordan



● Left to right: Nicholas Marshall, Reason Global; Colin Wynn, Administer Software; Daisy; Ray Inskip, Flame Recruit; Riley; Malcolm Pearson, Reason Global.

Reason Global relocates bears at Movers & Storers Show

Reason Global Insurance was in a charitable mood at the Movers & Storers Show last October raising both funds for Macmillan Cancer Support and a smile at the same time.

The challenge was to guess the name of the two teddy bears that shared the stand from suggestions including Callum, Kierra and Mohammed. The prize: to take a bear home.

The lucky (or was it intuitive) winners were Ray Inskip from Flame Recruit and Colin Wynn from Administer Software who correctly guessed that the bears were called Daisy and Riley.

Malcolm Pearson from Reason Global was on the stand keeping the bears, and the visitors, under control. "Macmillan Cancer Support is our adopted charity for 2014," he said. "The competition was great fun, raised over £500 for the charity and, most importantly, we have relocated Daisy and Riley to good homes."

Reason Global staff will be taking part in a number of other charitable events throughout 2015 including one new initiative that will see the company donating £5.00 to Macmillan for every completed customer feedback form returned by its clients. "Feedback is very

important to us so we want to do all we can to encourage customers to return the forms," said Malcolm. "If we can help raise some extra cash for the charity at the same time, everyone wins."

"The competition was great fun, raised over £500 for the charity and, most importantly, we have relocated Daisy and Riley to good homes."

Malcolm Pearson

Reason Global is Lloyd's of London's only specialist broker solely dedicated to moving, self storage and relocation and, as such, is uniquely qualified to write international business for the industry.

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Contact Information:

Adam Palmer - White & Company PLC, Dundas Spur, Portsmouth - 023 92 984 605
Quotes: channelislandquotes@whiteandcompany.co.uk

Steve Hammer - White & Company PLC, International House, Pitronnerie Road, St Peter Port, Guernsey. 01481 736 868 s.hammer@whiteandcompany.co.uk

Grant Binnie - White & Company PLC, 2 St Peters Technical Park, St Peter, Jersey
01534 484 002 g.binnie@whiteandcompany.co.uk



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NEWS: UK

Fred and Gerald Baxter not guilty

On Monday 3 November, 2014, at Southwark Crown Court an investigation and proceedings lasting seven years culminated in no evidence being offered against Fred and Gerald Baxter. Not guilty verdicts were recorded. Both Fred and Gerald Baxter had always vigorously maintained their innocence.

Fred and Gerald had been accused of defrauding the MOD of £2.1 million between 2002 and 2007 by allegedly 'over-cubing' goods in store. The prosecution had begun a review of the facts in July 2014 that identified serious problems with the prosecution case. In open court the prosecution accepted that they had fundamental concerns regarding disclosure and aspects of the police investigation that made the case unsustainable.

Both Fred and Gerald Baxter were represented by Barrister Ben Smitten and David Sleight of solicitors Kingsley Napley.

No soggy bottoms at Stephens Removals

Staff at Stephens Removals in Luton did their bit for this year's BBC's Children in Need appeal by holding their own bake off of cakes and biscuits. The results, which would no doubt have impressed the judges in TV's *Great British Bake Off*, were sold to other staff members and visitors to the company over two days in November. The sale raised £127 for the charity, which was generously doubled by a contribution from Stephens' Director Philip Edwards.



● A happy customer.



● Jeremy Chandar accepts the International Moving Company of the Year award on behalf of Bournes from Michael Cadden of Living Abroad and comedian Milton Jones.

Bournes wins at EMMAs

Bournes Relocation Solutions, from Rye in Sussex has won The Forum for Expatriate Management's (FEM) EMMA award for 'International Moving Company of the Year' at the 2014 Europe, Middle East and Africa (EMEA) awards presented on 7 November, 2014.

The EMMAs celebrate excellence in global mobility recognising industry leaders, business successes and rising stars in the relocation world.

Bournes was shortlisted in three categories for the 2014 EMEA region:

- International Moving Company of the Year;
- Destination Services Provider of the Year;
- Most Innovative Use of Technology in Global Mobility (Programme Management).

Bournes Relocation Solutions walked away as winner of the International Moving Company of the Year category recognising its achievements in building on 140 years of experience to create a company that maintains the traditional values and personal service of a family run company, combined with training and development of highly skilled teams and innovation and technology driven by insight of a rapidly changing customer marketplace in its mission to become the 'trusted relocation expert of choice'.

Wesley Bourne, Managing Director of the Bournes Companies

said of the award: "It is testament to every individual working for Bournes that we are able to achieve such an accolade as International Moving Company of the Year. An excellent customer experience at all stages of a relocation from needs assessment and planning to

"It is testament to every individual working for Bournes that we are able to achieve such an accolade..."

Wesley Bourne

delivering the services and beyond all play an important part in achieving a smooth relocation and a satisfied customer. Without every member of our team doing their part to ensure their customer has a positive experience we would not be able to achieve and maintain the reputation we've all worked so hard to build and this award really does belong to the whole team."

John Mason raises funds for Pudsey

John Mason staff held a fundraising day for Children in Need this year at John Mason International's head office on Friday 14 November, 2014. This included a bake-off, won by Gill Allward with her Victoria Sponge; a soup kitchen; and a sponsored Pudsey onesie competition won by Finance Director, Ken Crane. A total of £280 was raised for Children in Need.



● Gill Allward, left, fundraising team member and bake-off winner and Ken Crane.

MoveMan Pro integrates with reallymoving.com

MoveMan Pro and reallymoving.com are now fully integrated so new leads from reallymoving.com will be sent directly into the MoveMan Pro system. Users of MoveMan Pro will find leads come through within minutes of being submitted with no manual import of text required.

This service uses the MoveManLive module to collect the leads automatically and automatically create a new client with all the details from www.reallymoving.com. Removals firms need to log into their reallymoving account and add their MoveMan Pro ID number into the box provided and ensure the MoveManLive module is in place.

● For more information call Chris at MoveMan Pro on 0845 543 8451 or Sam at reallymoving.com on 01727 238010.

Anglo Pacific ships classic horse to New Zealand

UK-based rocking horse manufacturer Classic Rocking Horses has just completed a third international delivery using Anglo Pacific.

Having already shipped precious equine cargo to Canada and Australia, Anglo safely delivered a dappled-grey horse called 'Sabre' to New Zealand – much to the delight of his new owner.

Describing Sabre as, "the most beautiful rocking horse I have ever seen", client Alison - based in Tauranga on the North Island - was especially pleased with the international removal service provided by Anglo Pacific.

"Sabre arrived in Tauranga a few weeks ago and the shipping agents were fantastic helping me sort out the necessary paperwork and paying the customs duty here in New Zealand," said Alison. "The two delivery guys were terrific; they uncrated him on the truck and then carried him up to the front door and inside the house, placing him in the exact spot my husband and I had agreed upon after much discussion. They then proceeded to finish the unwrapping, got me to check him over and sign him off, then Sabre was officially mine."

With prices ranging from £2,300 to £3,500 for a Dappled Grey Classic, depending on the size, these stunning handcrafted works of art must be handled with great care.

Jean Tildesley, founder of Classic Rocking Horses, alongside husband Brian, said, "Anglo Pacific's Fine

Art packing service suits our business. They pack and crate carefully, clear customs at each end, and unpack and clear away the crate - a bonus compared with many carriers who will deliver kerbside only. I can also get a definite quote very quickly, which is useful in closing a sale."

"Anglo Pacific's Fine Art packing service suits our business. They pack and crate carefully, clear customs at each end, and unpack and clear away the crate ..."

Jean Tildesley

Classic Rocking Horses has been restoring antique horses and making new ones for over 25 years. In that time they have sent them all over the world from Norway to the Netherlands and Singapore to Shanghai, although most customers naturally tend to be UK-based. Mass production isn't ever going to be an aim, just horses of the very highest quality.



● The Knightsbridge balcony where the tragedy occurred.

So how would you have done it?

By Steve Jordan.

As I write this month's *The Mover* magazine, I am haunted by the tragic case of the two Polish lads who were killed while trying to lift a sofa over a balcony in Knightsbridge. It seems to me that it was an accident, if any of us are allowed to have an accident any more. But is it an accident from which moving professionals can learn?

Tomasz Procko and Karol Szymanski were not moving professionals. They were not movers at all apparently. They were builders who were renovating the house. For all I know they just offered someone a hand. In the last few days I have received comments saying how these type of cowboys give the industry a bad name. That seems harsh to me.

If they had been working for a moving company that might have been different. It would be reasonable to expect a professional mover to have done better. But how, exactly, would you have done it?

Some might say you should use an external lift. But there

might not have been the time or the cash available to do that. Someone suggested using two ladders; but that would have put strain on the railings too. I even had the suggestion of swinging the sofa from the window above which seems to me to be a great way of making the problem worse, not better.

Let us assume that taking it up the stairs or an internal lift was not an option. How would you professional movers have lifted a heavy sofa over 150-year-old railings, without risking an accident? I will publish your answers next month and, hopefully, your advice will save other mothers' sons from a similar fate.

Answers please to editor@themover.co.uk.



● A large classic rocking horse.

Got an event coming up?

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



PROFILE: AMOVEA



The answer to a mover's prayers

It's been said many times, in many businesses across the globe, that everything would be fine, were it not for the customers. It's always they who cause the problems. Without customers making unreasonable demands on you, life would be a dream. Well, if you have ever said that, it just might be that a company in Germany could be the answer to your prayers.

Amovea in Eschborn bills itself as a 'moving expert'. The company is an intermediary, putting itself firmly between the moving company and the corporate or commercial customer. All the mover has to do is – move. What's more, there is a chance that the moving company will make more money in the long run too. Sounds ideal? Maybe it is.

Johannes Wörle is the Managing Director of Amovea (pronounced: ay – move – ear). He learned the moving business many years ago working with Hertling before branching out to create his own business as a moving expert – 'broker' if you prefer. He doesn't have any vehicles, packing crews or warehouses. But he does

understand customers. He knows what they need. He finds out what they want. And he makes quite sure that they get both.

The principle of the Amovea service is simple. Johannes gets the business, performs a pre-move survey, puts the job out to tender, then helps the customer decide which quotation is right for them. "It's not always the cheapest quote that wins," said Johannes. "Very often a person has a recommendation from a friend or previous experience that influences their decision. My job is to get comparable quotes and let the customer make up their own mind."

Johannes chooses the companies for each tender from a list of trusted partners that he has built up over many years in

the industry. He provides them all with the same survey so everyone is quoting for the same thing. He then handles all the communication so when the customer needs advice he's there to provide it. "Just handling the survey saves the companies money," said Johannes. "By taking responsibility for all the promotion and reducing the 'customer service' overhead it's often possible for the movers to make more on the bottom line than they would have done handling the jobs themselves."

