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TheMover



FIDI IN SINGAPORE

An independent report.
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TheMover

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LEADER

Moving FOR you

.....
Steve Jordan, Editor



I confess to being a little surprised that the proposal at the BAR conference for the launch of a new Federation of Removers (FOR) was accepted so enthusiastically by the membership. Don't get me wrong, I don't think it's a bad idea; on the contrary, it seems a perfectly reasonable reaction from BAR to the new organisations that have emerged recently attempting to take its ground. It's just that, in my experience, the BAR membership is not usually quite that easy to please. I expected a fight.

One might feel that the good people at AIM, the main pretender to the territory I would say, would be disheartened by the news. But I suspect not. I don't think BAR would have launched the initiative if it did not see AIM as a threat to some degree, and it is entirely possible that AIM might see a spike in its membership as people rally to support the catalyst of change. Even if not, I do think AIM should be congratulated for its part in making things happen.

As far as FOR itself is concerned: I like it, in principle. Its formation, according to BAR, is an acknowledgement of its obligation to the industry as a whole and to help protect customers' interests. I agree, that's exactly what a trade association should do. It seems a shame though that BAR only did it when pushed.

The rules state that FOR Associates may not claim or allude to being a part of BAR or have access to the BAR benefits. That seems fair to me but it is open to abuse; I suspect that this is a cornerstone of the argument for those who have reservations. Also, it seems that FOR Associates will be allowed to attend the BAR conference and will be expected to attend Area meetings – this ability to network within BAR seems to me to be encroaching in one of, if not the key benefit of BAR membership. How it will go down long term we'll have to see.

I have other concerns: how the three-year rule will be received is one; BAR Board discretion on applications is another; but fundamentally I wish BAR well with the initiative and hope it will be embraced by the industry in the spirit I am sure it is intended.

Steve Jordan



● Fox's DAF Euro 6 van.

Fox takes delivery of new Euro 6 DAF

Fox Moving and Storage has taken delivery of a new super clean DAF 10 tonne van believed to be one of the first Euro 6 removals vehicles in the UK.

Managing Director Paul Fox said, "The new van's dimensions and body type are identical to the one it replaced, but this time we have opted for a 10 tonne GVW. The 7.5 tonner has probably had its day in this industry because of the necessity for heavy container bodies, poor payload and the lack of car drivers (pre 1997) now able to drive them."

The new DAF Euro 6 vehicle emits 91% less nitrous oxide (NO_x) than the comparable Euro 3 engine in the 52 reg. Levels of particulate matter (PM) have improved 30% over the same period and as fuel

.....
"The new van's dimensions and body type are identical to the one it replaced, but this time we have opted for a 10 tonne GVW."

Paul Fox

.....
 consumption has been reduced, the levels of carbon dioxide (CO₂) emissions have dropped by 29%.

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NEWS: UK

WILL YOU SPONSOR GEMMA?

On 14 September, Gemma Beattie, daughter of Robert Beattie from Lomond Removals in Glasgow is entering her first ever Ironman event: Ironman Wales, in Pembrokeshire.

This event consists of an open water 2.4 mile swim off Tenby's North Beach, a hilly 112 mile cycle and a marathon to top it off. It has been called one of the hardest ironman races in the world (and they are all crazy). She has to raise £1,000 in sponsorship which will be donated to Macmillan, a charity close to many people's hearts.

To help Gemma, please go to www.justgiving.com/GemmaBeattieIronman and donate what you can.



● Gemma Beattie.

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Use the search box on www.themover.co.uk.



● 41% said moving was the most stressful activity they had experienced.

Brits still say moving home is stressful

Despite the continual efforts to improve the quality of moves and to provide excellent customer service that 'exceeds customer expectations', moving home still ranks as the number one most stressful life activity according to a study of 2,000 people by moving services comparison site Buzzmove.

41% claimed it was the most stressful activity they had experienced in their life, ahead of having major surgery (15 %) and getting married (13%).

Packing up items was deemed to be the most stress-inducing element of the process according to 55% of people, followed by being worried that precious items will be damaged by movers (32%) and concerns about the overall cost of the move (29%). Other causes of stress included filling in removal companies' lengthy inventory forms (13%) and the removers being late on the day of the move (17%). According to Buzzmove, its survey also showed that three out of five people say

"It's also significant that being worried about removal firms either being late or damaging their belongings is a key concern for movers as it would suggest that many are not up to the required standard."

Becky Downing

moving home was either more expensive or a lot more expensive than anticipated.

However, despite such large numbers of people admitting to finding moving home such a stressful experience, 1 in 3 (33%) never check to see what insurance policy their removal company has and 42% do not check to see if they are accredited by the British Association of Removers or another industry body.

Buzzmove's founder and CEO Becky Downing commented, "It's pretty shocking that despite so many people ranking moving home as their most stressful life experience over other distressing situations like having an operation, a huge number of Brits still do not check elementary things like which insurance policy their mover has. It's also significant that being worried about removal firms either being late or damaging their belongings is a key concern for movers as it would suggest that many are not up to the required standard." Becky went on to say that all the moving partners listed on Buzzmove.com are vetted and certified.

It is extraordinary, though, that with the professionalism of today's movers customers still apparently find the whole process so traumatic. Could it be that too many of them, in an effort to cut costs, are trying to do too much of the work themselves and, therefore, making life much harder than it needs to be? And it is rather odd that people still think moving home is expensive when, compared with the other associated costs of moving (not least Stamp Duty), it's trivial.

There is also the chance that it is the run-up to the move that is the prime cause of the stress. Surely estate agents, vendors, purchasers, lawyers, local authorities and moaning family members must take at least some of the responsibility?

Interestingly, the majority of Brits (64%) say they argued with family members within the first two hours of moving day dawning. Could it be that it is these arguments that are the cause of the stress, not anything the poor moving man is doing?

Special offer from Buzzmove

Throughout the months of May and June Buzzmove, the price comparison site for moving services, is offering members and members-to-be reduced rates and

the chance to win £50 for referrals. During this period, Buzzmove is reducing its normal commission rates from 13% to just 5%. The company is also

offering £50 to any member company that refers a new member to Buzzmove. ● For more information go to www.buzzmove.com

Disgruntled employees must contact Acas first

From 6 April Pre-Claim Conciliation (PCC) became Early Conciliation and anyone thinking of making an Employment Tribunal claim needs to notify Acas first.

Acas will then try and resolve the dispute quickly without the need for legal action.

Acas Chairman, Sir Brendan Barber said, "Early Conciliation will give us the chance to help even more people resolve their disputes early as well as save taxpayers some of the cost of running the tribunal system. We know from previous independent research that PCC saves employers on average £3,200 in management time and legal costs compared with dealing with an employment tribunal case."

Employment Relations Minister, Jenny Willott said, "Early Conciliation is good news for employees and employers. It will help them resolve their workplace disputes, avoiding the stress, time delays and excessive costs all too often associated with tribunals. Under our new free scheme anyone considering lodging a claim with an employment tribunal will now contact Acas before they submit their claim. If both parties agree, Acas will attempt to resolve the dispute for free to see if a tribunal can be avoided."

If Early Conciliation does not resolve the dispute, the claimant will still be able to lodge a tribunal claim.



● Jenny Willott.



● HGVs have not previously been supported in the government's scheme.

£500m government funding for ultra-low emission vehicles

Robert Goodwill MP, the UK Transport Minister announced at the end of April that the UK government will make £500 million available as part of a comprehensive package of measures intended to support the introduction of ultra-low emission vehicles (ULEVs) between 2015 and 2020, including £4 million specifically for HGVs.

The outline package of measures confirms the UK government's strong commitment to making the UK a premier location for the design, manufacture and adoption of ULEVs. It aims to provide a long-term, stable and comprehensive policy framework backed by a significant funding commitment.

"I can confirm that the government is also seeking to adopt a flexible approach," he said. "Not all the £500 million funding is allocated here, and minimum allocations are given which could be extended to reflect market conditions. Many elements of the package, including the consumer incentives, are also subject to securing the necessary state aid approvals from Europe."

According to the Freight Transport Association (FTA), HGVs had not previously been supported in the scheme. The Association has been arguing for the need for financial support for the HGV sector to help invest in alternative fuels and technologies that will reduce carbon emissions and help improve air quality.

The announcement sets out £4 million in funding for HGV gas refuelling infrastructure. Gas is the most viable option for alternative fuel to reduce HGVs' environmental footprint. The package also continues funding for ultra-low emission vans,

and raises the possibility of opening this part of the funding to commercial vehicles over 3.5 tonnes.

FTA's Head of Urban Logistics, Christopher Snelling said, "This is a welcome development. It is good to see that the freight sector has

"The HGV funding is a relatively small part of the package, but we hope more can be allocated in future to this important area."

Christopher Snelling

been recognised within the funding package allocation and that there is acknowledgment by government that heavy goods vehicles have as many challenges as cars in reducing emissions. We anticipate that the funding package will contribute to increasing the uptake of gas and biomethane HGVs as the current lack of public refuelling infrastructure is one of the major factors preventing the market from taking off. The HGV funding is a relatively small part of the package, but we hope more can be allocated in future to this important area."

Ichthyocyclotron raises funds to fight rare skin condition

In October 2012 Flame Recruit Ltd's General Manager Steve Maples' son Daniel was born six weeks premature with a rare skin condition called Ichthyosis.

This rare condition means that Daniel's skin dries out quickly, so he has to have creams applied every four to six hours, have baths twice daily and regular hospital appointments with a battery of specialists. There is no cure for ichthyosis.

This year, the ichthyosis support group asked its members to take part in a sponsored cycle ride, called the Ichthyocyclotron, between 24 - 30 March to raise funds to help further research into the condition.

Steve Maples decided to get a group of people together to do a 30-mile cycle ride raising money for this very worthy cause. The cyclists included Steve Maples and Emma Holby (Daniel's mum) along with family and friends totalling seven people. So far they have raised over £3,150 including a donation of £585 from Flame Recruit.

Steve and Emma would like to say a big thank you to all the riders that took part, their sponsors for their support and Flame Recruit for its donation.



● Baby Daniel with the Ichthyocyclotron team.

INSIGHT: PARENTAL LEAVE CHANGES

Changes to parental leave should not be taken lightly

Deputy Prime Minister Nick Clegg has challenged 'old fashioned' workplace attitudes to caring for children.



Speaking about the planned changes to parental leave, which are set to come into force in spring next year, he said the government hopes to challenge bosses who 'raise an eyebrow' when their male workers request time off to look after their children.

Standard paternity leave in the UK is set at two weeks with the option of additional paternity leave if their partner returns to work before the end of their maternity leave. But all is set to change with incoming regulation due in April 2015 that will apply to all employers, in an attempt to create a culture change and allow both parents to take a more active role in their children's upbringing.

While many remain sceptical as to the impact of the planned changes, with continuing 'ingrained' workplace attitudes and the father in most cases being the higher wage earner, Jo Eccles, Business Adviser at the Forum of Private Business warns that the changes are something that business owners should not take lightly and should make sure they are ready for. She said, "The debate over whether the changes will go some way to challenging 'Edwardian attitudes' towards childcare responsibilities will continue. However, it is essential that employers do not take their responsibilities lightly and make sure they are fully up to speed with the key changes and how they will need to handle these requests."

"... it is essential that employers do not take their responsibilities lightly and make sure they are fully up to speed ..."

Jo Eccles

Key changes in a nutshell:

- As of April 2015, if a new father asks to take shared parental leave, the employer will have to allow the request as long as the employee has 26 weeks' continuous service and is not self-employed. Note that these rules also apply to unmarried couples and adoptive parents.
- Mothers and fathers will have the right to share up to 52 weeks of parental leave under the new scheme, and can choose to share the leave and pay between them. This can be taken concurrently or consecutively. Fathers can also take two weeks statutory parental leave in addition to any shared parental leave. However, it is worth pointing out that the total amount of statutory pay will not change (39 weeks for the mother and 2 weeks for the father) but this will be allowed to be shared.
- Employers will have the right to recoup the majority of the statutory parental leave cost from the government.
- A father who chooses to take shared parental leave will have to give an employer at least eight weeks' notice to give it sufficient time to plan suitable cover.
- The employee will be able to ask to take



their shared parental leave in up to three periods, but will have to indicate if they expect they may want to take further leave, although this will not be legally binding.

- Fathers will also be able to work up to 20 'Keeping in Touch' (KIT) days, in the same way that women have KIT days when on maternity leave. Keeping in touch days are optional, both the employee and employer need to agree to them. The type of work and pay employees get should be agreed before they come into work. The employee's right to maternity, adoption or additional paternity leave and pay isn't affected by taking keeping in touch days.
- Employees will also be entitled to take unpaid parental leave (of up to 18 weeks per child) to look after any child under the age of five.

In terms of the legal obligations, the emphasis will be on the employee to request paternity leave, but failure of an employer to consider a request because he is a man could be met with a claim for sex discrimination. What's more, if a father is dismissed because he wanted to take shared parental leave it would be more than likely treated as unfair dismissal.

It is important that employers get the right advice and to ensure that they are fulfilling their obligations as a responsible employer. It will also protect the business from both potential tribunal claims and the reputational damage of an unfair dismissal claim.



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MOVING SERVICES

Saturday 2nd August 2014 • Kick-off 10.30am @ Ascot United Football Club

*Teams will compete to win the annual Interdean 5-a-side Trophy 2014.
There will be a trophy for the highest placed Moving company.*

The event will include ...

- League based tournament for up to 40 teams (maximum of seven players per team).
- Food & licensed bar throughout the day.
- Plenty of fun family activities to keep the kids amused.
- Charity auction of sports memorabilia.
- Prizes to be won throughout the day including cases of Champagne, designer clothing, various vouchers and much more.
- Golden Boot Award.

Tickets are only £5 per adult

Tickets available in advance or on the door. Children under 16 admitted free when accompanied by an adult.

For more information, to submit a team, to enquire about sponsorship packages or to purchase event and raffle tickets:

Email football@interdean.com or call 020 8961 4141

Team Entry:

Early bird: £85 per team before 30th June 2014.
After 1st July: £100 per team.

All proceeds from the day will go to Marie Curie Cancer Care.

Visit www.interdean.co.uk for more information.

NEWS: UK

Tenniswood joins the ranks of AIM

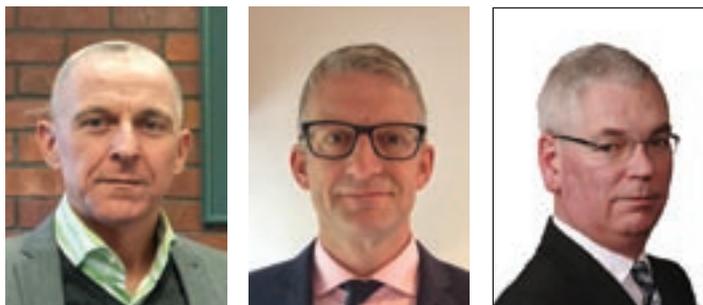
Tenniswood Removals and Storage recently joined the Alliance of Independent Movers (AIM), the UK's newest trade association.

Tyne and Wear-based moving company Tenniswood Removals and Storage recently signed up for AIM membership. "Tenniswood Removals like AIM's ideas and plans for the future," said Managing Director, David Tenniswood. "Their arrival on the scene is quite timely in regard to recent changes with other UK trade associations. They stand apart as a fresh alternative."

Tenniswood Removals offers a raft of removals services, among which is a specialised antique and piano moving service. It also offers a comprehensive and secure storage facility.

AIM was created to assist removers of all sizes, to grow and expand their businesses while offering their customers a high level of service. AIM is also working hard to increase public awareness of the high level of service offered by its members.

● To learn more visit: www.tenniswoodremovals.co.uk and www.aimovers.org.uk.



● Left to right: Noel Glavin, David McWilliam, Lawrence McGreal.

Momentous already expanding with three new arrivals

Last month *The Mover* featured Paul Evans' purchase of Momentous that took place in March this year. Expansion is already under way with three new influential industry arrivals to the business.

Paul has already been joined in the business by Lawrence McGreal who has worked with Paul in various businesses for over 24 years and was the former Chief Financial Officer for the entire Interdean Group. Before that Lawrence held similar positions at Trans Euro Worldwide and Rentacrate.

Paul said that whilst looking at his LinkedIn profile he noticed that Noel Glavin had taken a short break from the moving and relocation industry. Noel recently left Anglo Pacific after ten years with the business. Noel said that when Paul approached him, he knew how well respected he was in the industry and his offer to play a part in helping to repair and turn around a well-established FIDI business, represented a challenge he couldn't refuse. "We'd worked together for 14 years at Trans Euro, so I know all too well that Momentous with Paul's leadership can confidently establish itself as a boutique global mover in the UK market." Noel will be based in London overseeing Momentous operations.

David McWilliam has also joined Momentous to lead the corporate sales side of the business, having also previously worked for Paul Evans for seven years at Trans Euro. David knew that joining Momentous was a good opportunity at the right time: "It feels like I have come full circle," David said. "Paul was my first boss and I learnt so much during those early, great days at

"It feels like I have come full circle. Paul was my first boss and I learnt so much during those early, great days at Trans Euro."

David McWilliam

Trans Euro."

Having since worked for a variety of prestigious and well known international moving and relocation companies, David was looking for a new challenge and along came Paul Evans and Momentous. David said: "I just can't wait to get up to full speed and begin increasing Momentous' corporate business." David's language skills of French, Spanish & Italian will be put to very good use as the company expands.

Paul said that he was delighted with the quick expansion of Momentous so far and was looking forward to working with some of his former colleagues. They all join Wendy Smith - International Manager for Momentous who will be moving to the Central London office. Wendy has been with Momentous for four years but has been in the moving industry for 27 years having worked previously for Allied Pickfords and Harrow Green.

John Mason International celebrates 130 years in business

John Mason International is celebrating 130 years in business this year. The company was founded in 1884 by Mary Mason in Wavertree, Liverpool and has now grown to be one of the UK's leading international moving companies, with offices in Liverpool and London.

Staff at John Mason International's head office celebrated with a cake, coffee and tea and party poppers! Commemorative mugs were also given to staff to remember the occasion.

John Mason International is looking forward to another 130 years and more in business!



● John Mason International's 130 year celebration cake.

Little red car competition

In *The Mover* (April 2014, page 6) Niall Mackay offered a prize of a bottle of wine to anyone who could identify the make and model of a rather sweet little car that was languishing in his warehouse. *The Mover* received just two correct answers: one from Keith Dumpleton in St. Albans who had spotted the car on *The Mover's* Facebook page; but the first correct answer came from Chris Taylor, Warehouse Manager for The Removal Company (Scotland).

Chris correctly identified the car as a Subaru 360. "I'm not really a Subaru fan," he said. "I am a very good amateur mechanic. I saw one years ago whilst on holiday in Devon, it was painted to look like VW Herbie." Congratulations Chris.



● The Subaru 360.

Got an event coming up?

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



HUMBER BRIDGE AUTOMATED TOLLING ON THE WAY

Following on from the plans already made for the Dartford Crossing, an automated tolling system to allow HGVs to use the Humber Bridge without visiting a toll booth could be introduced sometime between this autumn and spring 2015, following the introduction of new toll booths.

Work is already underway to reduce the number of toll booths from six to three in order to accommodate automatic tolling infrastructure and two free-flow lanes.

The updated booths are expected to be in use in June or early July. Manual payment of tolls at the booths will continue until the automated system is installed, and one staffed booth will remain in place.

Last year, the Humber Bridge Board said it has no plans to increase tolls when the new system comes into effect.



● Humber Bridge.

Advertise

in *The Mover* and get a free banner advert on www.themover.co.uk.



● Traineeships for logistics.

Traineeships for logistics launches in the UK

Skills for Logistics (SfL) has launched a Traineeship pilot scheme which will play a vital role in filling the UK's logistics sector's skills gap by helping young people who are focussed on getting an apprenticeship or a sustainable job but do not have the skills or experience to compete successfully for vacancies.

Traineeships will meet the needs of young people in terms of providing them with the work preparation and essential skills necessary to go onto an apprenticeship and then a career path, which offers genuine opportunity. They are designed to attract into the logistics sector young people who are not currently employed, have little or no work experience, but are focussed on work and the prospect of it. For many of these people, apprenticeships are a step too high on the education ladder.

Traineeships will last a maximum of six months. The core content will be a high quality work placement and work preparation training, as well as English and Maths. The 10-12 week work placement will provide high quality work experience rather than observation or mundane tasks and will be recorded in an activity diary.

A placement reflection at the end of the programme will look at strengths and development needs. Transferable skills will be identified and continuous learning will be required to reinforce acquired skills and look at the next step on the pathway, which may be a formal interview for an actual job, an apprenticeship vacancy or a formal

interview from a placement employer for experience.

Dr Ross Moloney, CEO of Skills for Logistics said, "Traineeships will be suited to those who want to work, but who need extra help to gain an apprenticeship or job. Employers will be at their centre,

"Traineeships will be suited to those who want to work, but who need extra help to gain an apprenticeship or job."

Dr Ross Moloney

running the programme or offering high quality work placements in partnership with a trusted provider. Employers can influence the design of traineeships in their local area to ensure they provide young people with the skills and attributes that will benefit their business."

● **Employers can contact the National Apprenticeship Service or visit skillsfundingagency.bis.gov.uk for further information.**

Interdean hosting 5-a-side football for Marie Curie

Get your team together and come out to test your footy skills while supporting Marie Curie Cancer Care at Interdean's annual 5-a-side tournament.

Up to 40 teams will go head to head on 2 August, 2014, at the historic Ascot United Football Club to win the championship trophy as well as the 'Mover's Cup' for the best moving company.

Bring family and friends to enjoy a day of tournament, great food, a licensed bar throughout the day, a sports memorabilia charity auction, and a chance to win prizes including Champagne and plasma TVs. A bouncy castle and other activities for children are also planned.

The tournament will be held at Ascot United Football Club, which has beautiful grounds and a rich history. It is one of the largest youth football clubs in the UK with more than 750 registered players ranging from all ages and abilities.

The event is open to any football club, moving company or other corporation. Team entry costs £85 per team before 30 June, 2014, and £100 per team thereafter. All proceeds from the day will go to Marie Curie Cancer Care.

● 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.



REPORT: OMNI CONFERENCE 2014



● Left: Charles Luyckx, OMNI President, welcomes delegates to Bali; right: Sachin Singh.



Business in paradise

The serenity of the OMNI conference at the W Retreat in Bali presented a sharp contrast with the frenetic activity at FIDI in Singapore for those entitled to attend. Whereas FIDI is a constant chase from one business meeting to another, OMNI is on a different level completely. Day-to-day business between members is rarely touched upon. Business sessions are strictly strategic, reflecting the roles of the owners and senior managers who attend. Social gatherings are unique, top quality and as relaxed as they can be. This year there was a charitable side to OMNI too.

OMNI Business

Business at the OMNI conference this year was split into four key areas: compliance, risk awareness, LCL services and the development of the OMNI network. All were fully attended – but that’s the norm at OMNI. Bali was the 18th consecutive OMNI conference that I had attended. Each one has been extraordinary in its own way but the fact that it is possible to gather the business leaders of some of the world’s most successful moving companies together and they all turn up for the business sessions, has never failed to

Day-to-day business between members is rarely touched upon. Business sessions are strictly strategic, reflecting the roles of the owners and senior managers who attend. Social gatherings are unique, top quality and as relaxed as they can be.

amaze me. It’s a trick that is rarely achieved elsewhere in my experience. Business at OMNI is serious stuff.