The contract remains between the customer and the mover. Amovea simply takes a previously agreed commission from each job.

"By taking responsibility for all the promotion and reducing the 'customer service' overhead it's often possible for the movers to make more on the bottom line ..."

Johannes Wörle

For the customer there are advantages too. It's not necessary to escort multiple surveyors around the house; they are relieved of the difficulty of assessing the various, often confusing offers; are guaranteed quotations from three competent companies; and know that they have the support of Johannes and his team throughout the whole process. It is also possible for Johannes to include relocation services should they be required.

Johannes has a very simple way of recruiting companies onto his panel of preferred suppliers. "I just give them a job and see how well they perform," he said. "If they do well, they get more." Now we all know it's not that simple. Companies don't get on the list unless Johannes has good reason to believe that they are up to the job. Over the years he has become quite good at spotting the most appropriate companies that will provide his customers with the range of services on offer. But he doesn't have any fixed criteria. It's not necessary, for example, for a company to be a member of FIDI or its local association. "There are good and bad companies everywhere," said Johannes.

And Johannes is looking to expand his list of suppliers, not just in Germany but throughout Europe and worldwide. So if you are of the opinion that the moving business would be great if it weren't for all the customers, contact Johannes Wörle. Perhaps your dreams will come true.

● **For more information visit**
www.amovea.de



● Johannes Wörle.



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Crates are all the same. What *really* matters is service.



NEWS: UK

Interdean footy is back

Interdean is hosting its annual six-a-side football tournament on 16 May in aid of Marie Curie.

Once again the event will be held at the historic Ascot United Football Club in Berkshire.

Two prizes will be up for grabs, The Overall Winner Trophy and the prestigious Mover's Cup for the best performing team from a moving company.

The tournament is open to all movers and suppliers to the industry, so if the guy who drives the forklift is a budding Wayne Rooney or the girl in accounts can kick a ball like Casey Stoney, now's their chance to show what they can do.

Bring family and friends to enjoy a day of football, great food, a licensed bar throughout the day, a sports memorabilia charity auction and a chance to win prizes in the charity raffle. For the kids there will be a bouncy castle and other fun activities to enjoy.

Marie Curie is a UK charity founded in 1948 dedicated to caring for people with terminal illnesses. Last year the tournament

raised over £8,000 for Marie Curie to provide care and support to people with a terminal illness, and the organisers are hoping for an even better result in 2015.

Interdean has a long history of supporting Marie Curie by inviting its customers to donate personal effects they no longer require, or are incompatible with their new home. The company also makes corporate contributions and sponsors a number of events for the charity.

Team entry costs are £85 per team before 28 February 2015 and £100 per team thereafter. Final date for entries is 10 April. Teams comprise six players with a maximum squad size of ten. All proceeds from the day will go to Marie Curie. Sponsorship opportunities are also available.

For team registration and to purchase event or raffle tickets call 020 8961 4141 or e-mail football@interdean.com. Visit www.interdean.co.uk for more information.



● The Interdean tournament will be held in support of Marie Curie.

Evo Supplies skate competition

Evo Supplies had over 90 entries to its competition at the Movers & Storers Show. The lucky winner: George Paun of IG Removals in North London. The prize: an MSS-branded skate, presented by Greg Dunn, Evo's Managing Director.



● George Paun receives his branded skate from Greg Dunn.



● PHS Teacrate PDA.

PHS Teacrate introduces paperless crate deliveries

As part of its 2015 development plans, PHS Teacrate is introducing handheld personal digital assistants (PDAs), to provide real-time information for its office removals operation.

The company, which sells and delivers around 25 million packing and other crates each year, will offer paperless delivery scanning from January 2015.

The new system will enable removal companies, major rental hirers and facilities managers to have delivery information that will allow the tracking of crates during delivery and collection or when in transit between internal departments or offices. The investment should reduce stock losses, highlight potential bottlenecks and overcome some of the perceived anonymity of unmarked crates.

The paperless system provides vital delivery and collection information which can either be automatically e-mailed directly to the customer or accessed via a login portal. The driver's handheld PDA immediately alerts PHS Teacrate in the unlikely event of any delivery or transcript errors allowing the firm to take immediate action.

The PDA devices are part one of a three-phased technology investment programme, which will eventually allow large organisations to handle their own internal moves by giving facilities managers access to optional barcoded delivery crates. The final phase of the programme will provide access to various additional reports including

unallocated crates, stock flow, daily summary reports and even extended rental alerts.

While everyone involved can profit from the new crate tracking, the company envisages rental customers will enjoy the most benefits from this new service due to the often high volume of crates involved.

“Providing our customers with real-time information is a no brainer because the technology is easy to understand and use ...”

Gordon Philip

Managing Director, Gordon Philip, who is pioneering the project said, “Providing our customers with real-time information is a no brainer because the technology is easy to understand and use and also acts as a reminder that we take crate tracking very seriously. We will also be introducing optional barcode tracking because it is now relatively low cost and will provide some of our customers with much needed extra information.”



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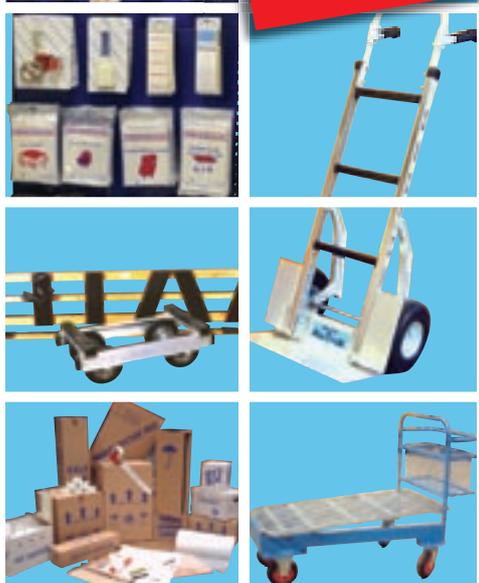
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PROFILE: ST JOHNS SELF STORAGE



Self storage success for family business

The UK's self storage industry has enjoyed spectacular growth during the last ten years and is now – according to the Self Storage Association – worth in the region of £355m per year. While the market is still dominated by large multi-centre companies, smaller independent operators are popping up across the country to get their share of the action. *The Mover's* Deputy Editor David Jordan visited St Johns Self Storage in Leicester – two and a half years after it opened – to see how things are going.

● Russell Mac started his business on land his family has owned for over 40 years.

Like most of us these days, I found my way to the St Johns site using my satnav, but when the lady said “you have reached your destination” I found myself in the car park of a garden centre with not a single container in sight. St Johns Self Storage was in fact next door, it seems that having a huge sign and a prime position often favoured by the big players like Safestore and Big Yellow, are no longer necessary for a successful self storage business.

I was met at the entrance to St Johns by owner Russell Mac who entered a number on his phone to open the electronically controlled gate. “Mind the speed humps, they’re a bit vicious,” said Russell. Security was obviously a top priority, as I would see later.

Over a welcome mug of tea Russell explained that his family had owned the

“We placed an initial order for ten 20ft units and within three months they were full, it was amazing ...”

Russell Mac

.....
three-acre site for over 40 years and until three years ago sold machine tools from the adjacent warehouse. The rest of the site was used to store new cars for local dealers in Leicester.

“The machine tool business was coming to a natural end due to changes in technology, and the car storage was not very profitable,” said Russell. “My uncle had been using a local self storage company and said that it was always full, with a waiting list of people wanting to rent units. That’s what gave us the idea of

starting our own self storage company.”

At the time Russell was working as a driver for Eddie Stobart but was persuaded by his father Rodger to give up his life on the road and concentrate on developing the new business.

“Initially we thought about buying old shipping containers from wherever we could find them, but we needed them to be presentable, secure and above all dry,” said Russell. “After looking at various suppliers we came upon Mr Box in Ipswich and were impressed with the quality of their units, especially the ventilation system that helps keep everything dry. They’re also a good company to deal with and very reliable.”

“We placed an initial order for ten 20ft units and within three months they were full, it was amazing,” said Russell. “Since then things have really taken off and we

PROFILE: ST JOHNS SELF STORAGE

now have a mixture of about 150 40ft and 20ft containers with some divided into individual compartments to make smaller units - they are all full."

Customers include removals companies needing additional temporary storage, private individuals wanting to store their 'treasured possessions' and even car enthusiasts needing extra garage space to keep their classic cars.

"We charge a fixed rate per unit which we publish on our website, we like to keep things simple," said Russell. "We rent the units by the month so people aren't locked in to long-term contracts, they can move out anytime they want to."

"Starting St Johns Self Storage was the best thing we've ever done. We've plenty of room for more containers and it seems there's no shortage of customers..."

Russell Mac

Security is of course very important and the Macs have invested in the latest technology to keep things safe, including CCTV which monitors the site 24/7 and an electronic entry system that checks everyone on and off the site. The system also shows the status of every customer's account, sends out monthly invoices and

● Right: the site currently comprises 150 units; below right: screens show activity on site and the status of each unit.



flags up any customers who are in arrears.

"The place more or less runs itself, but you do need to be a little cautious about who you let the units to," said Russell. "You don't want someone to dump a load of asbestos for example, or fill it with old tyres and never come back. You could end up with a big problem and a hefty bill."

Anyone considering starting a self storage business needs to consider planning permission and how their Council Tax will be affected. The Macs were already using the site for car storage so there was no problem with planning regulations, but their Council Tax has gone up six fold since they opened and it's increasing rapidly as the business develops. All things considered Russell is certain they made the right decision.

"Starting St Johns Self Storage was the



best thing we've ever done," said Russell. "We've plenty of room for more containers and it seems there's no shortage of customers, so we're looking forward to expanding the business during the next few years. If you're in the right location and have the space and enough capital to invest in the best equipment, it's well worth giving self storage a try."

About Mr Box

Mr Box specialises in supplying containers for the self storage industry and is a member of the Self Storage Association. The company supplies containers to over 50 existing self storage clients.

Mr Box has enjoyed considerable growth since it was formed in 2000 and is now one of the UK's largest suppliers of storage containers with a hire fleet of more than 2,000 units and annual unit sales of around 1,200. About 40% of the company's business is in the self storage sector. Using sea or metal storage containers is an easy way to get into the business, all you need is the space to site them and you can expand the capacity simply by adding more units as you need them. There's no need for a building because all the units are fully weatherproof and secure. Mr Box imports new containers specially adapted for the storage industry, with extra ventilation and added security among the enhancements to ensure the containers are ideal for domestic storage. Around half the units Mr Box supplies are modified in some way. For example, a 40ft container can be sub-divided into eight five foot compartments each with its own multi-lever security lock and anti-jemmy flanges. Using units like this greatly increases the return on investment for the self

storage operator.

With over 12 years' experience Mr Box is keen to attract more people to the self storage industry and is happy to offer free advice to anyone thinking of entering the business. Sarah Jones, General Manager at Mr Box said, "We supply about 50 self storage companies in the UK and we've helped many of them to get started by advising them on things like planning the site, security, obtaining planning permission and drawing up terms and conditions. We also help find leads for our customers through our website www.mrbox.co.uk. People looking for somewhere to store their belongings just enter their location and details on the site and we pass the lead onto the closest company to them. After all, the quicker they fill their boxes the more boxes we'll sell or rent!"

Mr Box also supplies access staircases and gantries for multi-level installations, high-security padlocks and all other ancillary equipment needed to set up and run a self storage business. "We aim to be a one-stop shop for the self storage industry," said Sarah.



● Sarah Jones.

NEWS: UK

**PICKFORDS
HIGHLY
COMMENDED
AT EMMAS**

Pickfords has been awarded 'Highly Commended' in the International Moving Company of the Year award 2014 by the Forum for Expatriate Management. The nomination for an EMEA EMMA (Expatriate Management and Mobility Award) follows Pickfords' win in the same category in 2013.

Judged by an independent panel, the award was presented at a gala dinner and ceremony at The EMEA Global Mobility Summit at the Lancaster London Hotel on 7 November.

Steve Boyd, Pickfords' International Operations Director, said: "We are proud to be presented with an award in the category for International Moving Company; after last year's win it's a pleasant surprise but a great demonstration of the consistently high standards of our operational and move management teams."

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● J. H. Apsee & Sons.

J.H. Apsee & Sons joins AIM

J.H. Apsee & Sons has recently become a member of the Alliance of Independent Movers. The South Wales-based company has been established for over 50 years and is still run by the Apsee family, and goes back four generations.

From its premises in Bridgend the company provides domestic and commercial moving services throughout South Wales as well as undertaking moves to the rest of the UK and Europe. The company has eight staff and operates six vehicles, including two 18 tonners and a road train. A new low loader will shortly be added to the fleet.

Owner Rhodri Apsee said, "We're proud to be a member of AIM and it's something we always tell our customers when we quote for a job. I think it gives them reassurance to know that we are part of a trade organisation and that we have to maintain high standards. If something were to go wrong they would always

have someone to turn to who could help, I think that gives us a definite advantage."

AIM founder Scott Rust said, "We welcome J. H. Apsee & Sons, they are a well established moving company with a good reputation for reliability and service and we're delighted to have them as members."

The Alliance of Independent Movers was created to assist removers of all sizes to grow and expand their businesses while offering their customers a high level of service. AIM offers its members a wide range of benefits including business advice, money saving deals with suppliers and help with resolving disputes should they arise.

**First UK cloud
service for O'Neil**

L&R Storage Ltd has moved its on-site RS-SQL over to O'Neil Software's new cloud service – Hosted RS-SQL.

L&R Storage Ltd has locations in the West Midlands and provides secure document storage, shredding, indexing and scanning services to clients on a national scale. The company was formed in 2002, succeeding the previous organisation L&R Services, which offered archive services from the mid 80s.

Stephen Rose, Business Development Manager for L&R Storage said, "We had used O'Neil's RS-SQL software on site for nearly five years, with great success. However, our servers were in need of an upgrade and we were going to open a new facility. Additionally, we wanted to free ourselves from maintaining and supporting today's cutting-edge technology on-site. By turning over those responsibilities to O'Neil, our need to invest in backend IT infrastructure and administration staff dropped dramatically, along with the need for data centre space."

● www.oneilsoft.com.



**Lisa wins at Movers
and Storers Show**

Lisa Bell from Bell & Son Removals in Leicester won a PPS crate hamper packed with a variety of food and drink items at the Movers & Storers Show last October.

Business cards were dropped into a box by visitors to the PPS stand and a winner selected at random.

Lucy Allsebrook, Sales Advisor to PPS was delighted to deliver the prize to the winner. "We decided to opt for a hamper as a

giveaway prize because it's something different and what better excuse than to use one of our own crates. We'd like to thank everyone who took the time to visit our stand and Amino Events for organising another fantastic exhibition."



● The PPS crate hamper and business card collection box and, inset, Lisa Bell.



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INSURANCE: ACII QUALIFICATIONS

Learning to serve customers

Sarah Young and Georgina Fisk from Reason Global are studying for their ACII qualifications. But how does this benefit customers? Sarah and Georgie explain.

We live in a world of qualifications. It seems nowadays that everyone needs a certificate on the wall to do almost anything. Many seem pointless: just ways of helping an HR department to select staff objectively or ticking a box on a tender form. But some are different. Some have an effect not only on the students but on the people they work with and their customers too. Some are worth much more than the paper on which they are written.

Georgina Fisk (Georgie) and Sarah Young have worked happily with Reason Global for a number of years. But recently they decided they wanted more from their careers. They wanted a recognised qualification in insurance broking, not just for their own advancement within the company but to help provide a more rounded service for their customers. In their cases, it's really working.

Three years ago, Georgie and Sarah both started studying for their Advanced Diploma in Insurance set by the Chartered Insurance Institute. Their studies, highly regarded within the industry, are in three modules: Certificate, Diploma and Advanced Diploma. Sarah is working for her Diploma now; Georgie is approaching the end of her Advanced course. The Advanced Diploma provides an enhanced understanding of insurance practice, both in terms of technical subject matter and overall application skills. It is a comprehensive assessment of market knowledge and understanding and clearly demonstrates the purpose, commitment and ability of those who are able to show their ACII designation. But dig a little deeper and it becomes clear that this is not a selfish act of advancement: those who are likely to gain most are the company's customers.

Sarah has been with the company since 2007 largely working as an account broker. She has just started the Diploma stage of the course and hopes to be fully qualified within two years. But even at this relatively early stage in the process the knowledge she has gained has given her more confidence when working with clients. It is this direct contact that she enjoys most and has chosen the optional elements of the course to help her with these face-to-face

meetings. "Insurance law is standard, but my choices include business interruption, cargo goods in transit and motor insurance," she explained. "The more I understand about these areas the better I am able to advise our customers." It's essential for the insurance needs to be accurately assessed so that the correct cover is provided to meet each customer's requirements.

"It's essential for the insurance needs to be accurately assessed so that the correct cover is provided to meet each customer's requirements."

Sarah Young

But that's just the beginning of the process. As the only Lloyds broker solely dedicated to moving and self storage, Reason Global has an office in the Lloyds building in London at which Georgie spends much of her time. Although she started with Reason Global more recently than Sarah (2009), she is a little further along with her studies and is close to completing the Advanced Diploma. Although she sees customers too, her real focus is on the insurance companies that provide the cover. She uses her advanced knowledge to understand the

way insurers think. "My job is to explain the risk involved," she said. "Any element of doubt in the mind of the underwriter and the premium will go up. If we can help the underwriter to assess the risk accurately we will naturally obtain the right cover and the best possible price for our customers. My studies have helped me immensely in achieving this."

There is another element too. When dealing with Lloyds underwriters, trust is key. That trust can only be achieved by continually demonstrating that risks are correctly and honestly presented. Once the relationship is established, better service and keen rates naturally follow.

Although most of the study is outside business hours, Sarah said that the company has been fantastically supportive. Georgie added that it was a help having Sarah studying alongside her. "Whilst we have both found the studies challenging, it has been helpful to be able to lean on each other at times for support. Working with some of the best specialist underwriters for our industry is hugely rewarding."

But it's clear that although Reason Global and the underwriters will benefit from Sarah and Georgie's efforts, the big winners are the clients. Better understanding means more comprehensive cover, more accurate briefs and, ultimately, highly competitive premiums. Much more than a certificate on a wall!

● Sarah Young and Georgina Fisk.



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NEWS: INTERNATIONAL

Greater sustainability for Arpin

The Arpin Group has become the first company in the moving and transportation industry to perform a sustainability self-assessment with the help of the International Society of Sustainability Professionals.

The assessment helped the company to assess its performance against existing sustainability benchmarks

“While there are changes we and other companies can continue to make internally, we have to ultimately migrate away from fossil fuels and replace them with clean energy in the long term,” said Peter Arpin, Partner of the Arpin Group. “I’m optimistic we can get there because the returns are enormous.”

Arpin has already invested heavily in sustainability. Its premises already feature: solar panels that provide 40% of the building’s electrical power; reflective roofing to reflect heat; solar reflective windows; energy efficient HVAC units; occupancy sensors to control lighting; and wide use of recycled materials.



● Arpin’s premises.



● Left to right: Derrick Low, Nita Ng, Liona Potrikus and Bennet Landayan.

UniGroup gets silver from Cartus

UniGroup Relocation was honoured for outstanding performance at Cartus Corporation’s 2014 Global Network Conference held last October in Chicago, Illinois.

The organisation was named winner of the Global Network Commitment to Excellence Silver Award for its exceptional service results.

“Service providers such as UniGroup Relocation make it a best practice to go above and beyond for our customers and our company, while at the same time demonstrating unparalleled dedication and performance,” said Mike Brannan, Senior Vice President, Global Supply Chain Management. “As a vital component of the Cartus team, our Global Network providers work tirelessly to minimize the stress that our customers feel when they are

faced with important life decisions like relocating. This award acknowledges the superb work ethic and professionalism that our suppliers routinely provide.”

“An invitation to join Cartus’ Global Network is a significant honour because the programme’s criteria and performance standards are so rigorous,” said Steve Lewis, Managing Director, UniGroup Relocation Asia Pacific. “We fully endorse Cartus’ dedication to providing high quality service and are grateful to have received this prestigious designation, which further enhances our commitment to world-class service.”

Santa Fe commissions 2015 Global Mobility Survey

Santa Fe has commissioned its 2015 Global Mobility Survey through Circle Research. The survey is aimed at individuals that have responsibility for their company’s global mobility programme. It is available in English, French, German, Spanish, Portuguese, Russian and Chinese. Last year, 1,690 companies took part in the survey from across North America, Latin America, Europe, Middle East, Asia and the Pacific region and span a wide range of industry sectors.

Participants receive exclusive access to a pre-publication version of the Global Mobility Report 2015 and receive access to the results via a Benchmarking Web Portal. This provides:

- Priority access to the results key findings report and web portal;
- Benchmarking against 1,000 other mobility programmes worldwide;
- Insight into key mobility best practices;
- Information about different mobility strategies.

Participants can also opt into a free prize draw to win one of 20 iPod Shuffles and a donation to UNICEF on their behalf.

● **Take the 2015 Survey:** <http://www.circle-surveys.com/uc/GlobalMobilityPartners>.



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Suddath provides HandsOn help

Suddath has announced its sponsorship of a "Visit from St. Nicholas" on behalf of HandsOn Jacksonville.