Compliance

This is a subject that has been exercising OMNI for a year or so. How exactly can the demands of large corporates, for suppliers to prove not only that they have not been involved in anything nefarious but that their whole supply chain is clean, be met? Sachin Singh from Dow Jones Risk & Compliance provided the answer. Sachin said that research had shown that 71% of companies had, at some time, delayed or stopped working with a business partner because of compliance risks. He also said that 45% of companies claimed

to have lost business to what they believed to be unethical competition. To combat the problem his company has spent the last 12 years building over two million unique records designed to expose any individual or company that has been involved in money laundering, corruption, fraud or sanctions busting.

Some early adopter OMNI companies had been trialling the Dow Jones system that provided confirmation that their company was clean and gave access to these records so that suppliers could be easily and discreetly checked out. They reported that it was effective, simple to use and instantly accepted by their corporate clients. This system is now available to all OMNI companies.

Risk management

Michael McDaniel, a lawyer specialising in the insurance industry, got down to basics by looking at the risks involved in both air and sea shipping and questioned whether they were always taken fully into account when providing insurance services to clients. Michael said that since the dawn of commercial international trade, the transportation of goods has been recognised as an inherently dangerous venture. He warned that to provide full



● Left: Scott Powell; below: Michael McDaniel; right: Willy Toedtli takes over the OMNI Presidency from Charles Luyckx.



The OMNI Conference

Steve Jordan attended the OMNI conference in Bali. Here's his report and some reflections on an alternative way of doing business.

protection was impracticable as the cost would be prohibitive and said movers should take all necessary steps to: protect their liability, protect transferees' risk, have proper contracts, and adopt claims procedures and protocols to promote fair adjustment of legitimate claims and the professional handling of any that were contested.

Michael closed by providing advice to companies about how best to deal with difficult claimants. One key message was to use a claims handling company as this allowed the mover to keep a distance, appear to be on the 'client's side' and, if all else failed, to step in and pay the claim to solve an impasse.

Global LCL services

OMNI has appointed Kuehne+Nagel as an approved supplier for global LCL services. Scott Powell from the company presented the service saying that it gave OMNI members access to group rates and service levels on over 7,000 weekly sailings to some 1,000 locations worldwide. Scott said that the key to the K+N service was the transparency it provided to OMNI members making sure that rates were fully explained at origin and avoiding any unexpected charges at destination.

New OMNI president

After his two-year term as OMNI President Charles Luyckx from Elliott Mobility in South Africa stepped down, handing over to Willy Toedtli from Trafimar Group in Mexico. In his acceptance speech Willy said that it was a great honour to become OMNI President. He thanked the OMNI members for their confidence, paid tribute to the hard work of the OMNI office in the UK and, thanked what he called, "the small band of talented people" who had served with him on the Board for the last five years.

Ian Waters honoured for 25 years' service

Ian Waters, OMNI's General Manager, was honoured at the OMNI conference in Bali in recognition of his 25 years' service to the organisation. Charles Luyckx paid tribute to Ian's energy and enthusiasm in progressing OMNI initiatives and working with successive Boards "guiding the organisation keeping it both safe and legal throughout every commercial turn".



● Charles Luyckx (right) thanks Ian Waters for 25 years of service to OMNI.

Charles made special mention of Ian's talent and hard work in organising the annual OMNI conferences which, he said, were recognised as being extraordinary in the industry for their blend of business and relaxation. »

REPORT: OMNI CONFERENCE 2014



● Top row: Party night and welcome reception; middle row: traditional Balinese lunch; Steve Jordan comes over all agricultural; the fleet of VW conversions; Tanah Lot temple; team photo of OMNI delegates and school pupils; the heat of battle!



● Above: Charles Luyckx receives a certificate of thanks from the school principal; Right: delegates at the gala dinner.

Relaxing with OMNI

Business is always top of the agenda at OMNI conferences, but when the work stops, OMNI knows very well how to help its delegates relax. Everything is done to make the social events exquisite, enjoyable and easy for everyone. The welcome reception, for example, was a simple buffet on the roof of the nightclub overlooking the ocean; the party night was at the exclusive Mosaic Beach Club just a short shuffle along the sand from the hotel; and the gala dinner, again in the hotel, was as relaxed as a fine-dining dinner can be. Speeches were kept to a minimum. Ceremony was virtually non-existent. The recharging of batteries was paramount.

Around the island

Despite the beauty of the W Retreat hotel, OMNI did get out and about to see the island and meet some of the local people. Again the planned group activity was as well supported as the business sessions.

But instead of bustling everyone onto coaches, OMNI had a better idea to transport delegates around the stunning Balinese countryside: a fleet of open-topped, multi-coloured VW conversions.

As part of the conference fee, each OMNI delegate had made a contribution to one of two local schools for the provision of new facilities, to plant new gardens and to buy sports equipment.

Lunch was at a traditional Balinese restaurant followed by a gentle meander that took in the Tanah Lot temple cut into an island just off the dramatic surfing coast; a typical Balinese house; and an opportunity to plant rice in a paddy field

(at which *The Mover* editor excelled, see photo). It was the perfect way to see the island which attracted more than a few admiring glances from the locals.

Giving something back

Bali and its people are very welcoming to tourists, and it was only fair that OMNI gave something back in the way of thanks. As part of the conference fee, each OMNI delegate had made a contribution to one of two local schools for the provision of new facilities, to plant new gardens and to buy sports equipment. Before arriving at the schools delegates were issued with charged water pistols unaware that the children, who had given up their Sunday to join in the fun, had been given weapons too. When the VWs stopped outside the school, the battle began. It was a beautiful moment. Charles Luyckx received a certificate of thanks from the school principal as a memento of the day.

An English man, a French man
and an Italian man walk
into a van...



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NEWS: UK

Late payment remains a concern for SMEs

Despite positive news on the UK economy, the continuing culture of late payment remains a concern for many small businesses according to the latest research from the Forum of Private Business.

In the organisation's latest banking and finance survey, 23% of members reported an increase in late payment over the past year compared with just 3% who reported a decrease. 29% have also seen an increase in the average number of days beyond the deadline that a payment is made late while 8% reported a decrease, and 19% have seen an increase in both elements of late payment.

While the improving economic situation means the number of businesses seeing late payment as a serious problem has remained static, small businesses are still keen to see more measures to tackle the issue. 39% of businesses surveyed would like to see prompt payment better promoted, 37% would prefer to pay VAT on money that has entered their account rather than when an invoice is submitted and 36% wanted to see persistent late payers barred from government contracts.

Commenting on the results of the survey, Phil Orford MBE, Chief Executive of the Forum said, "Improving cash flow is the likely



● Phil Orford.

cause for late payment issues remaining static, despite lengthening payment terms.

However, upwards of £30 billion remains tied up in late payments, costing a typical small business 130 hours a year to chase and meaning that a third are forced to seek external finance to cover the gaps in cash."

"The government is mulling over responses to a recent late payment discussion paper, which revealed ample ideas for tackling the issue in a more robust manner including the reintroduction of compulsory reporting of company payment terms and practices, and annual checks for Prompt Payment Code signatories."

"It is essential that the government uses the recommendations to introduce effective measures and accepts that it not only has a responsibility to play in this area but also that its increased action can also act as an important catalyst for better payment practices."



● Dr Ross Moloney.

Skills for Logistics confirms CEO tenure

Dr Ross Moloney's tenure as CEO has been confirmed by the Skills for Logistics (SfL) Board. Having initially been appointed in the provisional role of acting CEO in September 2013, Dr Moloney immediately created the 'Attract, Develop, Support' motif.

This concisely encapsulates the role of Skills for Logistics in addressing the key challenges facing a logistics sector that needs more recruits and to provide better training and greater skills.

Dr Moloney commented: "It has been a busy but tremendously fulfilling time since taking on this role in September, which I look forward to building on. Within the last six months we have worked hard at SfL to drive forward key schemes as part of our 'Attract, Develop, Support' role. These include the 'Logistics Guild Credit Union' and the 'Certificate to Work' and I would encourage you to read more about these schemes on the easily accessible, online page-turn brochures here: <http://issuu.com/skillsforlogistics>.

"We have also been developing successful projects such as the Military Work Placement Scheme, The Skills Calculator, the Professional Development Stairway, Local Logistics Community Networks (LLCNS) and partnerships with Local Enterprise Partnerships (LEPs). Looking ahead, we are currently developing ideas around apprenticeships, traineeships and Driver CPC. As before, we will be presenting these schemes to the

sector to gain support. Our role as enabler and commissioning agent is to seek funding for these, and other key schemes.

"It has been a busy but tremendously fulfilling time since taking on this role in September, which I look forward to building on."

Dr Ross Moloney

"To make this happen, however, requires engagement from logistics employers. There is clear evidence that employers care about skills, want to talk about skills and – given that collaboration is a key part of logistics – they are not scared of working together. By working together, the logistics sector becomes a powerful lobby group that will attract expert advice and help from government agencies. With all this in place, we can fix many of the skills challenges that we face."

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NEWS: INTERNATIONAL



● The model Møbeltransport Danmark moving truck

\$1,000 for a 53-year-old model truck

A 53 year-old-model of a Møbeltransport Danmark moving truck was recently prominently featured on Danish television channel DR1.

The TV channel is currently running a series of programs on auction houses and in the inaugural programme a fine 1961 Møbeltransport Danmark Techno model truck in excellent condition was under the hammer at the Frederiksberg Auction House.

Following fierce bidding, the model truck was finally sold to a local collector for DKK 5,100 (about \$1,000).

"I am sure that the price attained will get many people to search the attic for model trucks," said Gunnar Moeskjaer of Aspire Mobility Group, the new international brand name of Møbeltransport Danmark.

Changing passwords won't beat Heartbleed Bug

As details emerge about a software flaw that allows attackers to steal information, including cryptographic keys, from servers, KPMG's Stephen Bonner argues that panicking consumers into changing their passwords is not necessarily the right response.



Instead, he suggests that organisations hosting sensitive information should identify the weak points in their web footprint and fix these, before advising customers on the appropriate action to take.

Bonner, a partner in KPMG's Information Protection and Business Resilience team, said, "Too much credence is being given to the idea that the Heartbleed Bug can be beaten if customers change the passwords they use to shop and communicate online. It's an easy option, but one that ignores the real questions around what businesses should be doing to safeguard their Internet footprint."

"The web is a world without borders, meaning that companies must map their entire online presence, identify where vulnerabilities exist and work with their software suppliers to ensure

● Businesses need to look beyond simple password changes to beat the Heartbleed Bug.

the Heartbleed Bug is blocked at any point of entry. After all, the software flaw may have a fix available, but it's only when every gateway is guarded with the relevant patch that customer password changes will be effective. The fact remains that if passwords are changed beforehand they are just as vulnerable."

"If a company identifies vulnerabilities, the next step should be to assess the impact and take action to protect any sensitive data. If they find that they are secure, logic suggests that customers should be assured this is the case. After all, having different passwords on each service and changing them on a regular basis makes good sense, but the rush to urge immediate action creates a sense of panic that helps no one."

Eurotunnel's plan to reduce rail freight charges by 50%

The Freight Transport Association (FTA) has welcomed an announcement by Eurotunnel on 28 April that it is committing to a reduction in freight train track access charges of up to 50%.

This follows an ongoing European Commission investigation into the Channel Tunnel charging regimes and the decision by the Channel Tunnel Regulator, obliging Eurotunnel to make its costs more transparent - a key element in determining the level of track access charges.

This action follows lobbying by FTA for a reduction. In 2011 FTA asked the European Commission to investigate the charges under various EU rail directives, including transparency of costs and charging rules.

To assist the Commission with its inquiries, FTA submitted a report showing that a 40% cut in rail freight tolls would lead to a more than doubling of freight trains through the tunnel.

Commenting on the announcement by Eurotunnel, Chris Welsh, FTA's Director of Global and European Policy said, "We very much support the statement made by Eurotunnel as this crucially recognises freight access charges need to be substantially reduced to boost freight traffic through the tunnel. This is great news for shippers, the rail industry and the environment."



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● Luca Meton.

Giovaruscio opens in New York

Giovaruscio Moving, one of the leading trade movers in Europe has made the big step and opened an office in the US. "Given the current situation in Europe, it was time to explore new markets and possibilities," said Giuseppe Giovaruscio, the company's owner.

The company has been steadily growing over the last 15 years, and I believe there is scope to offer our services to American companies in the same way we do to European."

The US company has been open since late October 2013, doing origin and destination services for the London and Italy branches. As from 1 May, it was fully operational starting a weekly service between NY and Italy via London. The company said that its objective is to cut transit times for consolidated shipments from what's on offer right now (up to 90 days) to 35, but with an eye on the prices, trying to stay as competitive as possible.

"Our aim is to offer our usual quality service to US companies in the way we serve European companies, quick, reliable and with affordable rates," said Giuseppe.

"We know that the market, especially in the New Jersey area is saturated with companies that offer consolidation services. We do not want to tread on anybody's feet, we won't take on shipments for any other part of Europe, as we know we cannot be competitive. We can, however, offer a service that right now is not there, or at least not as

quick or as cost effective as what we are planning to offer."

Giovaruscio said that the deep-sea service combined with the trucking will guarantee continuity, as it will all be done 'in house'. Shipments will be transferred from the container straight onto trucks and will be delivered to Italy the following week.

"...we won't take on shipments for any other part of Europe, as we know we cannot be competitive. We can, however, offer a service that right now is not there..."

Giuseppe Giovaruscio

The company's warehouse and offices are in Elizabeth, New Jersey. The US branch will be staffed by Luca Meton, who will also be liaising with the Italian community in the area.

The European Connection

Tony Richman



The battle against undeclared work

Spanning 15-20 years, starting back in the 80s, my team at the then External Affairs Committee of the British Association of Removers and I spent many hours addressing matters of concern to professional removal companies. One of many such projects centred on the unfair competition element resulting from less scrupulous operators using 'cash-in-hand' labour or other methods of undeclared and illegal work, often termed as the 'Black Economy'. We achieved a number of positive advances including, for example, the establishment of a dedicated 'hot line' to HMRC enabling members to report illegal activities anonymously.

The problems surrounding 'undeclared work' are not, of course, limited to the UK and during my subsequent years at FEDEMAC we created various 'toolkits' to assist and promote activity at national levels throughout Europe and lobbied the political institutions at a central European level.

Whilst an overnight remedy is too much to hope for, given the complexity of the issue, it is encouraging to note that the European Commission (EC) has now put forward a proposal for a Decision on establishing a 'European Platform to enhance cooperation in the prevention and deterrence of undeclared work'. The main responsibility for tackling undeclared work still lies with the Member States (MSs) but the EC maintains that EU level action will help MSs to tackle the issues more effectively and efficiently. Cooperation between national enforcement authorities already takes place at EU level, where the work of several committees is linked to undeclared work. However, they

do it on an occasional and limited basis and lessons learnt show that not all MSs take part in these exercises. There is no obligation for MSs to participate in such voluntary multilateral cooperation, nor is there a mechanism to make participation mandatory. As a result, EU level cooperation remains patchy both in terms of the MSs involved and the issues covered.

The 'Platform' will aim at bringing together the different enforcement authorities of all MSs. Other stakeholders, in particular the Social Partners at EU level, relevant Union decentralised agencies, such as Eurofound (a tripartite EU Agency providing knowledge to assist in the development of social and work-related policies), the European Agency for Safety and Health at Work (EU-OSHA) and international organisations, such as the International Labour Organisation (ILO) and representatives of EEA states, will have an observer status.

A number of tasks will be defined and implemented on the basis of agreed work programmes. Exchange of good practice would be the first practical step of cooperation helping to develop a better understanding about how undeclared work is tackled and who the main actors are in each MS. A 'Knowledge Bank' could be established to elaborate further on enforcement issues, leading to the development of common guidelines and principles and more sophisticated forms of cooperation as mutual trust and experience build up.

Ultimately, the 'Platform' should also be able to undertake joint trainings and exchange of staff and coordinate operational actions, including joint inspections and data sharing.

Tony Richman

European Roundup



Bulgaria invests BGN 1M daily in transport infrastructure

The Bulgarian Transport Minister, Danail Papazov, has said that his government is spending over one million Bulgarian Lev in transport infrastructure every day. He said that the main goal of the operational program was to achieve a balance between investments allocated to northern and southern Bulgaria, as well as the funding earmarked for road and railway infrastructure.

EC study considers compulsory alcohol interlocks on vehicles

A study requested by the European Commission lays out a discussion on alcohol interlocks in terms of their use, effectiveness and contribution to road safety. While summarising the most recent road safety developments and providing an account of the drink-driving phenomenon, the study outlines the technical requirements for the use of these devices and the various methods of use currently established in EU Member States. A copy of the study can be accessed at <http://tny.sx/wInr>.

Safe parking area on Danish motorway to receive EU co-funding

With a support of just over €400,000 from the TEN-T Programme, the European Union will aid a €4 million project to build a safe and secure rest area on the E20 motorway near the city of Kongsted, in Denmark.

EC launches consultation on cross-border taxation

On 10 April, 2014, the European Commission (EC) launched two public consultations and created an expert group to gather ideas on how to tackle any tax obstacles that hinder the cross-border activity of individuals in the Single Market. The consultation period runs from 10 April to 3 July, 2014.

The consultation dealing with tax obstacles can be downloaded at <http://goo.gl/aiizU0>.



Positive road safety results in 2013 at EU level

The European Commission has published some preliminary figures which show an 8% decrease of fatalities in road casualties between 2012 and 2013, which follows a 9% decrease between 2011 and 2012. Looking more closely at the latest statistics, it appears that major improvements were achieved by Slovenia (24% reduction), Austria (15% reduction), Lithuania (15% reduction) and for the second year in a row by Cyprus (14% reduction).

The lowest rate of fatalities is still demonstrated in the UK, Sweden and Denmark. For further information see <http://goo.gl/Qncwsk>.



Road works in Denmark

If you are travelling to, from or via Denmark you can keep up with the current road works in the country and their impact on traffic by visiting the Danish Road Directorate's website: www.pollsd.com/1m4.

IRU adopts guidelines to fight fuel theft

To address the rising issue of fuel theft in commercial transport, the International Road Transport Union (IRU), during its Goods Transport Council meeting in Geneva on 3 April, 2014, unanimously adopted

new guidelines for road transport operators based on monitoring, prevention and reporting, and recommended their immediate implementation.

The guidelines highlight the importance of having a fuel inventory, as well as comparing vehicle usage records to the amount of fuel used. The guidelines are available at <http://goo.gl/98vp6x>

European Council adopts new rules for roadworthiness

On 24 March, the European Council adopted the final version of three directives, following a vote by the European Parliament on 11 March. The set of measures updates existing EU rules on vehicles dating back as far as 1977. It aims at fortifying vehicle checks as well as widening their scope. For more information on the roadworthiness directive, see <http://goo.gl/PI9gXR>.



IRU discusses future road transport concepts

The IRU provided a glimpse into the future of road transport during a high-level plenary session entitled *How efficient is the European freight transport system?* at the 2014 Transport Research Arena Conference in Paris on 15 April, 2014. The IRU highlighted new infrastructure concepts, such as dedicated electrified road lanes supported by cooperative Intelligent Transport Systems (ITS) allowing autonomous driving and 'platooning' – several trucks travelling together in a controlled formation.

More detail on the IRU's work on Intelligent Transport Systems can be found at www.iru.org/en_its.

European Parliament votes to end roaming charges

The European Parliament (EP) has voted to end mobile phone roaming fees by 2016 and barred telecoms operators from prioritising some Internet traffic over others.

By Tony Richman

I am particularly delighted with this vote as I first started lobbying about this matter, on behalf of the removals industry a number of years ago whilst I was still working for FEDEMAC. As an ex operator myself I was only too aware of the excessive charges that could easily mount up to huge sums of money whilst drivers /staff working on cross-border European deliveries needed to keep in contact with customers and the office.

In a session in Brussels, 3 April, 2014 lawmakers backed telecom reform legislation that will phase out roaming fees across the 28-country European Union by December 2015, bolster consumer protections on mobile and broadband contracts and seek to make the sale of mobile licences more uniform across Europe. This is what the EU is all about - getting rid of barriers to make life easier and less expensive. We should know what we are buying, we should not be ripped off, and we should have the opportunity to change our mind. The package could still change after getting the EP's backing because it must be approved by the Council of the European Union, which includes a representative of each Member State. The Council is expected to make a decision in October.



● Roaming fees will end by 2016.



● Sales 101 will provide training on a more personal level.

New corporate sales and coaching programme

A new independent corporate sales training and coaching programme for the international moving and relocation industry has been launched by a group of seasoned industry professionals.

Corporate Sales 101, run by Kevin Pickford, Adrian Young and Andreas Eibel will provide training at international locations including London, Los Angeles, Kuala Lumpur, Phuket and Melbourne.

The courses are ideally suited to those who already have several years' experience in a corporate sales environment and are designed to develop their skills and talents to directly improve sales and profitability.

"Corporate Sales 101 came about following discussions over the past few years with friends in the industry as to what was missing and what is needed," said Adrian Young. "I also recall years ago when I was working at Asian Tigers China, we wanted external training and there was nothing on offer other than FIDI. We needed training and coaching that was more personal, and that's what we now aim to deliver."

In the weeks prior to the course, the CS101 team will contact each participant directly to understand the benefits they intend to gain from the course and to explain the preparation that is required for each attendee.

Course topics include; identifying targets and managing them effectively, the psychology of selling,

"We needed training and coaching that was more personal, and that's what we now aim to deliver."
Adrian Young

understanding your client and adapting methods accordingly, making insurance sales to corporate accounts, understanding integrity and corporate compliance, and account management for long-term partnerships. The fee per attendee for the three-day programme is \$2,450.

Adrian continued, "We currently have six courses scheduled, KL which is now sold out, London 3-5 July, Los Angeles and Houston in early August, Melbourne in late August and Phuket in late October. We are extremely excited about the market reaction selling out in KL in just under three weeks and a number of very strong enquiries for London."

Corporate Sales 101 will also be releasing Webinar dates soon covering a variety of topics.

● For more information please visit: www.corporatesales101.org.

The Trainers



Kevin Pickford

Kevin has more than 30 years' experience in leadership positions within the moving and relocation industry, including; 1994 MD Australia & NZ Allied Pickfords, 1999 MD Australia & NZ & Asia Pacific, 1999 Acquired CD&R, NY Venture Capitalists now known as SIRVA INC, 2005 MD Europe for SIRVA INC, 2007 MD Europe & Asia Pac for SIRVA INC based in London.

Kevin is also a Fellow of Chartered Practising Accountants in Australia.