Suddath involvement included sponsorship of a full grade level, or about 100 children, providing hundreds of toys and books, a VIP table at the HandsOn Jacksonville Fifth Annual Holiday Benefit, and event volunteers. The event took place on Saturday, November 15 and will be repeated on Friday, December 5. The programme is expected to serve 7,000 children in three countries in 2014 alone.

To prepare for the December 5 event, Suddath volunteers joined forces with many other local organisations to help assemble and deliver the backpacks. "The ability to do this type of volunteer work, especially at this time of year, has a positive impact," said Melinda Byrnes, Vice President, Corporate Marketing and Business Development, "not only on the children receiving these gifts but also on Suddath and our employees.

To be able to give back through an organisation such as HandsOn Jacksonville, consistently dedicated to volunteerism throughout Northeast Florida, is invaluable and we appreciate the opportunity."

"The ability to do this type of volunteer work, especially at this time of year, has a positive impact..."
Melinda Byrnes

HandsOn Jacksonville's mission is to inspire, equip and mobilize people to take action that changes the world. It provides access to tools, resources and opportunities to help people use their time, talent, voice and money to meet the critical needs of the community.



• Steve Crooks, President of Suddath International, joins in with the HandsOn volunteers.

Promote your business and keep editors happy

Imagine you are a magazine editor. Every month you start with a clean sheet. Four weeks later a new, shiny magazine runs off the press. Where does the information come from? How do you write 48 pages from scratch? The answer, of course, is you don't. By Steve Jordan.



Some editors are blessed with an editorial team to go out hunting for stories, but most work by themselves. They rely on contributions coming in from willing contributors. People like you perhaps?

The problem is most submissions are really lightly veiled advertisements. The temptation to slip in a quick plug, or even be completely overt in selling your services is a sure fire way of not getting your piece published.

A story for the press or the web, has to be topical, relevant and well written. It must be non-promotional and, if possible, be accompanied by a good quality photograph that will help tell the story and enhance the look of the magazine. It will probably give

away some information, it might amuse, but it will not attempt to sell.

There are lots of things you can write about. You can give advice, as long as you're qualified to give it; you can offer a warning – maybe of a scam you've stumbled upon; describe something your company has achieved, a new contract, something you've done for the community or for charity, or how about giving your opinion on something topical – your opinion is as valid as anyone else's, you can even respond to something someone else has written.

If you do these things you will see your work in print, quietly promote your business for free and, most important of all, make an editor or two happy! Now wouldn't that be a good New Year's resolution?

INSIGHT: SHIPPING ALLIANCES



Shipping alliances: are they good for movers?

There was a time when there was wide choice of shipping lines for every destination. If you didn't like the service from one - the scheduling, the transit time, the quality of equipment or even the telephone manner - you could switch with ease. By Steve Jordan.

But the shipping world has changed. Now it's not so easy. In the last few years we have seen an unprecedented consolidation of the shipping industry driven, in part, by the recession. But is this good news for shippers, or bad?

In recent years four key alliances have emerged all sporting rather prosaic names:

- G6 – comprising Hapag, APL, OOCL, NYK, Hyundai and MOL;
- 2M – a vessel-sharing agreement between the world's two largest lines Maersk and MSC;
- CKYH + E – an inspired name for an alliance of Cosco, K-Line, Yang Ming, Hanjin and the newcomer, Evergreen;
- Ocean3 – a new alliance of UASC, CMG CGM and China Shipping.

According to Harm Meierdirks, Chairman of OSA (Overseas Shippers Association), these have come about as the shipping lines struggled to become more competitive. "Since 2008 the difference between supply and demand has become bigger," he said. "Lines lost a lot of money so had to focus on cost reduction."

This strategy used two key tactics: cost reduction programmes such as slow steaming, investment in areas with cheap labour and a reduction in European staff, "Nearly 50% of the customer service

staff at Maersk were fired," said Harm; and bigger vessels. Before the recession the average vessel size on the main routes was 8-9,000 TEUs; the new generation of 18,000 TEU vessels use 35% less fuel thereby reducing the cost per TEU by 26%.

"Since 2008 the difference between supply and demand has become bigger. Lines lost a lot of money so had to focus on cost reduction."

Harm Meierdirks

But it was clear that more had to be done if the smaller lines were to compete, especially with the giant Maersk. Maersk was running a service called Daily Maersk which provided a conveyor belt from Asia to Europe which gave the other lines a hard time. "G6 was the first alliance to form to compete against Maersk," said Harm. "But the remaining single lines were not able to run this high-frequency service and there was not enough cargo to fill vessels. Step by step other lines followed G6 and created their own alliances."

So is this good news for HHG shippers? Harm doesn't think so. He explained that

the HHG market is very sensitive because we are dealing with personal possessions and customers own travel plans. Reduced flexibility means that it is less likely that collection days can be matched to vessel sailing schedules. Now, if a shipment is collected just after a vessel has sailed there is little option but to hold a container on demurrage until the next sailing. "Demurrage can be €60-€90 a day so the costs can build up quickly."

The larger vessels also reduce flexibility for the shipping lines at times when cargo is short. In the past it was possible for a line to stop one sailing and switch the cargo to the following vessel. "But stopping an 18,000 TEU vessel leaves a very big hole in the schedule," said Harm.

In practice, the multitude of shipping lines that we had at our disposal in the past have been reduced to no more than four options. This reduction in competition must have an effect on rates and Harm is expecting the worldwide shipping rates to increase next year as a direct result of the consolidation.

So is this the end? Are there even more changes around the corner? "I don't think so," said Harm. All the main lines are in alliances now. We just have to accept that this is the way things will be for the foreseeable future."



● Harm Meierdirks.

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European Roundup



More road tolls in EU

The European Commission has announced that it will propose a new law to make road toll schemes across Europe more user-friendly and non-discriminatory if it fails to achieve it through non-binding measures. The announcement comes two weeks after Germany introduced a controversial law that charges vehicles for the use of its autobahn.

EU to crack down on undeclared working

The European Parliament's committee for the Internal Market and Consumer Protection has discussed a proposal to create a European Platform to improve cooperation to prevent and deter undeclared work more effectively. The Platform would bring together various national enforcement bodies involved in the fight against undeclared work, a phenomenon that causes serious damage to working conditions, fair competition and public budgets.

The Platform would fill a vacuum at the EU level, where until now undeclared work is discussed sporadically and in an uncoordinated way in different committees and working groups. It would allow for more effective cooperation between

those who deal with undeclared work on the ground every day. The vote will take place at the IMCO committee meeting in January 2015. The EMPL – European Parliament's committee for Employment and Social Affairs - is expected to adopt its report in February 2015.

TEN-T: EU to invest in parking areas for professional drivers in southern Italy

The EU's TEN-T Programme will support with €400,000 the preparatory and design studies for a network of safe and secure parking areas for professional truck drivers in Campania, Calabria and Sicily. Drivers will be able to pre-book parking and get reliable information online with the help of an integrated information service.

The studies will be carried out in two phases. The preparatory study will identify existing parking areas with the capacity for easy upgrade and potential new sites.

The design study features a data communication system harmonized at European level, which complies with the European Intelligent Transportation Systems (ITS) criteria. It also includes CCTV surveillance systems, perimeter fencing and barriers at entries and exits, as well

as fire prevention systems.

The project was selected for EU funding with the assistance of external experts under the TEN-T Annual Call 2013, priority 'Road transport'. Its implementation will be monitored by INEA, the European Commission's Innovation and Networks Executive Agency.

The project is due to be completed by December 2015.

TEN-T: EU to boost long distance travel for fuel cell cars

The Trans-European Transport Network Executive Agency (TEN-T EA) is to invest almost €3.5 million in studies preparing a European network of hydrogen infrastructure for transport. The network is expected to enhance the use of fuel

cell vehicles in Europe leading to cuts in overall transport emissions.

The number of fuel cell cars - zero emission vehicles that run on electricity powered by hydrogen - depends on the availability of refuelling infrastructure on the main European routes.

This project is the second part of a larger action aiming to establish a network of European hydrogen infrastructure for transport and enable long distance travel with fuel cell cars. It will develop national implementation plans for Belgium, Finland, Poland and a regional plan for the Latvian capital Riga. Three test hydrogen refuelling stations with specific innovative elements will also be established in Finland and Sweden.

The project is due to be completed by December 2015.

Make sure test/control documents for tail lifts are available before travelling to Sweden

To avoid the possibility of a heavy fine operators are advised to make sure the appropriate up to date test/control certificate, authorised by the relevant authority in the origin country, is carried on any HGV fitted with a tail lift or crane. This applies to foreign trucks as well as Swedish registered vehicles.

The *Swedish Åkeritidning* (commercial vehicle magazine) has reported several times recently that the authorities are issuing severe penalties of up to 40,000 Swedish kroner if the tail lift or crane is not properly tested/controlled.

Denmark: New highway completed ahead of time

The Danish Transport Minister has cut the tape to the new 11km highway between Hårup and Lasby, east of Silkeborg. The road has been completed almost a year ahead of time. The highway had been scheduled to open in autumn 2015.



102 agents honoured by Atlas

102 moving agents were recognised for their outstanding service at the Atlas Van Lines annual convention in Hawaii in November.

53 agents were named recipients of the Milton M. Hill Quality Award, an award that recognises agents who demonstrate industry superiority and uppermost quality of customer service. Five agents were named recipients of the Specialized Transportation Group (STG) Award, which recognizes agents' unfailing sensitivity and creativity while implementing moving strategies that successfully relocate high-price or unique items. Lastly, 31 agents were named recipients of the World-Class Commitment Award, presented to agents who rank highly in 12 critical areas, including estimating accuracy, claims experience and customer satisfaction. "The annual convention holds a special place in our company's heart, as we love to bestow our agents with the highest industry honours for their consistent growth

and hard work," said Glen Dunkerson, Chairman and CEO of Atlas World Group. "This year, we also provided attendees with a snapshot of our newest enterprises to better provide services to new and existing customers, as well as showcasing our forward-thinking leadership in the industry."

● For a full list of award-winning agents, visit www.atlasvanlines.com/about/awards.



● Top: Alexandra Schmidt, Mexpack, Mexico City, Mexico; centre: Daniel and Paul Fox, Fox Moving & Storage, Cwmbran, Wales; bottom: Martin Sommer and Woody Zobel, ETSA, Bremen, Germany. All the awards were presented by Jim Gaw, President and COO, Atlas World Group (far left) and Glen Dunkerson, Chairman and CEO, Atlas World Group (far right).

The European Connection

Tony Richman



Where has the EU Data Protection Process got to?

We seem to have been hearing about data protection laws for ages – so much so that many of us are not sure where the legislation process has got to. Much as a result of the ever-expanding flow of information, cloud computing and powerful search engines it is clear that there is a risk that personal data may fall into the wrong hands.

Cybercrime, criminal activity done using computers and the Internet, poses a serious threat to the confidentiality of personal data stored online. Supposedly, in 2013, 100 million individuals were victims of identity theft! A legislative package to improve the protection of EU citizens' private data has been expected since 2011, but was delayed by the European Elections in May 2014.

The current legislation dates from 1995, when the Internet held only around 1% of the data it now contains. The 'new' package contains a general regulation on data protection, and a directive that will be written into law in all the Member States.

The legislative package has always had the complete support of the European Parliament. Ministers from the 28 Member States reached agreement on the territorial scope of the future legislation and rules governing the transfer of personal data to third countries or international organisations at the Council of the EU in June 2014. They also opened discussion on the one-stop shop mechanism, a concept to address the need for greater coherence within the EU on questions of personal data protection. This subject was set as a priority of the Italian Presidency (July-December 2014) of the Council.

The European Commissioner for the Digital Single Market, Andrus Ansip, identified data protection as a top priority during his European Parliament hearing, emphasising the importance for rapid implementation of the directive. The European Commission has also called for a revision of the 'Safe Harbour' security agreement with the USA. As a result of the 'Snowden affair' the Commission has drafted 13 recommendations for data protection in businesses, aimed at reducing security loopholes.

The President of the European Commission, Jean-Claude Juncker, has also been very clear on this point. He has stated that data protection is a non-negotiable issue, saying "I will not sacrifice Europe's safety, health, social and data protection standards on the altar of free trade". In his priorities document, Juncker also indicated that he expects guarantees from the USA, in order to rebuild the confidence in transatlantic relations that was so damaged by the 'Snowden affair'. The EU wants the USA to guarantee that European citizens will have their data protection rights upheld in the American courts.

Furthermore, whilst the European Commission believes that optimising the advantages of the use and storage of large quantities of data by 'Big data' could bring great advantages in domains such as economics, natural sciences and the environment; their concern is to make sure this is protecting citizens' rights to a private life.

The adoption of an EU legislative package is expected during 2015.

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GLOBAL MOBILITY: THE BIG THREE CHALLENGES



Controlling costs, housing, and compliance: the big three for mobility

The three biggest challenges causing global relocation managers to lose sleep are controlling costs, housing and compliance-related issues, according to Cartus Corporation's *2014 Trends in Global Relocation: Biggest Challenges* survey of international mobility managers.

Greater China was ranked as the most challenging global region with respect to controlling costs, followed by Africa and Central America/South America. The Middle East was third.

North America remained in first place as the region most critical to future business success; Greater China retained its 2013 second-place ranking. North America and China were followed by Europe and Central America/South America.

North America was also tops in another key area: when asked which regions saw the biggest increases in relocation volume over the past two years, 53% of respondents ranked North America first, nine percentage points higher than last year. Greater China, last year's second-place location, fell to third this year while

Europe rose from third last year to second. North America was also named by respondents as one of the least challenging regions when it comes to managing employee relocations.

"North America continues to rank as the most important region for future business success and is a vital destination for multinational corporations that need to transfer employees," said Matt Spinolo, Executive Vice President of Cartus. "This is reflected in the fact that this region has seen the largest increase in relocation volume over the past two years. Not coincidentally, North America is also one of the least challenging regions to transfer employees both to and from."

"The decrease in activity into China is in line with the country's slower economic growth as well as

the increase in assignee concerns over environmental conditions," said Ian Payne, Cartus Executive Vice President and Managing Director, EMEA and APAC. "Meanwhile in Europe, economic growth remains uncertain, creating concerns about corporate investment despite the region's continued importance to world trading."

Immigration and visas becoming more complex

With visa and immigration regulations increasingly becoming more complex and companies continuing to send their assignees to an expanded number of locations, an increased focus in this area is not surprising. In fact, the number one immigration-related challenge in which companies are seeing an increase is the need for upfront

"North America continues to rank as the most important region for future business success and is a vital destination for multinational corporations..."

Matt Spinolo

planning due to the length of time it takes to obtain visas.

Government concerns for full employment for nationals are also putting pressure on visa and immigration regulations.

Compliance – a necessary evil?

For those of us involved in the relocation of customers across international boundaries, issues of compliance have become ever-more complex in recent years.

Regulatory requirements in most countries continue to tighten and multinational corporations are increasingly concerned at the prospect of penalties from a failure to comply with the growing number of new rules that they face around the world. Corporations are making significant investments to ensure that they – and their supply chains – comply with the laws, regulations and ethical standards of wherever they are doing business.

How does an industry as fragmented as ours respond to the challenge of compliance? Having a Corporate Compliance programme in place makes good business sense but requires time and expenditure which deters many companies. The potential cost of non-compliance, however, is such that breaches of some laws can result in penalties that could erase years of hard work and investment. How, therefore, do we prevent this from happening?

A company like Crown Relocations faces challenges in both our internal and external supply chains. Recent legislative changes in the areas of data privacy and anti-bribery and corruption have led us to further enhance our approach to these important issues. Following the steps below has positioned us as an industry leader in this arena:

1 Implementing policy, procedure and controls for employees and partners has enabled us to reduce the risk of misconduct. This includes establishing a Code of Conduct for our employees as well as our partner network. Creating policy and procedure is relatively easy – establishing controls is a harder challenge.

2 Appointing senior functional management to provide input and guidance allows Crown Relocations to manage compliance objectively both within and outside of the company. If you don't have these resources, consider appointing an external party who can perform that role.

3 Background checks on employees and partners - do not delegate authority to anyone

with a propensity for illegal conduct. There are sophisticated mechanisms available for such checks but a good start is by accessing a corruption index, such as that of Transparency International. The index shows locations which are perceived to have low corporate governance. If you're doing business in those locations, extra background checks and procedure controls may be necessary.

4 Education – communicate the expected standards of behaviour to all employees and partners. Crown Relocations does that through e-Learning, but other mechanisms can be used. Having recipients acknowledge their understanding is key.

5 Take all reasonable precautions and steps to ensure compliance – this includes auditing, monitoring and establishing reporting mechanisms. Educate employees to watch out for 'red flags' when dealing with locations where risk is higher. Encouraging everyone to report suspected incidents will help identify issues that may require action.

6 Consistent enforcement of policy - using appropriate disciplinary measures will ensure that your employees and partners understand the potential consequences of breaches.

7 Respond to incidents in an appropriate manner and implement measures to prevent re-occurrence – the objective and fair investigation of incidents is essential if repetition is to be avoided. Be careful here; these can be tricky situations to handle as they involve either employees or 'trusted' partners. Ask your HR adviser for their support.

Enforcement agencies generally advise prosecutors to take the existence and adequacy of a compliance programme into account when considering prosecution for the criminal actions of an organisation, its employees

and its supply chain. If a breach does occur, being able to demonstrate adherence to the steps outlined above will help.

The greater the number of transactions a company carries out, the greater the risk. The geographical range of service provision also heightens risk. Keeping abreast of legislation and alert to increasing risk is a fundamental role of management and there are external organisations who can help too.

Despite all of this, the ability to completely eliminate breaches by individuals is likely to remain beyond our reach. Rather than becoming depressed by that thought, do as Crown Relocations has done and take positive actions in your business to minimize risk. That way, compliance will become something to be proud of, rather than a necessary evil.

Stuart Lawson

Stuart Lawson is the Global Alliance Manager of Crown Worldwide Group. Headquartered in Hong Kong, Crown Worldwide Group provides transportation, relocation services, logistics and storage services from offices in nearly 60 countries.



Flying below the radar

As many countries become more focussed on capturing tax revenue they become more diligent in pursuing taxes owed by assignees. This can be a particular problem for employees on temporary or short-term-assignments, who may not always be tracked or reported on with regularity, giving rise to 'stealth expats'.

The Cartus survey, which focussed on challenges in 11 geographic regions worldwide, received responses from 164 international mobility managers who were asked to evaluate regional challenges, and to rank - by degree of severity - issues specific to each region. Cartus found that many of the issues impact not only the company's relocation managers, but also the daily lives and job success of their employees.

NEWS: INTERNATIONAL

O'Neil Software heads for the beach in 2015

O'Neil Software recently announced that the company will be hosting its 2015 oneilPartner Conference at the beautiful beach location of the Sheraton Resort & Spa, in Carlsbad, California from 15 – 17 September. The company's chosen charity this year will be JDRF (Juvenile Diabetes Research Foundation).

David Holt, CEO of O'Neil Software said that he thought people would enjoy the venue including its Southern California beach life. "On the business side of things, we'll update attendees on the direction of O'Neil Software and where our company is headed with our O'Neil

Cloud Services development and Smart Phone/Smart Device mobile technology, along with a lot more. Additionally, a rich list of speakers and presenters will provide insights on current RIM industry topics. Attendees will also get a chance to mix, mingle and share ideas with some of the most experienced and professional people in the industry."



● The Sheraton Resort & Spa.



● New sulphur limits in ECA zones came into force on January 1.

Trident Alliance expands to enforce sulphur regulations

Trident Alliance, the shipping industry initiative for robust enforcement of maritime sulphur regulations, has broadened as 14 shipping lines join its ranks.

Roger Strevens, Chairman, is delighted at the level of industry engagement. He said that the introduction of the 0.1% sulphur limits in ECA zones, that came into force on 1 January, 2015, represented a sea change in the regulatory landscape for shipping. "It is reassuring to witness that so many companies want to make sure the new regulations are implemented in a way that ensures the intended environmental benefits as well as a level playing field."

The new companies joining the Trident Alliance are Hapag-Lloyd, DFDS, Ionic Shipping, Euro Marine Logistics, Marininvest, Grieg Star, Wijnne Barends, Seatrade,

Splithoff, Transfennica, Biglift, Ultrabulk, Ultragas and Ultratank.

This brings membership to a total of 31 companies. The member company CEOs have each signed a Statement of Commitment, in which they commit to supporting robust and transparent enforcement of sulphur regulations as well as to complying with said regulations.

The Trident Alliance continues to participate in industry conferences, working groups and media outreach to realise its objective of raising awareness around the current shortcomings in enforcement of sulphur regulations and the entailing risk to human health, the environment and fair competition.

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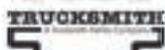
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Graebel among the top companies in Colorado

Graebel Relocation has ranked 11th among the leading 250 Top Private Companies as researched by the *ColoradoBiz* magazine, up one place on last year. The list is exclusive to companies that are headquartered in Colorado.

Chief Executive Officer, Bill Graebel commented, "We are honoured to make the Top 250 Private Companies list again. Although our world headquarters is located in Colorado, our entire global workforce is responsible

for our success and growth over the past year. This recognition is a direct reflection of our people's dedication and passion to serve our customers at the highest level and to make a real difference in the well-being and lives of our clients and their employees in 165 countries on six continents."