Adrian Young

Adrian began his career 18 years ago at Kent International Movers as an International Sales Consultant. He was recruited to head sales at Asian Tigers China based in Shanghai. Within two years he had transformed the company from having 15 staff to well over 200 and was subsequently promoted to Shanghai General Manager. In 2003 Allied Pickfords/SIRVA appointed Adrian General Manager China of both businesses where he was able to grow the company from three branches to today's eight, and increase sales revenues six-fold

Adrian was awarded the top student prize at FIDI MIM 2006, and served as a director with the Australian Chamber of Commerce from 2009-2011. Adrian is currently serving as President of International Movers Convention.



Andreas Eibel

Andreas is currently a Director at Sobolak International with responsibility for worldwide sales. He is fluent in both German and English, and has held leadership positions in many locations.

Andreas has delivered training programs for FIDI for a number of years, was awarded the top student prize at the FIDI EIM and is a graduate of MIM 2006.

STATEMENT: CYBER ATTACKS

KEEPING THE UK SAFE IN CYBERSPACE

Time was when the only person using a computer in most companies worked in the accounts department. How things have changed. The miracle of the Internet has revolutionised the way we run our businesses and for anyone under the age of 30, working without IT is unimaginable. But for all its benefits the Internet may well be the invention that eventually destroys us. World War III may not be fought on the ground but in cyberspace.



The Office of Cyber Security and Information Assurance, the UK government department that oversees cyber security, recently released the following statement.

The growth of the Internet has transformed our everyday lives and is an important part of our economy. The Internet-related market in the UK is now estimated to be worth £82 billion a year while British businesses earn £1 in every £5 from the Internet.

But with greater openness, interconnection and dependency comes greater vulnerability. The National Security Strategy categorised cyber attacks as a Tier One threat to our national security, alongside international terrorism. The threat to our national security from cyber attacks is real and growing. Terrorists, rogue states and cyber criminals are among those targeting computer systems in the UK.

93% of large corporations and 87% of small businesses reported a cyber breach in the past year. On average over 33,000 malicious e-mails are blocked at the Gateway to the Government Secure Intranet (GSI) every month.

These are likely to contain - or link to - sophisticated malware. A far greater number of malicious, but less sophisticated e-mails and spam are blocked each month.

With the cost for a cyber-security breach estimated between £450,000 to £850,000 for large businesses and £35,000 to £65,000 for smaller ones, the government must look at new ways to protect businesses and make the UK more resilient to cyber attacks and crime.

The Strategic Defence and Security Review allocated £650 million over four years to establish a new National Cyber Security Programme to strengthen the UK's cyber capacity. The Chancellor of the Exchequer announced an extra £210 million investment after the 2013 spending review.

To combat cyber threats, the UK government is working with Government Communications Headquarters (GCHQ) to identify and analyse cyber attacks to main networks and services and support the UK's wider cyber security objectives. The government committed to:

- Set up a National Cyber Crime Unit within the National Crime Agency in 2013, bringing together the Police eCrime Unit and SOCA;
- Provide cyber security advice to businesses such as the *10 Steps to Cyber Security* booklet and tailored guidance for small businesses;
- Build a Cyber Security Information Sharing Partnership with businesses to allow the government and industry to exchange information on cyber threats in a trusted environment;
- Reach agreement with industry on a series of guiding principles for Internet service providers, setting out a best practice approach to help inform, educate and protect customers from online threats;
- Develop a preferred organisational standard for cyber security, to give industry a clear baseline to aim for in addressing cyber security risks to their companies;
- Introduce a single reporting system for people to report financially motivated cyber crime through Action Fraud, the UK's national 24/7 fraud and Internet crime reporting centre. Recording incidents of fraud centrally enables intelligence being gathered about crimes to be shared and analysed, resulting in



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more targeted enforcement action.

Government is supporting the growth of the UK cyber security industry by:

- Creating a joint 'Cyber Growth Partnership' with technology industry representatives techUK (formerly Intellect);
- Publishing a Cyber Exports Strategy (pdf) to set out the scope of opportunities and actions;
- Developing a new Cyber Security Suppliers' scheme for businesses that supply cyber security products and services to the UK government;
- Setting a target for future export growth.

The National Security Strategy categorised cyber attacks as a Tier One threat to our national security, alongside international terrorism. Terrorists, rogue states and cyber criminals are among those targeting computer systems in the UK.

To make the UK more resilient to cyber attacks the government has:

- Established CERT-UK on 31 March, 2014, a new organisation to improve co-ordination of national cyber incidents and share technical information between countries;
- Set up a new Cyber Incident Response scheme in GCHQ to help organisations recover from a cyber security attack;
- Extended the role of the Centre for the Protection of National Infrastructure (CPNI) to work with all organisations that may have a role in protecting the UK's critical systems and intellectual property;
- Agreed with regulators in essential

services a set of actions to make sure that important data and systems in our critical national infrastructure continue to be safe and resilient.

To cultivate a safe, stable and vibrant cyberspace internationally government will:

- Work with other countries to identify and manage cyber risks and develop principles to guide the behaviour of governments and others in cyberspace;
- Continue the global conversation on the future of the Internet and establishing norms of behaviour in cyberspace.

To develop the knowledge, skills and capabilities needed to defend the UK against cyber crime the government will:

- Provide cyber security advice for business and the public;
- Work to improve cyber skills, education and professional opportunities;
- Challenge the UK public to find ways of defending the government from cyber attacks as part of the Cyber Security Challenge UK competition, sponsored by the National Cyber Security Programme.

The Office of Cyber Security and Information Assurance (OCSIA) coordinates the work carried out under the National Cyber Security Programme and works with government departments and agencies such as the Home Office, Ministry of Defence (MoD), Government Communications Headquarters (GCHQ), the Centre for the Protection of National Infrastructure (CPNI), the Foreign and Commonwealth Office and the Department for Business, Innovation and Skills (BIS) to implement the cyber security programme.

The full document can be viewed at: www.gov.uk/government/policies/keeping-the-uk-safe-in-cyberspace.

Cheaper credit card fees in Europe

On 3 April, 2014, during their plenary session, the European Parliament adopted the Payment Package which is targeted at cheaper fees for Europeans when paying by credit or debit card and at the standardisation of the rules for online transactions.



● New legislation aims to provide benefits to both consumers and retailers.

The Package includes a revised Payments Services Directive (PSD2) and a Regulation on Multilateral Interchange Fees.

Every Member State has diverse and unclear laws regulating online and card payments which generate a fragmentation of the payments markets. The new legislation is aimed at establishing a level playing field which will contribute to the defragmentation of this market, leading to large benefits for both consumers and retailers/traders.

The Multilateral Interchange Fees Regulation sets caps of 0.2% and 0.3% for debit and credit card transactions respectively. The aim is to reduce the fees that banks charge to retailers/traders for payment services, which in the medium-term will impact the final price for consumers. According to the European Commission, these fees represent a cost of €10 billion a year for EU retailers/traders.

The Payment Services Directive aims to facilitate and render more secure the use of low cost

Internet payment services. These service providers will now be subject to the same standards of regulation and supervision as all other payment institutions. At the same time, banks and all other payment service providers will be required to enhance the security of online transactions by including strong customer authentication for payments. The proposed Directive is also intended to give consumers increased protection against fraud and possible abuse.

After the vote in plenary, the proposal still needs approval from the Council. The Greek and Italian Presidencies of the Council have indicated that the payments package is not a priority to them. It is therefore likely that the topic will only be debated in three-way negotiations (Dialogue) between Council, Commission and Parliament in 2015.

In particular, the reforms could provide for an enormous boost for e-commerce.



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REPORT: FIDI CONFERENCE 2014



A view from the sidelines

FIDI CONFERENCE REPORT

The FIDI Conference 2014 was held in Singapore and, as far as I could tell, was a great success. Around 630 delegates attended (up on last year), the hotel was both beautiful and practical, the food excellent and the dash from one business meeting to another just as relentless as always. By Steve Jordan.

Different from last year, however, was the attendance at the plenary business meetings which was vastly improved. I remember last year criticising the FIDI members for not taking the time to listen to the speakers which, I felt, was a shame for both. This year FIDI made it easier by limiting the plenary meetings to the obligatory roll call and two keynote addresses: one from Rob Waddell, a New Zealander who was both a gold medal-winning Olympic rower and a member of

the New Zealand Americas Cup team; and Nanz Chong-Komo, a local business woman. I had to leave before Nanz took the stage on the last day so I am unable to pass comment on her performance. As a sailor, however, I could be nothing but impressed with Rob's talk (see panel) a remarkable guy to switch sports and display such ability in both. Errol Gardiner, FIDI President, opened the event with a round-up of the year. Which was both interesting and a little more exciting than Errol had expected

Adding a little colonial style

For many years it has been an ambition of mine to visit the world famous Raffles Hotel in Singapore and FIDI gave me the chance. It's fair to say that 600 FIDI members descending on the place did take away some of the serene beauty of the palm lined terraces; the queue to get in was unwelcome in the heat and humidity of a Singapore evening; and the room we were first ushered into was too small and, therefore, crowded; but the FIDI delegates grinned through it all. When they realised that the courtyard was open too, and the (much cooler) room beyond, spirits refreshed.

The refreshing was partly due, of course, to the freely flowing Singapore Slings – a

drink invented in the Long Bar of the Raffles 100 years ago and still the hotel's signature drink – and the rather lovely food. Standing to eat roast beef is never funny though and when you have to balance a drink in one hand and wipe the perspiration from your forehead with the other it's even less so. But FIDI, and Raffles, did a pretty good job with all those hungry mouths to feed in one go and the evening was not interrupted with speeches, prizes, or any other unnecessary distractions, which was a blessing. Very nice.

Did the hotel live up to expectations? I guess it did. Very 19th century, very cool (in the social sense), and a great privilege to go.





when a ‘man with a grudge’ walked onto the set, took the microphone and promptly launched into a campaign address. He just got as far as complaining about ‘ethics’ in the industry before he was unceremoniously manhandled from the stage by very willing volunteers. Errol, throughout, maintained a presidential distance and carried on unruffled as soon as the stage was clear. Excellent job!

Roll call was a little more exciting than usual too, with the hour-long series of name, rank and serial number punctuated with karaoke performances from some of the younger Asian set. It appeared impromptu at first but then became clearly staged when they all took individual mikes, mounted the stage and led the assembly in community singing. Good fun and a nice attempt to liven up a part of the conference that can be dreary.

Parallel to the main conference runs the FIDI 35 Club events. The Generation Y up and comings – some already arrived – did a remarkable job of combining business with pleasure (see separate reports). They also extended their age bracket up to 39, for reasons that I don’t fully understand, while retaining their existing name. Confused?

All in all, a very good conference and a lovely location. Next year it’s in Cape Town.

● Far left: Errol Gardiner opens the conference; above: on stage entertainment; below: Singapore by night



● Olympic gold medalist Rob Waddell.

Making the boat go faster

Rob Waddell is one of New Zealand’s many famous people. He was a rower and the country’s only gold medallist at the Sydney Olympics in 2000. On leaving his sport he switched from a sole activity to a team game by joining the Emirates Team New Zealand Sailing Crew for the America’s Cup in San Francisco in 2013.

Rob’s presentation at FIDI was entertaining, regaling the audience with harrowing tales of heroism on the water, but he had a much more profound message for the movers. He said that his success had come from the quality of the preparation he had done. He never focussed on the outcome, just on the process. He knew that if he got the process right, and worked as hard as he could, he would get the outcome he wanted.

By illustration he showed that it’s not sufficient, in business or sport, to give 99%. It is probably that last 1% that makes 100% of the difference. “We need to make every day as good as we can,” he said. Rob also advised business to learn another lesson from sailing. He said we must all continually consider what will happen next and what we are going to do about it. “By

the time something is happening, it’s too late to do anything about it.”

He said that, in his opinion, ‘belief is everything’. He acknowledged that the moving industry had been through a bad time and applauded its resilience. Then he repeated Henry Ford’s famous quotation: “If you think you can, or you think you can’t – you’re right.”