Graebel employed 2,000 people in 2013 and had revenues in excess of \$360million.

● To view the full list, visit: www.cobizmag.com/colorado-lists.

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NEWS: ON THE ROAD

Gas better than diesel

In the wake of a European court ruling that puts the UK under pressure to cut pollution from diesel engines, John Baldwin, Managing Director of CNG Services, a company that provides design, consultancy and project management services for gas distribution, and a member of the DfT Transport Energy Task Force, says that there is now a major shift from diesel to gas.

"Gas is the number one choice as a fuel for trucks and buses and there is the potential for a major shift from diesel now," he said. "We have 10,000km of high pressure gas grid which is ideal for making compressed natural gas (CNG). Also with 130 million kg of Biomethane forecast to be injected into the gas grid in 2015, we can look to a future with more and more vehicles powered with renewable gas, reducing CO₂ as well as removing diesel emissions and making our cities quieter."

CNG Services claims that low carbon Bio-CNG offers an opportunity for business to make significant savings in fleet operating costs, whilst having lower emissions of NO and particulates.



● John Baldwin.

Get on The Mover website suppliers directory for free.

E-mail: nikki@themover.co.uk



● Legal toxic nitrogen dioxide levels for major UK cities have not been met on time.

Diesel trucks and cars could be banned from city centres

A landmark case brought by environment group Client Earth will allow people to sue the British government for breaching EU pollution laws and force ministers to take action to improve air quality more quickly in major cities.

The European Court of Justice ruled last November that emissions of toxic nitrogen dioxide must be reduced as soon as possible. The UK Supreme court is expected to interpret what the time frame should be next year.

The government has admitted that under its current plans the legal limits for toxic nitrogen dioxide gas which should have been met by 2010 would not be achieved in London, Leeds and Birmingham until 2030. Other cities, including Manchester and Glasgow, have target dates of 2025.

The ruling may result in many diesel cars and HGVs being banned from city centres within the next few years.

According to a report in *The Guardian*, Alan Andrews, lawyer with Client Earth said, "Thousands of people

"Thousands of people die because of air pollution in Britain every year."

Alan Andrews

die because of air pollution in Britain every year. This ruling will save lives by forcing the government to finally take this issue seriously. They will now have to come up with an urgent plan to rid our towns and cities of cancer-causing diesel fumes. This sets a groundbreaking legal precedent in EU law and paves the way for a series of legal challenges across Europe."

Fleets should be moving over to 'real world' CO₂ measures

Fleets should be aiming to move over from manufacturer CO₂ figures to more accurate forms of measurement when calculating their carbon footprint, says fleet software specialist Chevin Fleet Solutions.

The company points to figures from pressure group Transport and Environment suggesting that manufacturers are using a variety of techniques to artificially reduce their CO₂ figures, resulting in

an average 31% under-report.

T&E is backing proposed moves that would see the EU force manufacturers to adopt the World Light Vehicle Test Procedure, a new global standard for fuel and emissions measurements that is believed to be much more accurate.

Ashley Sowerby, Managing Director at Chevin, said, "We are reaching a situation where manufacturers' official CO₂ figures are really being robbed of their credibility, certainly in terms of absolute accuracy."

"Fleets that are serious about calculating their carbon footprint in a meaningful sense need to find new ways of measuring their output. This is an important area of company vehicle activity and we should all be striving for precision."



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MARKET ASSESSMENT: CONVEYANCING

The conveyancing conundrum

Bethany de Montjoie Rudolf CILEx Soc Legal Services Consultant at De Montjoie Consulting Ltd brings a little clarity to the conveyancing process and why it feels like the perfect storm.

Thanks to the remnants of hurricane Gonzalo, it was an exceptionally windy day at Silverstone when I attended the Movers and Storers Show at the end of October and the mood at the 'Moving Day Mayhem' debate was no less stormy. The misunderstanding of each other's position had the property industry and the removal industry at loggerheads, beautifully orchestrated by the eloquent Matt Faizey from M&G.

It was unanimously agreed, after the wise words of Property Ombudsman Chris Hamer, that the industries need to work together to find solutions for the moving day nightmares and to kick start the process. I believe we first need to

understand where we are at and why it feels so out of control for all parties.

It is fair to say that the upturn in the property industry took everyone unawares. It was like watching a tsunami crash though the industry, first delays were reported in the valuations with some surveyor panels reporting that they were not booking valuations for three to four weeks in July last year, inevitably delaying the production of the mortgage offer.

In April, the delays were exacerbated by the effects of the Mortgage Market Review increasing the time taken to make a mortgage appointment with some, less prepared, high street banks reaching three weeks. The year on year

statistics in the Mortgage Efficiency Survey conducted by IRESS quoting 20% of mortgage approvals now take over 30 days and only 44% within two weeks (down from 56% last year) this compares with 2012 when 25% of offers were produced within five days!

Then some of the Local Authorities got caught out by the volumes of search applications with some reporting ten week delays.

Next it hit the conveyancers, who quickly found themselves with double caseloads made up of very frustrated clients in stagnating chains of fragile transactions.

The overall effect was delay as confirmed by the Residential Market Report for August 2014 from RICS reporting that the process is taking

on average four weeks longer.

Inevitably, that wave of delayed transactions spilled over to the removal industry and those stressed out clients, who had expected to move a month before, stuck in chains of similarly frustrated home movers were now under pressure to exchange with completion ... well ... tomorrow.

So how has it hit us so hard, how could we be so completely unprepared? The reality is that it is not just the upturn in the market that has caused the problems but also the nature of the market and the panic created with low supply and high demand and the stagnation of the transactions creating impact on the estate agent and law firm cashflow.

With so many people chasing the transaction to try to get the pipelines flowing, the influx of chasers and update requests into conveyancers' offices increased to the point that some busy conveyancers were recording four and a half hours on the phone every day, with a further 200 e-mails to respond to and that was before starting on any legal work.

The obvious solution was to recruit but with many conveyancers having left the industry the supply

Bethany de Montjoie Rudolf

Bethany de Montjoie Rudolf, CILEx Soc is a legal services consultant with De Montjoie Consulting Ltd, helping the property industry develop systems, training and processes to improve the home moving experience, including the development of the standard Leasehold Enquiry Form and the Conveyancing Association Protocol. A previous CEO of the Society of Licensed Conveyancers and former

managing director of a top twenty conveyancing law firm, Beth started out as an estate agent before qualifying as a lawyer. She is a working mum of two boys and a confident media presenter and public speaker having appeared on a variety of BBC radio shows and spoken at industry events.

● Contact: 07814358627

E-mail: beth@conveyancingsystems.co.uk





of experienced conveyancers simply was not there, leaving law firms struggling with excessive case loads and placing more reliance on inexperienced staff. The perfect storm ensued and with chains pressing for the earliest possible completion date, the conveyancers and their clients were backed into a corner.

The reality is that it is not just the upturn in the market that has caused the problems but also the nature of the market and the panic created with low supply and high demand ...

But, the intrepid industry as always has been quick to respond to the challenge, the lenders are relieving the delays in valuations by implementing automated valuation models once more, the effects of MMR are dispersing as the lenders' systems and processes are bedding in to deal with the new regime, the conveyancing operations have set up training academies to produce carefully staged training processes to ensure that they can produce reliable and competent staff in

numbers not seen for almost a decade, with initiatives such as apprenticeships being developed by our regulators and the reduction in the SRA reliance on training contracts, moving towards assessed training activities instead.

The seasonal drop in the market in August gave us all a moment to draw breath and the continued slow down, with the latest Halifax housing report showing mortgage approvals at a 14 month low, means that the communications and turnaround times will continue to improve.

In the meantime though, the advice has to be to manage expectations from the start, and deal with the reality that the conveyancing process no longer takes six to eight weeks, but (according to RICs) more like 10-12 weeks.

If the entire chain are geared up for this from the start then, once contracts are ready to be exchanged, realistic completion dates are more likely to be agreed.

By the law firms and the estate agents keeping their clients and the rest of the chain informed of progress throughout the transaction, by making weekly outbound update calls and e-mails, we can keep those expectations realistic and hopefully our clients will have many more days' notice of the date of their move, to make it a positive house moving experience ... for everyone.

● **Read part two of Bethany's market assessment in *The Mover* next month.**

Move4U makes moving easier for movers and customers

A new company from The Netherlands, Move4U, has developed a range of online products specifically for moving companies.



● www.move4U.com.

The intention is to help save time and create online opportunities in new or existing market segments.

Survey form

This provides a ready-made survey form for a mover's website that can be customised and branded in the company colours that will allow customers to fill in information and receive a quote online. Each part of the process can be specified on the form including the number of loading and unloading addresses and dates for the move. The form can be used for both national and international removals. Move4U will deliver it within 24 hours of receiving the order. The cost is €250.

Survey App

The Survey App is a cut-down version of the Survey Form designed for smartphones. It makes it easy for customers to capture all the information required to obtain a detailed moving quote. Information can include photos of rooms and

furnishings so it's no longer necessary for the moving company to visit the house to perform a survey. Again the app can be customised to meet the company's corporate ID.

The intention is to help save time and create online opportunities in new or existing market segments.

Move-a-box App

The Move-a-box App saves time on small international removals by road, sea or air. In a few simple steps customers can say how many boxes they have and where they want them to go. The app immediately makes up a quotation allowing the customer to book a collection or be called back. The app can be customised to include the countries to which the company specialises.

● **For more information visit: www.move4U.com.**

OPINION: STAMP DUTY SHAKE-UP

● Changes to Stamp Duty are designed to make getting onto the property ladder easier.

Stamp Duty shake-up

On 3 December, 2014 the Chancellor George Osborne delivered his autumn statement, which included major changes to the way Stamp Duty is levied on UK property sales. Below are some of the comments we received at *The Mover* office following the Chancellor's announcement.

Online estate agent eMoov.co.uk

Stamp Duty has become yet another hurdle for buyers across the country in recent years with the inflating cost of houses seeing many paying out thousands to cover the cost of the government tax on property.

However with an election fast approaching George Osborne has shaken up the Stamp Duty brackets in his autumn statement to benefit those buying at the lower end of the property market. It could be a last minute scramble for votes, but welcome news nonetheless for those looking to get on or move up the property ladder.

Although the reform sees an increased percentage paid on each price bracket the abolition of the slab structure means that those buying at the lower end of the market will save on the cost of Stamp Duty. In other words buyers will only pay the percentage levy on the proportion of the sale price at the new percentage rate.

So to put it into context, before today a house purchased at £260,000 incurred a 3% tax of £7,800. But the new changes mean from today a house purchased at £260,000 will only incur a charge of £2,999.



For the typical buyer at an average purchase price of £260k this is worth a lot and should definitely encourage buyers to buy and therefore sellers to sell.

A recent survey of over 1,000 UK home owners by eMoov.co.uk found that 29% of those surveyed were deterred from buying altogether as a result of the cost of Stamp Duty. In London 40% of people feared the cost of Stamp Duty. It is also little surprise that those buying a property over £500,000 (38%), one of the highest taxed brackets, would avoid buying as a result of the tax.

Alistair Bingle Managing Director, Bishop's Move

"The announcement of Stamp Duty reform has been a long time coming and will give the housing market a much needed boost as it ambles along its traditional pre-election slow-down. The Stamp Duty thresholds are clearly outdated and don't reflect current prices – in fact these announcements should have been introduced earlier this year during the Budget. With the average cost of a UK home now £272,000 and £514,000 in London, easing the Stamp Duty bill for people at the bottom of the ladder and making heavier charges on those

buying expensive homes, takes away the need for the much maligned Mansion Tax. Reducing the Stamp Duty penalty, which buyers face when crossing into a higher Stamp Duty tax band, will have a significant positive impact on getting the market moving by encouraging people to upsize. This will increase the supply of houses for first-time buyers, who are key to stimulating the UK property market."

Jonathan Hopper Managing Director, Garrington Property

"Will the Chancellor's dramatic change to Stamp Duty stop people moving into £1m plus homes? Absolutely. This short-sighted change is very likely to put the prime market into a state of shock. We have already had a client call in the last hour, wishing to reconsider their offer on a £4m property after the Chancellor's announcement that Stamp Duty on such a purchase would be increased to a staggering 40% - effectively asking our client to find another £113,750 of net income."

"Whilst reform of the graduated system of Stamp Duty is logical and welcome, you do have to seriously question the timing in terms of scoring political points for the mass market, but placing a further significant headwind to the prime market, which has already slowed due to the uncertainty of a possible Mansion Tax and a change in government."

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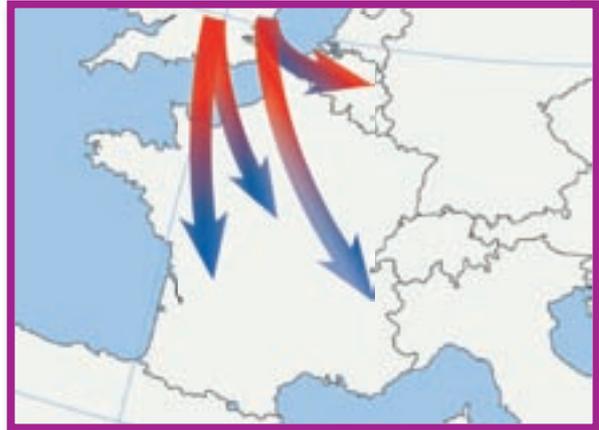
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NEWS: ON THE ROAD

Speed limit to be raised to 60mph for HGVs on dual carriageways

The UK government has announced plans to raise the national speed limit to 60mph for lorries travelling on dual carriageways.

Rules governing HGVs will be modernised across England and Wales, Transport Minister Claire Perry announced on 28 November, 2014.

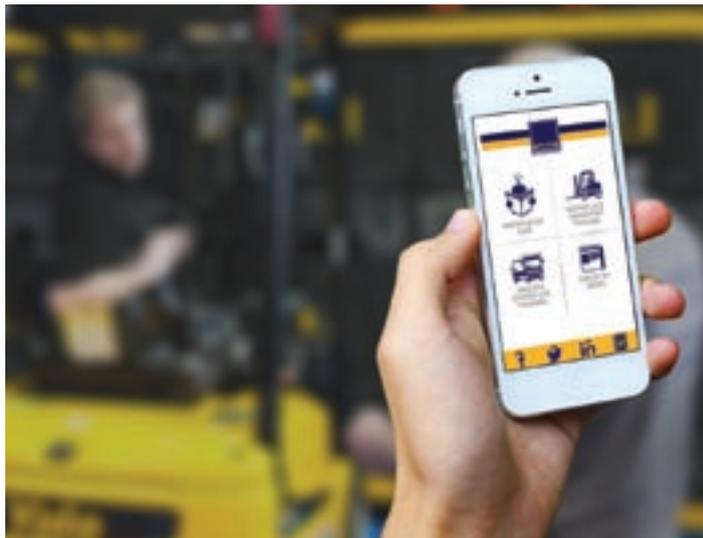
The plan is to raise the national speed limit from 50mph to 60mph for lorries travelling on dual carriageways. This follows the proposed increase in speed limits to 50mph for HGVs on single carriageways announced in July last year.

Transport Minister Claire Perry said, "It is really important that speed limits for lorries reflect the needs of a modern transport network and improved vehicle technology. Britain has one of the best road safety records in the world and I am determined to ensure this continues. This change is about ensuring rules for lorry drivers' speed limits are in line with other larger vehicles on our roads, creating a fairer and more proportionate system."

The changes to speed limits will update previous regulation dating back to the 1980s.



● Transport Minister Claire Perry.



● New smartphone app from RTITB.

New smartphone app from RTITB

The Road Transport Industry Training Board (RTITB) has released a new free smartphone app exclusively designed for employers in transport, warehousing and logistics, that allows users to access industry news, advice and training information while on the move.

The RTITB app has several useful features, including the 'Knowledge Hub', that gives users access to a vast amount of information in the form of videos, articles, and advice on a range of industry subjects. The Knowledge Hub also answers questions like 'Who should we train as an in-house instructor?' or 'What does good workplace transport training look like?' and provides advice on finding the right Driver CPC training provider.

"We hope this will become a must-have resource to help industry employers keep up to date with

industry developments, access a wealth of information and run quick searches to find the perfect training course," said Operations Director of RTITB, Laura Nelson. "RTITB is fully committed to the industry and this free app just makes life easier for the employers."

Also available on the RTITB app is a search tool that allows users to find accredited workplace transport training providers and Master Driver CPC training providers. A post code search function shows users the nearest training providers with useful directions on how to get there.

● www.rtitb.co.uk.

NO JUSTIFICATION FOR IRISH TOLL INCREASES

FTA Ireland has hit out at the proposed toll increases on routes across Northern Ireland saying that there is no justification for an increase on the motorway tolls. The organisation said that the increases will encourage drivers to avoid motorways.

Neil McDonnell, FTA Ireland General Manager said: "Toll increases for commercial users are entirely unnecessary and may prove counter-productive. Toll-road operators should be discussing with us ways to discourage motorway avoidance instead of putting up tolls further."

Irish lorries using the roads in Northern Ireland are now required to pay a road toll of €13 (£10) per day, while UK-registered lorries are not. Truckers have also been told that they must pay toll increases on many of the State's new motorways. For some routes – including the N4 Kinnegael-Kilcock motorway – the toll will rise by 10 cents to €7.10 for a four axle lorry.

Mr McDonnell added: "There has already been substantial evidence of avoidance of tolls by commercial traffic as demonstrated during the 'toll holiday' in November 2013. NRA traffic statistics show an increase in traffic density across the motorway network, and improvements in the overall economy are giving the toll operators increased revenues already." FTA Ireland is appealing to operators not to increase tolls for commercial traffic, even where they are contractually permitted to do so as it believes such increases are likely to prove revenue-negative for them and increase the level of toll avoidance by commercial operators."

Art on the move

Matthew James Removals has commissioned a 1:50 scale model of its award winning Scania road train. The model will be available to collectors for around £179.

The Scania Topline R560 (6x2) skirting, rigid truck with 2 axle, skirting, box van draw bar trailer will be produced by WSI Collectibles exclusively for Search Impex as a certificated Limited Edition.

Many boys love trucks, but Matthew De-Machen, a total Scania fanatic, has never lost his childhood passion for his vehicles – something clearly evidenced by today's beautifully liveried fleet of vehicles. Pristine and beautifully painted, they are a regular sight on the roads of Britain and continental Europe, turning heads wherever they are seen. Even the small vans are personalised works of art and the company's two road trains, with their distinctive airbrushed paintwork, have become instantly recognisable. These rigs have rightly earned

themselves a reputation as the finest vehicles the moving industry has seen, certainly in the UK and possibly anywhere in the world.

Collectors wishing to reserve a model should register their interest with Search Impex as soon as possible and provide their contact details. No deposit will be charged. For details of availability collectors can visit the Search Impex website at www.search-impex.co.uk or call on 01332 873555.

● Right: Matthew James Removals' road train.



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LEGAL: EMPLOYMENT LAW

EMPLOYMENT LAW UPDATE

The government has announced several proposed changes to employment law. It has also launched a number of consultations on further proposed changes. Here is a roundup of these changes.

PROPOSED CHANGE:

Shared Parental Leave: for parents of children born or matched for adoption on or after 5 April, 2015

LAUNCH DATE:

1 December, 2014

Under this new system parents will be able to choose how they share the care of their child during the first year after birth. Mothers will still take at least the initial two weeks following the birth, after that they can choose to end the maternity leave and the parents can opt to share the remaining leave as flexible parental leave. Also under this new shared parental leave it is proposed to allow the husband, civil partner or partner of the pregnant woman the right to unpaid time off to attend up to two antenatal appointments.

PROPOSED CHANGE:

Managing sickness absence

LAUNCH DATE:

April 2015

A health and work assessment and advisory service is to be introduced, offering free occupational health assistance for employees, employers and GPs. The service can provide an occupational health assessment after four weeks of sickness absence. Further information is available at www.gov.uk/government/publications.

PROPOSED CHANGE:

Statutory adoption leave and pay

LAUNCH DATE:

5 April, 2015

The statutory adoption leave will no longer have the 26 week qualifying period and adoption pay will be brought in line with maternity pay, which will be 90% of normal earning for the first six weeks.

PROPOSED CHANGE:

Parental Leave extended to 18

LAUNCH DATE:

5 April, 2015

The right to unpaid parental leave will be extended to parents of any child under the age of 18 years.

PROPOSED CHANGE:

Surrogate parents eligible for adoption leave

LAUNCH DATE:

April 2015

Provided they meet the eligibility criteria, parents who have a child through surrogacy will be permitted to take ordinary paternity leave and pay, adoption leave and pay and shared parental leave and pay. Both parents will also be entitled to take unpaid time off to attend two antenatal appointments with the woman carrying the child.

PROPOSED CHANGE:

Exemption for Reservists from two year qualifying period for unfair dismissal

LAUNCH DATE:

To be confirmed

Employees who are reservists will be exempted from the two year qualifying period for bringing an unfair dismissal claim where the reason for dismissal is the employee's reservist's service.