In closing he used another quotation, this time from Sir Peter Blake, the famous NZ yachtsman who won the 1989–90 Whitbread Round the World Race, held the Jules Verne Trophy from 1994 to 1997 by setting the fastest time around the world as co-skipper of ENZA New Zealand, and led his country to successive victories in the America’s Cup. “Every night, when you go home, ask yourself the question: have I done everything I can to make this boat go faster?”



● Far left: the famous Raffles Hotel; left and below: delegates enjoying the hotel’s hospitality



REPORT: FIDI CONFERENCE 2014

East of Eden

FIDI Asia hosted its 'East of Eden' night at the FIDI conference in the stunning Flower Field Hall. Set within its own biosphere of exotic plants, in Singapore's new Gardens by the Bay housing, it claims, 250,000 rare plants. The evening was a gastronomic and cultural tour around Asia with food islands serving

a cornucopia of oriental dishes, and entertainment in the form of traditional dancing from around the region. The evening was well organised, with little if any waiting for drinks or food. The gardens were pretty impressive as well. Very colourful, very relaxing, and plenty of space for everyone to wander and enjoy.



● Inside the Flower Field Hall at FIDI Asia's 'East of Eden' night.



● Left to right: Aulina Mithal Sood (Immediate Past President), Caroline Mason (President) and Angela Mirams (retiring Board Member).

Caroline heads FIDI 35 Club

Caroline Mason has taken over the presidency of the FIDI 35 Club at the annual conference in Singapore.

The FIDI 35 Club was started 28 years ago for individuals from FIDI member companies, under 35 years old, for education, and to provide a smaller, more intimate networking group that would suit newcomers to the industry.

Caroline explained that the Club was designed to be less intimidating to younger people. "The meetings are less formal," she said, "and we always have a sporting event that is something to do with the local area." For example, when the conference was in Australia they had a cricket match.

Caroline has just begun a two year term as President and paid tribute to the retiring President, Aulina Mithal Sood, and Board member Angela Mirams, both of whom, Caroline said, had worked very hard and shown tremendous enthusiasm for the Club.

And it looks as if the 35 Club is changing.

It now accepts members up to age 39 (it will still be called the 35 Club though) enabling some current members to stay on a little longer, and is beginning to take a more strategic role in FIDI. "We now have Freddy Paxton who is our representative on the FIDI Board," she said. "We will provide research material to the Board and, hopefully, offer a different perspective."

There can be little doubt that Generation Y has a very different attitude to business than those who went before and the exponential growth of technology in business is something that is probably best addressed by those who understand it instinctively.

As FIDI and the 35 Club comes closer together Caroline was keen to explain that it is a very inclusive Club. She said that it was only the conference, which always includes an educational element, that has an age restriction, the social events are open to anyone who would like to attend.

Changes to the 35 Club Board

With Angela Mirams and Aulina Mithal Sood retiring from the FIDI 35 Club Board, two new members joined. In true Hollywood style the nominees were: Jacqueline Stouffer, Security, Washington DC; Alexandra Schmidt, Metapak, Mexico; Tabinda Nasir, Transpack, Pakistan; Morgana Sorners,

Paxton, Washington DC; and Jean-Pierre Jacobi, Max Jacobi, Germany. And the winners were: Alexandra and Morgana.

The FIDI 35 Club also elected a new President as Aulina had completed her two years in the position. The new president is Caroline Mason (see above).

● Opposite: the new FIDI 35 Club Board. Left to right: Morgana Sorners, Paxton Washington DC; Alexandra Schmidt, Metapak, Mexico; Patrick Makurat, Brauns International, Germany; Caroline Mason (President), John Mason, UK; Armand Guillemteau, JVK International Movers, Thailand.

35 Club ups its service

Jeff Eilertsen, a trainer from Up Your Service, presented the company's Service Leadership Workshop at the FIDI 35 Club in Singapore.

The workshop was designed to help delegates evaluate their existing service cultures and learn some new ways to keep customers even happier.

During his presentation Jeff asked the group to consider their organisation's service points: the points at which the service touches the customers. These might include, for example, handling the enquiry, the survey, the website, the crew arriving, etc. He asked the group to look closely at those points and work out ways in which they could exceed their customers' expectations at each of them. He gave some

examples, many of which cost little or no money, but would just not have been what the client was expecting at that time. One such idea was to have someone clean a customer's car while they were in a meeting with you. Costs nothing much but has a big impact.

● Below: Jeff Eilertsen; below left and bottom; students at the FIDI 35 Club workshop.



● The boats line up for the start of the race.

Racing the dragon

In a muggy 33°C, with thunder swinging around the skyline's towers, 40 intrepid boaters headed off to the Kallang Water Sports Centre in Singapore for a gentle paddle around the bay.

What ensued was an hour of just that followed by a frantic dash to the line leaving all of them exhausted, elated and soaking wet. Just an average day for the FIDI 35 Club.

The group split into five dragon boats each with an experienced leader and cox (if that's what you call the person who steers a dragon boat) to keep them heading in roughly the right direction and from otherwise certain shipwreck. Things started gently, just getting used to the craft, learning the commands, understanding the benefit of doing the same thing more or less at the same

time, and avoiding bashing each other on the nose, elbow, head, shins ... you name it. Then it really kicked off.

What had been a serene start became a manic finish as all five boats lined up for a 200m dash from a standing start to determine the winner. On the starter's signal the paddles hit the water and they promptly forgot the previous hour's training in favour of much shouting, frantic splashing, muscle burning and lactic acid generation in the vain hope of propelling their craft forwards. Some achieved their aim more successfully than others. All had a great time.



NEWS: INTERNATIONAL

More road tolls for Europe?

In a recent speech at the Transport Business Summit in Brussels, European Commission Vice President Siim Kallas predicted that more road tolls would be the way forward to ensuring the right transport infrastructure for Europe's future.

Mr. Kallas first asked what has the European Union done – and what is it doing now – to make sure that transport remains a profitable business? He said that it has “Created a pan-European strategy for building and investing in transport infrastructure. This is the Trans-European Transport Network, backed up by dedicated financing in the Connecting Europe Facility to make sure it becomes a reality on the ground”.

He said that funding for transport infrastructure for the 2014-2020 budget period had more than tripled – to €26 billion – compared with the previous budget period and that one of the best ways to stimulate growth is to remove more barriers. “The European Union has always been economically successful when it has done this,” he said. “This is why EU transport policy has always focussed on overcoming obstacles between Member States – whether technical, administrative or regulatory.”

Mr. Kallas said that the ultimate objective is to create a single European transport area with fair competition conditions, for - and between - the different forms of transport: road, rail, air and waterborne. “The barriers are not only physical. There are others which are more hidden. Barriers to efficiency, fairness and transparency. Barriers to the free movement of people, services, goods and capital. We should continue the work on dismantling all types of barriers, push for EU-wide standardisation across the transport sector to avoid bottlenecks and delays, and continue to open up the remaining closed transport markets.”

For the road sector, he said that it



● Siim Kallas.

was relatively open as a market but the main problem in this sector is investment – pan-European investment in particular - and maintenance of road infrastructure. He said that up to now, this has been considered mainly as a regional priority – even a negative priority, since roads generate by far the most congestion in transport. The widespread view has been that EU transport policy should limit the use of roads as much as possible, in favour of other forms of transport.

“Perhaps this view has been too narrow,” he said. “We also have problems with poor cross-border links in the wider European road network. The road system in Eastern Europe is a particular example of this and puts Europe to shame. While we now have the Connecting Europe Facility to fund infrastructure, it has its limits - whereas there are other ways to end the years of chronic underinvestment in the road sector. The solution suggested by transport planners is charging. It follows the ‘user pays’ principle, a cornerstone of a fair and efficient pricing policy that also implies changes in road transport cash flows. Just as trains pay track access charges and airlines pay airport fees, those who use roads could also pay towards their maintenance and improvement.”



● Moody's sees global shipping now as stable, rather than negative.

Shipping industry returns to stability

Moody's Investors Service, a leading provider of credit ratings, research, and risk analysis, has recently revised its outlook for the global shipping industry to stable from negative, for the first time since June 2011.

Mariko Semetko, a Moody's Assistant Vice President and Analyst, said that the shipping industry had performed better recently in line with the company's earlier forecasts. “The revision reflects our expectation that the global industry's aggregate EBITDA (Earnings Before Interest, Taxes, Depreciation and Amortisation) will rise by mid-single digits in percentage terms year-over-year in 2014, in line with our - 5% to 10% growth range for a stable outlook,” he said. “And while overcapacity remains a concern, we believe industry conditions are at a trough and that the supply-demand gap will not worsen materially. In this environment, we expect the supply of vessels will exceed demand by no more than 2%, or that demand will exceed supply by up to 2%.”

Moody's announced the revision in its latest report on the shipping sector titled *Change to Stable Outlook for Shipping Sector Reflects EBITDA Growth*. The report further notes that cost reductions -including the effects of lower bunker prices, as well as the application of slower steaming speeds and efficiency savings - have driven the growth in EBITDA. At the same time, market conditions remain tepid, but are not deteriorating, however freight

“...while overcapacity remains a concern, we believe industry conditions are at a trough and that the supply-demand gap will not worsen materially.”

Mariko Semetko

rates for the container segment remain under pressure. The sector is also saving on costs through postponing and cancelling deliveries of new vessels, scrapping the oldest and most inefficient vessels, and idling vessels.

Moody's would consider changing the outlook back to negative if there are signs that the supply-demand gap is likely to widen such that supply exceeds demand by more than 2% or if the industry's aggregate EBITDA declines by over 5%. Moody's will also consider changing the outlook to positive if the amount of vessel oversupply declines materially and if the industry's aggregate EBITDA growth exceeds 10%.

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NEWS: PRODUCT

Safety award win for Linde

Linde Material Handling has won the safety award for its R14-R20 Reach Truck range in this year's Fork Lift Truck Association Awards for Excellence 2014 (FLTA).

The annual awards, run by the FLTA, represent the industry's foremost recognition of engineering and design excellence and are held to celebrate the best companies within the fork lift truck industry.

The company says that the R14-R20 Reach Truck range has a compact and manoeuvrable design that enables an even more productive flow of goods in the warehouse, while its range of advanced technical solutions make the trucks more comfortable, powerful, safer and easier to service.



● Linde R14-R20 Reach Truck

Mover Technologies US software

Arizona-based Mover Technologies LLC has designed a new software program that it claims will "make waves among the industry's old guard, while astonishing the bright-eyed newcomers to the moving business".

The software brings together the worlds of brokers, movers and affiliates under the same platform working on smart phones and tablets with 4G access.

Unlike traditional desktop software, Mover Technologies' is entirely cloud-based, storing the entirety of its contents online with backups across multiple servers. This allows licensees to run their moving business from nearly anywhere in the world.

The system was designed by Daniel Cunningham and implemented by a team of programmers and is being marketed in cooperation with co-owner Vinnie Smith, owner of iRelocation Network – one of the largest lead providers in the relocation industry.

The system can be easily customised to meet the needs of any moving business. Settings can include adjusting tariffs, billing, sending out customised e-mails and providing bespoke reports. The software comes complete with a mobile application that greatly eases the difficulty of issues like creating the inventory of a move. Movers can use their smart phones and tablets to take images of items being moved, mark any pre-existing damage to the items, and add them to the virtual inventory. Another feature analyses a video of a room

to automatically create an inventory of moving items, which uses pre-established weight estimates to further refine a move's quoted price.

Mover Technologies can also be used as a CRM for sales teams, with a notably advanced built-in VoIP system that records all calls to the system's job orders. Prices start at just \$59.99 a month for a single user, with an additional per user fee of \$49.99.