PROPOSED CHANGE:

All young people to be in education or training until the age of 18 (England)

LAUNCH DATE:

2015

PROPOSED CHANGE:

Upper age limit for jury service is increased

LAUNCH DATE:

To be announced

The upper age limit for jury service will increase from 70 to 75 in England and Wales.

● For more information on any of these proposed changes visit: www.acas.org.uk.



● One proposal is that all young people will need to be in education or training until the age of 18.



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NEWS: PEOPLE

Beth Pasiak joins Graebel

Beth Pasiak has recently joined Graebel as its Vice President of Operations and will manage the company's Atlanta, Georgia centre. Beth will report to Bill Nemer, Senior Vice President of Operations and will be responsible for domestic US relocation operations.

Beth has been in the global mobility industry for 25 years, 17 of which were with the East Coast-based third party company Weichert Relocation Resources, now Weichert Workforce Mobility. Since 2012, as its Vice President of Global Client Services, Beth was responsible for the US and global operations at the Cornerstone Relocation Group from New Jersey leading that organisation's headquarters and service centre workforce in the

US and EMEA region.

"I am very excited to have Beth join our leadership team here at Graebel Relocation," said Bill Nemer. "Her credentials, tenure in the global mobility industry and passion for servicing customers at the highest level make her a perfect fit for our organisation."



● Beth Pasiak.



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Congratulations to Tom Currie of TRL Properties Ltd. for spotting the dearly missed Pierre Luigi Muzzio, from Alpha International in Naples. Pierre Luigi died in 2007 but he was a remarkable man. There will be more about him in our February issue. Meanwhile, who is the dapper gentleman in the centre this month? The first correct answer out of the hat will win the White and Company Red and Black watch. Answers please to editor@themover.co.uk.

Crown World Mobility appoints new Director for Europe

Crown World Mobility has announced the appointment of Hanneke Noort as its new Director for Europe.

In her new role, she is responsible for providing strategic guidance to further develop services across Continental Europe, excluding the Benelux countries and Scandinavia.

Hanneke has extensive experience of Crown's mobility services, gained from her various roles within customer services and account management. She began her career by enrolling into the Crown University programme held in the Czech Republic in 2002 and then worked as a Corporate Service Manager in Amsterdam during her first year.

Jurgen Zyderveld, Regional Director DACH said, "We recognise Ms Noort's experience with service delivery to global companies and are pleased to retain her expertise in the European region to further



● Hanneke Noort

support our growing portfolio of world mobility clients."

Hanneke is a Dutch national and has lived in Basel, London, Madrid, and New York and speaks Dutch, English, Spanish and German. She will report to Jurgen Zyderveld, and will be based in Basel, Switzerland.

Steve Smith promoted at Graebel

Graebel has recently announced that Steve Smith has been promoted to Vice President of Operations of Move Management, Inc.

In his new role, Steve will be responsible for the company's global air, ocean and surface move management operations and will oversee its car carrier and specialised removals services.

Steve has 35 years of experience in the industry and has been with Graebel since 2011. His broad background includes US domestic and international moving and storage and logistics, office relocation and commercial workplace services, and supply chain management. He has held business development and executive management positions in operations throughout his career. Previously he was with Mesa Systems, Inc., Slater Transfer & Storage and Bailey's Moving & Storage that are both agents of Allied Van Lines, and the LDS Church in Salt Lake City, UT.

Steve completed his FIDI Academy international training courses in 2013 and courses in business management and logistics management at the University of Utah.



● Steve Smith.

Jose Marrero elected President of PAIMA

Jose Marrero, Operations Manager for Suddath locations in London, New Jersey and Connecticut, has been elected president of The Pan American International Movers Association (PAIMA), an association representing member companies in over 45 countries around the world dedicated to improving the international moving industry.

Marrero, who has held several leadership positions in the organisation over the past six years, was elected by his fellow members for a two-year term which will run until October 2016.



● Jose Marrero.

“We are very excited that Jose will serve as our president for the next two years...”

Michelle St. Cyr

Marrero began his career with Suddath in 2003 working his way up from a college intern to operations director in three locations across the globe. “Suddath recognises the importance of building strong relationships with international partners,” said Steve Crooks, President of Suddath International. “That is why we have supported Jose’s involvement in PAIMA from the beginning. This organisation establishes a benchmark for quality and services in foreign countries, and we are proud to have such a key leadership role in it.”

“We are very excited that Jose will serve as our president for the next two years,” said Michelle St. Cyr, Executive Director of PAIMA. “He is familiar with the goals and vision of our organisation and wants to expand our reach through improvements in technology thereby giving us the ability to share information with other members easily and effectively across the globe.”



Janine Barnes joins Santa Fe in Asia

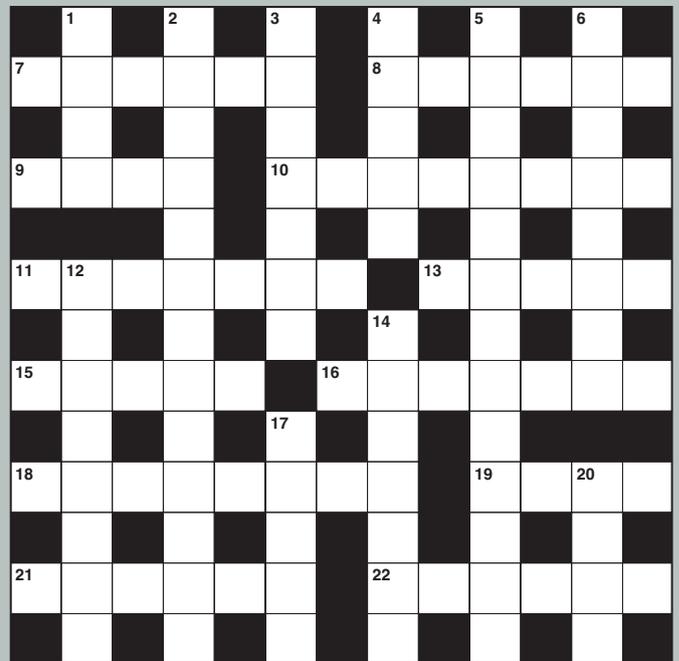
Janine Barnes has recently been appointed Relocation Services Director, Asia for Santa Fe. Janine replaces Ruth Lockwood who took up the position as Director Relocation Services Africa on 1 January, 2015.

Janine has over ten years of experience in the fields of global mobility and human resources. Her background includes working within human resources of large

multinational corporations as well as on the service provider side. She is originally from Australia and has been living and working in Hong Kong for the past five years. “Janine’s breadth of experience and her passion for both mobility and Asia will ensure the further enhancement and development of our services,” said Patrick White, Chief Executive Officer, Santa Fe Asia.

Puzzles

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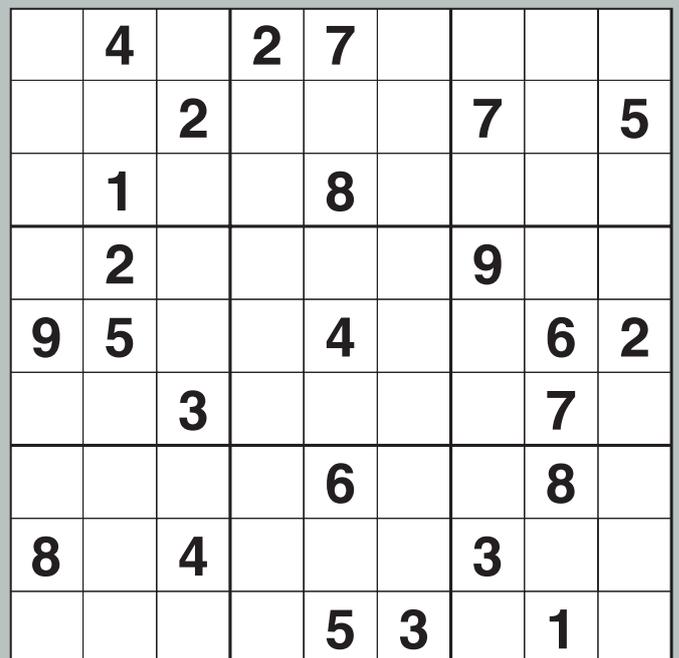
ACROSS

- 7 Ratio of reflected to incident light (6)
- 8 Smelling horrible (of old food) (6)
- 9 Biblical garden (4)
- 10 Assigns a job to (8)
- 11 Dishonourable (7)
- 13 Have in common (5)
- 15 Small cut (5)
- 16 Power; strength (7)
- 18 Musical wind instrument (8)
- 19 Numerous (4)
- 21 Flipped (6)
- 22 Where one finds Quebec (6)

DOWN

- 1 Clothed (4)
- 2 Action of strengthening (13)
- 3 Drinkable (7)

- 4 Thin pancake (5)
- 5 The ____: intellectual movement (13)
- 6 Belonging to the past (8)
- 12 Unselfish (8)
- 14 Persuasive relevance (7)
- 17 Incites (5)
- 20 Point of intersection (4)



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Zambia

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29 March - 1 April, 2015, Cape Town,
South Africa

EUROMOVERS
16 - 19 April, 2015, Barcelona

BAR Annual Conference
21 - 23 May, 2015, Belfast

Interdean Football Tournament
16 May, 2015, Berkshire, UK

FEDESSA European Self Storage Conference
6 - 7 October, 2015, NH Grand Hotel
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IAM 53rd Annual Meeting
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DID YOU KNOW?/PUZZLES

Did you know?

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

An egg contains every vitamin except vitamin C.

The first MTV video played was
Video Killed the Radio Star
by the Buggles.

A duck can't walk without bobbing its head.

Elephants are the only mammal
that can't jump.

A typical earthworm has no lungs,
teeth or eyes but it has ten hearts,
arranged in five pairs.

You burn more calories eating celery
than it contains (the more you eat
the thinner you become).

The Latin name for January, Ianuarius,
comes from the word for door, 'ianua' as it is
seen as the door to a new year.



Puzzle solutions



C	R	P	C	E	H						
A	L	B	E	D	O	R	A	N	C	I	D
A	I	T	E	L	S						
E	D	E	N	A	P	P	O	I	N	T	S
		F	B	E	G	O					
I	G	N	O	B	L	E	S	H	A	R	E
E	R	E	C	T	I						
S	N	I	C	K	P	O	T	E	N	C	Y
E	E	G	G	N							
T	R	O	M	B	O	N	E	M	A	N	Y
O	E	A	N	E	O						
T	U	R	N	E	D	C	A	N	A	D	A
S	T	S	Y	T	E						

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

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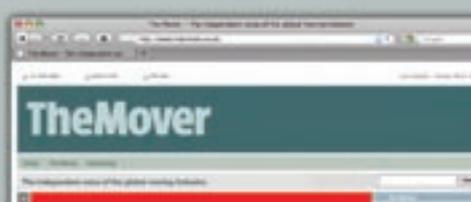
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