● For more information visit www.movertechnologies.com



● Top: Daniel Cunningham; above: Vinnie Smith.

Lift van with GPS

Mover Technologies supplies what it claims is a unique portable storage container system. The containers, which are available in wood or high density plastic are large enough to hold a sofa on its side. Each container has a built-in GPS unit to track its movement from beginning to end. Not only does this track shipments across the country, but it also adds transparency for customers looking to follow their household items as they travel from origination to destination.



● Collapsible container with GPS.

New Jungheinrich IC engine fork lift range

Jungheinrich has launched a completely re-designed generation of IC-engine powered counterbalanced fork lift trucks in capacities up to 3.5 tonnes and with lift height of 7.5 metres.

The new "Torque Converter" hydrodynamic drive trucks have been engineered in such a way that allows maximum cost-efficiency to be achieved in the manufacturing process. Despite their competitive price, the trucks are built to the same high standards as all models across the Jungheinrich range and feature the same components associated with the brand.

In developing the new range,

Jungheinrich's engineers have made significant innovations to the trucks' mast, chassis and steering axle. For example, the counterweight on the new trucks is an integral part of the load-bearing chassis, while the steering axle has been integrated into the counterweight. This means that the truck's centre of gravity is extremely low which ensures outstanding stability without the need for additional and costly electronic stability systems.

"These new "Torque Converter" trucks are rugged machines. Our engineers have driven costs out of the manufacturing process and produced a range that is tough and easy to service, while offering best-in-class operator conditions," said Jungheinrich UK Ltd's Sales Director, Jonathan Morris.

The diesel and LPG fork lifts feature hydrodynamic drive – or "Torque Converter" technology – to ensure robust operation in all applications.



● New Jungheinrich FL range.

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FEATURE: HONG KONG



HONG KONG

THE LITTLE COLOSSUS

Hong Kong is one of the most eye-catching and vibrant places on Earth. A land of great food, awesome sights, warm evenings, skyscrapers and famous movie stars — Hong Kong is lively enough to awaken the dead. By Ed Roberts.

Hong Kong punches well above its class when it comes to attractions to keep your average visitor out of trouble. It's a small place with a massive population offering many curiosities and hidden adventures per square mile. This former British colony will forever be a go-to area for the seasoned traveller and long distance business men looking to lose themselves.

Everybody knows somebody that lives or has lived in Hong Kong. It's just one of those places. It's an attractive place for multi-nationals to set up a headquarters not only because of its time distance from the USA and Europe for the stock

markets, but also because it's always had a futuristic and progressive edge. For a long time it's been a gateway to China and the Far East. Much is familiar with a foreign twist to the western visitor. Yet it's also a microcosm of the world market in action. For instance, take Chungking Mansions on Nathan Road in Tsim Sha Tsui. The fabled shopping and housing complex is home to shops and restaurants run by people from no less than 30 different nations. Commerce appears to be the main language in Hong Kong.

Hong Kong consists of several territories that include Hong Kong Island, the Kowloon Peninsula, the New Territories and 200 other

islands. Much of Hong Kong's terrain is hilly to mountainous with steep slopes meaning less than 25% of the territory's landmass is developed. A further 40% of the remaining land area is reserved as country parks and nature reserves. Most of the territory's urban development exists on Kowloon peninsula, along the northern edge of Hong Kong Island, and in scattered settlements throughout the New Territories. This is why Hong Kong is so densely populated considering the actual area of the territory as a whole. Almost 90% of Hong Kong citizens live in a high rise apartment.

Hong Kong has enjoyed a rich history, having been a British protectorate since the mid 19th century after bartering for opium rights. Chinese sovereignty was returned to the territory in 1997 — returning to communist rule. A time of uncertainty began that eventually resulted in a significant set of changes that barely sent a ripple of concerns beyond its borders.

The handover saw a huge rise in people leaving Hong Kong for the UK, Australia, Canada (especially Vancouver) and the USA. There was

widespread fear that the standard of day-to-day life would deteriorate under Chinese rule. However, despite the worries, it has remained as good a place to live and visit as it ever was.

Hong Kong is literally swarming with places to visit and activities to get involved in. No trip to the area is complete without witnessing the early evening spectacle, where the city's skyline comes alive with a synchronised light show. This is best viewed from the Kowloon Side of the bay. Along the promenade you will find the Avenue of Stars where you can pose with a giant statue of Bruce Lee and see handprints of international movie stars like Jackie Chan, Tony Leung Chui Wai and Maggie Cheung.

Moving house in Hong Kong could provide an unusual set of challenges for removal firms. Just stop and think about the climate. Add to this the sheer quantity of residents that live in high rise blocks down narrow corridors and the realities begin to dawn on you. Narrow streets probably provoke a need for smaller vans along with insane volumes of traffic.

One visit to Hong Kong and you



● Left: Hong Kong skyline; below, left to right: sculpture on the Avenue of Stars; Happy Valley racecourse; busy street.



largest producer after the USA and India. It is home to the Far East's biggest film stars of all time: Bruce Lee, Jackie Chan, Chow Yun Fat, Leslie Cheung, Stephen Chow and Michelle Yeoh. Since the handover in 1997 it has continued to nurture stars and directors to present some 'World Cinema' classics. Besides the aforementioned actors, Hong Kong also spawned filmmakers like John Woo, The Shaw Brothers, Wong Kar Wai and Andrew Lau who are responsible for movies like *Hard Boiled*, *Enter The Dragon*, *In The Mood For Love*, *Chungking Express*, *The Killer*, *Police Story* and *Infernal Affairs*. The Hong Kong film industry is showing no signs of slowing down either.

Gambling

It would appear that betting is the national sport in Hong Kong. Legal betting generates more tax revenue for the government than anything else and the Hong Kong Jockey Club is the territory's biggest employer.

Gambling has been regulated in Hong Kong since 1977 and it has been illegal to place a bet with a bookie or number runner ever since. The Hong Kong Jockey Club is also a registered not-for-profit charity organisation, donating up to HK\$ 1M per year to: community service; education and training; medical and health; and sports and culture. Gambling is a constant cause of concern with 'gambling addiction' being a major problem. Police task forces have been permanently set up to stop illegal gambling syndicates too.

will be quick to embrace its similarities to back home, but the differences will keep you coming back for more. The ebb and flow of a pulsing and vital city will stay with you for years after you've left.

Hong Kong on film

Hong Kong is famous for its contribution to cinema since the 1960s being the world's third

UniGroup boss completes Everest trek

Steve Lewis, Managing Director of UniGroup Relocation Asia Pacific reached Everest Base Camp at an altitude of 5,364 metres (17,598ft) in April last year. The camp is a rudimentary campsite on Mount Everest that is used by mountain climbers during their ascent and descent of the summit.

Steve flew from Katmandu to Lukla, 9,000ft and from there trekked upwards to the Sherpa capital of Namche Bazaar, 3,440 metres (11,290ft), following the valley of the Dudh Kosi river. He continued his trek to Dingboche, 4,260 metres (13,980 ft) before reaching Everest Base Camp via Gorakshep. Steve then returned



● Steve Lewis at Everest base camp.

to Lukla completing the trek in 14 days. "The hike was the experience of a lifetime. It was challenging but once we reached the base camp and saw the breathtaking view of Mount Everest, it was worth the hike," said Steve.

UniGroup Relocation Asia Pacific is headquartered in Hong Kong and has offices in Beijing, Shanghai, Chengdu, Shenzhen and Guangzhou, China, Singapore, Japan, Malaysia, Thailand, Vietnam and the Philippines.

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FEATURE: HONG KONG



● Hong Kong container port.

HONG KONG

HONG KONG

THE SIMPLEST PORT

IT'S NOT CHINA!

Hong Kong's official status is that of a Special Administrative Region of the People's Republic of China. Hong Kong is often referred to as the SAR or HKSAR. This is important because the rules that apply in HKSAR are quite different than those that govern Mainland China. By Rob Chipman of Asian Tigers Mobility, Hong Kong.

Hong Kong SAR is a free port and has been so for most of its commercial history. There are no tariffs on general imports. There are no limits on the size, value or number of HHG/PE shipments and shippers can bring in multiple sea and air shipments. There are duties on liquors (but not on wine) and tobacco products. Non-perishable food and foodstuffs can be imported in small amounts, in original packaging.

Documentation is simple. The shipper does not need to be present or even in HKSAR when the shipment arrives and is cleared. What is needed is a clear copy of the shipper's passport (the pages with the photo and personal details) and an authorisation letter signed by the shipper. The letter can be written in simple, plain English.

An inventory is required, as well as a declaration of any dutiable items. There is very little, if anything beyond that. Most shipments clear customs without physical inspections. Those shipments that the HKSAR Customs and Excise Department does select for physical inspections are normally inspected at the residence at the time of delivery.

Family pets such as cats and dogs can be imported provided a few

requirements are met, including a permit from the Hong Kong SAR. That permit does require some advanced planning including a health certificate from the country of origin. Quarantine may be required depending on the country of origin, and changes from time to time.

If quarantine is required, it must take place at one of the few HKSAR facilities. These facilities are of a high standard, and are often fully booked so begin this process early on in any relocation.

Automobiles can be imported into Hong Kong. To do so, the automobile must be right-hand drive, and it must successfully pass safety, exhaust and noise emission standards. There is a first registration fee that is calculated on a sliding scale, but will normally be about 100% of the market value.

Motorcycles can also be imported under similar rules and requirements. The first registration fee for motorcycles is about 35% of the market value.

To summarise, the HKSAR is a simple and easy city for relocations. The customs clearance is straightforward, quick and easy. There are a few rules to follow, so check with your agent in the HKSAR early on in the relocation process and things will likely go very smoothly.

Hong Kong is one of the busiest and most efficient international container ports in the world handling around 22 million TEUs in 2013. Not only is Hong Kong efficient, it is for the moving industry, one of the simplest ports to do business with as Patrick O'Donnell from Links Moving Asia, which has an office in HK explained.

He said, "Hong Kong has no GST (VAT) on the import and export of household effects and no requirement for the owner to have a work permit, so they've made it really easy for people to ship things in and out," said Patrick. "The containers clear customs very quickly and the shipping lines give us just three days to collect them before charging demurrage."

Patrick explained that Hong Kong has very narrow streets and steep hills, so there are lots of shuttle deliveries, even from 20ft containers. "Most of the modern buildings have lifts to every floor, rather than to every two as is often the case in places like Singapore, so we don't often have to do a staircase walk," said Patrick. "In some of the older buildings where we do have to use the stairs, we make an extra charge depending on the number of floors we need to climb. Sometimes we need to arrange a hoist, which can be quite expensive, but we know the tower blocks pretty well so we know well in advance if a hoist will be required and can quote accordingly."

Those partial to the occasional tittle benefit from the lowest beer and wine prices in Asia. "The government dropped the wine and beer tax six or seven years ago, so Hong Kong has become the centre for wine in Asia," said Patrick. "The

import levels are incredible; the place would be awash if all the bottles were opened at the same time!" Sadly, for some, spirits are still taxed.

One aspect of moving to Hong Kong that can be expensive is taking the family car. Owners are charged a first registration fee of 70% of the current value of the vehicle. Despite the high charge some people do ship expensive cars such as Bentleys from Europe and still make a saving on the showroom price in HK. As a former British colony, cars drive on the left, so right-hand drive is the best option.

Expats relocating to Hong Kong are initially granted a one year work permit, which is replaced by a series of three two-year permits before they can apply for full HK residency. Education is considered very important by the authorities and applicants are usually required to have a university degree. In any event applicants must demonstrate they have a skill that is not readily available locally.

Patrick's advice to agents is to remember that they have only three days to clear the terminal and to make sure their client's property will be ready to move in to. If there are delays SIT and warehouse charges will become payable, which will be expensive.

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RECRUITING STAFF?

By Caroline Seear
 Managing Director of Red Recruit



Always remember – start at the beginning of the recruitment process with the end in mind.

A lot of businesses in the moving industry will be looking to recruit right now. One thing is for sure: recruiting staff is a costly operation. However you decide to recruit, planning right from the start can make a massive difference to the amount of time, effort and resources used and can yield a much better recruitment outcome. And it is imperative to start the process with the end result you want in mind.

From my years of experience I have found that if a company is clear about what needs they are trying to meet, or in other words, what problems they are trying to solve by this hire, it can have a great impact on the quality of the hire. If a company has no clear idea of why and what skill sets they are looking for, the outcome can often end up with a mismatch. If a company is unclear on what they want or what needs they are looking to fill, then it is often like going shopping without a clue of what they want or even a list – and we all know – we end up with things you didn't mean to buy - and a ready, steady, cook meal instead of what we were possibly hoping for.

My first question is – what needs of the business are you trying to meet by hiring someone? Sometimes this question results in a company not having a need, just a desire. In a case such as this I would advise the company not to hire. I know that this may sound strange from a recruiter but the long-term relationship

with clients is paramount, not a short-term fix for the sake of a fee. Once the needs have been identified it is far easier to focus on drawing up a robust job description. This will be the backbone of the position from attracting a pool of candidates to interview through to hiring and subsequently throughout the life cycle of the working relationship of the prospective employee. It is therefore worthwhile spending some time on this.

What should a job description have in it? Some suggestions are as follows:

- Job title;
- Reporting to;
- Accountability;
- Main purpose of the role;
- Duties/responsibilities;
- Essential attributes, languages for example;
- Desired attributes;
- Targets;
- Personal specification.

This can be tailored to any role within the business and sets the tone for the hiring process. The job description can have a section added about the company and why someone would want to join your company, i.e. what's good about working there and what the team are like that they will be joining. Most people looking to leave a company are not looking because of money. The main factors are working environment, lack of progression and political changes within a company. These are all important factors when attracting new employees.



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NEWS: PEOPLE

Keith Mason becomes Relocation Consultant for Williams in Kelowna

Keith Mason joined Williams Moving & Storage (B.C.) Ltd. in Kelowna on Thursday, 15 May as a Relocation Consultant. Keith replaced Rich Highfield who retired at the end of April. Keith formerly worked for The

Williams Group as Manager of the Office Moving & Freight Division for St. George Moving – Calgary. Previously he was with Graebel Relocation Services as Director of International Sales - Canada.



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Yes, of course last month's picture was a very youthful Michael Rathbone, internationally renowned British expat and president of Brytor in Toronto. Thanks to all those who entered with the correct answer, but it was Andrew Rosemeyer from Global Corporate Relocations (Spain) who was the first across the finish line. This time it's much easier, but who is the dapper gentleman? Get back with the first correct answer and you will win the famous White & Company Red & Black watch. Answers please to editor@themover.co.uk.

New national field sales manager for PHS Teacrate

Michael Dalaimo has been appointed National Field Sales Manager for PHS Teacrate.

For the past year Michael has worked in operational and production related roles in PHS Teacrate where he has focussed on developing systems and processes to improve customer service. Sales Director, Patrick Sheehy said, "Michael's move into this new position represents our further commitment to support the removals industry. His knowledge of customers' needs and his focus on customer service will be invaluable, and to the real benefit of PHS Teacrate's customers."

In this newly created role, Michael will drive and grow PHS Teacrate's rental business in removals and



● Michael Dalaimo.

end user markets. He has already re-acquainted himself with many customers and colleagues and is looking forward to meeting many more as his role develops.

Michael is married with two children and enjoys relaxing at home with his family and dog, Nelson. He likes to take his Honda XRV 750 out for a spin on sunny afternoons and enjoys watching football and motorsports.

Crown Records Management appoints head of professional services delivery

Crown Records Management has strengthened its leadership in digital information management with the appointment of Mike Dunleavy to the position of Head of Professional Service Delivery for the UK and Ireland.

Mike, who brings over 20 years of RIM (Records and Information Management) expertise to Crown, will lead the delivery of the company's professional services, which comprise information management consultancy, digital scanning and image hosting. He will take responsibility for planning, budgeting, building and implementing bespoke data solutions across Crown's client base.

Mike will be based at Crown's Enfield office and report to UK General Manager David Fathers. "Mike's appointment reflects the

evolution of Crown Records Management as we continue to grow our professional services business," said David. "Mike has an outstanding track record in the industry and I'm delighted to welcome him to the team."

Mike has held a number of senior management positions in the RIM industry, including General Manager of Hays Information Group, Managing Director of TDG Data Services and Vice President of DMS, a division of Iron Mountain. He is also a co-founder of and regular contributor to Docville, an influential European network of RIM specialists.

Mike said, "This is an enormous growth area and I'm excited about joining such a dynamic company and helping to build an enhanced service offering for our customers."



● Mike Dunleavy.

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Philippe Raveau-Violette retires from Gropiron International

After 23 years of hard work and commitment with Gropiron International Philippe Raveau-Violette has decided to take his retirement and join his wife in India where they are happily whiling away their days in a little corner of paradise.

Before joining Gropiron International, Philippe worked for over 30 years in Brazil which helped him master his skills in Portuguese and Spanish.

During his time with the company, thanks to his broad knowledge of international moving and networking capabilities, Philippe achieved distinction as an Account Manager, dedicated to Gropiron's Latin American business.

"We were extremely grateful to have had Philippe working in our company," said Jean-Luc Haddad, Gropiron International's CEO. "He has been an outstanding employee who always demonstrated integrity and dedication to his work. We wish him well for this new chapter of his life."



● Philippe Raveau-Violette.



● Luis Castagnino.

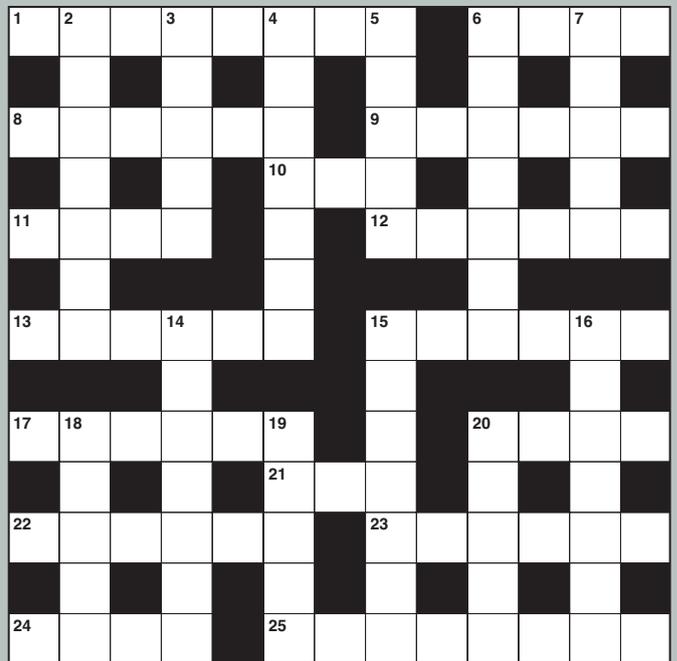
New face at Gropiron

Luis Castagnino has joined Gropiron as the company's new specialist for South America and will be based at the Paris office.

Luis was born in Paraguay and has eight years' experience in the international moving business. He speaks several languages including Spanish, Portuguese, Italian, English and French. Being a football fan, Luis has developed leadership and team-building skills together with a very good sense of humour!

"We are delighted to welcome Luis on board to strengthen our team at Gropiron," said Jean-Luc Haddad. "His long experience with the international moving industry and his multicultural profile will be a valuable asset for our team."

Puzzles

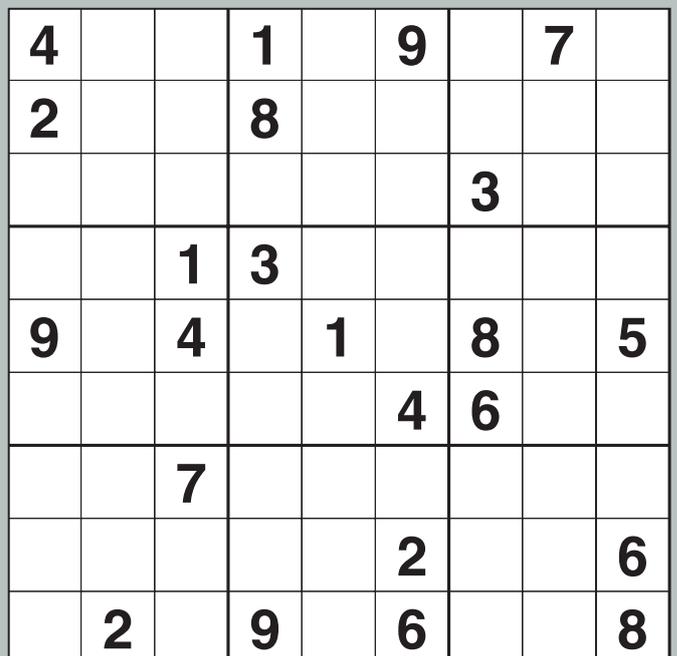


ACROSS

- 1 Grammatical construction (8)
- 6 Has to (4)
- 8 Having empty space inside (6)
- 9 Alumnus of a public school (3,3)
- 10 Concliator gift (3)
- 11 Obscures (4)
- 12 Bars from a country (6)
- 13 Wealthy person in business (6)
- 15 Notch (6)
- 17 Recount (6)
- 20 Dandies (4)
- 21 Charged particle (3)
- 22 Conveying by gestures (6)
- 23 Son of Daedalus in Greek mythology (6)
- 24 Main island of Indonesia (4)
- 25 One with another (8)
- 3 Informs (5)
- 4 Male TV reporter (7)
- 5 Run away with a lover (5)
- 6 Obscured (7)
- 7 Small rounded cake (5)
- 14 Musical wind instrument (7)
- 15 Household chore (7)
- 16 One of the planets (7)
- 18 Andrew Lloyd Webber musical (5)
- 19 Number after seven (5)
- 20 Extravagant dinner (5)

DOWN

- 2 Efficiency (7)



YourComments

Re: Leader *The Mover*, April 2014, page 4.

Robert Bluffield

Author, commercial writer, photographer, broadcaster

Just felt I should congratulate you on a brilliant editorial in the latest issue. I think you should add this to your Face-ache page as I will certainly share it. I don't know what it is about social media and why rants have to contain so many four letter words from individuals who are otherwise mild mannered?

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21 - 22 October, 2014,
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CSD Annual Congress,
21 - 22 October, 2014,
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Did you know?

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

While the brain might be the pain centre when you cut your finger or burn yourself, the brain itself does not have pain receptors and cannot feel pain.

Dogs' nose prints are as unique as human fingerprints and can be used to identify them.

The surface area of a human lung is equal to a tennis court.

If a hollow Sun was filled up with spherical Earths then around 960,000 would fit inside. The Sun's surface area is 11,990 times that of the Earth's.

The most expensive coffee in the world – Kopi Luwak – is brewed from beans partially digested and egested by the Asian Palm Civet.

Elephants can smell water up to three miles away. They are also one of the three mammals that undergo menopause – the other two being humpback whales and human females.



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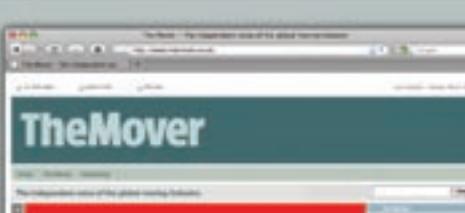
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Enquiries

All enquiries to:
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