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Issue 087 June 2018 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover

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## DOWN MEXICO WAY

An interview with Rick Hosea as he builds new services for Dewitt in San Diego. Page 28

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# TheMover

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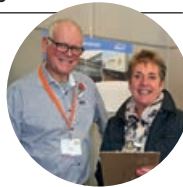
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## LEADER

## GDPR and all that

Steve Jordan, Editor



The GDPR deadline has passed. For many it has been a nightmare. We have all been inundated with e-mails from companies asking if we still want them to keep our data. For me, some I didn't even know existed. Others, such as suppliers with whom we work regularly, are no brainers. In fact, only those with no brain would think for a moment that I did not want them to know who I am. But, that's the law for you – it doesn't always make sense, but we all have to comply.

The rules are open to interpretation. Some e-mails have asked me to do nothing, but have given me the opportunity to opt out if I wish. Others have required me to opt in or my services will be cut forever. Somebody has got it wrong. Perhaps we have all got it wrong. It reminds me of a favourite saying of my wife's. "I don't know what I want but I reserve the right to be cross if I don't get it." Nobody seems to be able to give definitive instructions on what to do. But, if you get it wrong, they threaten to break you and your business into small fragments, set fire to them and ceremonially dispose of the cinders. What a world we have created!

At *The Mover* we have taken a cautious approach. In future our postal distribution will go to a company not a named individual. If you would like it to go to an individual, please e-mail me and let me know. I'll see that it does and keep your e-mail on file as proof (assuming I'm allowed to do that). We have e-mailed everyone on our database asking if they still wish to receive our electronic newsletter every month. To continue receiving it you had to opt in. If you did not, you will no longer receive it. To re-register, go to our website [www.themover.co.uk](http://www.themover.co.uk). It's very easy, but I'm not allowed to do it for you. Thank you to all those who have already responded. It's nice to know we are welcomed.

I don't know how it will all shake out. It seems to me to be a regulation that is impossible to police and will do more harm to businesses than good. But what do I know? On 25 May we were compliant with GDPR, I believe. I suspect we were in a minority across Europe.

Steve Jordan



● Iain Lee

## John Mason International Movers teams up with *I'm a Celeb*

Shipping and removals company, John Mason International Movers, has partnered with *I'm a Celebrity... Get Me Out of Here!* star Iain Lee to put a fun twist on the rules and regulations of emigration, through a series of videos.

Emigrating to any country can be a stressful time, let alone over 9,000 miles across the world to Australia. So, to make the process as smooth and as easy as possible, the team at John Mason enlisted comedian, broadcaster and jungle pro Iain Lee to create a series of fun videos giving advice and information on the ins and outs of moving abroad. The playful videos include 'Leave It Out', which gives tips on what you can and can't take with you down under, including homemade Christmas decorations, fur coats, wicker baskets and even dirty Y-fronts! UK and Australian food goes head-to-head in a 'Blind Tucker Challenge', where Marmite takes on Vegemite, Fuze Tea takes on PG Tips and Freddo bars battle Caramellos.

Simon Hood, Sales and Marketing Director at John Mason International Movers said, "With his popularity following *I'm a Celebrity Get Me Out of Here*, Iain is the perfect person to give our customers useful

information and advice on emigrating to Australia, with a fun and fitting approach. We want to reach out to our customers in a way that gets the message across without daunting lists and rules, and with a large number of our customers being fans of the ITV show, this seemed like the perfect solution."

The videos were shot in the Palm House at Kew Gardens and involved some strange props and contributors, including the jungle-savvy celebrity, three camera crew, one jungle outfit, a packet of Tim Tams, kangaroo meat, roast beef, a British flag, an Australian flag and even a pair of 8XL Y-fronts!

Iain Lee said, "If you're thinking about moving to Australia – don't be a 'flaming gallah' – contact the guys at John Mason International Movers to make sure your move Down Under goes nice and smoothly."

To view the series of videos visit: [www.johnmason.com/moving\\_to\\_australia](http://www.johnmason.com/moving_to_australia).

**"... Iain is the perfect person to give our customers useful information and advice on emigrating to Australia, with a fun and fitting approach.**

Simon Hood



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## NEWS: UK

● Michael Grenfell, Executive Director for Enforcement at the CMA.



## Estate agent cartel directors disqualified

The Competition and Markets Authority (CMA) has secured the disqualification of two directors whose company broke competition law.

**T**his follows an investigation that resulted in five Somerset estate agents being fined more than £370,000 last year for secretly agreeing between themselves the fees they charged.

Mr David Baker and Mr Julian Frost were, at the time, both directors of Abbott and Frost Estate Agents Ltd in Burnham-on-Sea. This was one of a group of estate agents who agreed to fix their minimum commission rates at 1.5%, so

**“Agreeing prices with competitors is one of the most serious ways a company can break competition law...”**

Michael Grenfell

denying local home owners the chance of getting a better deal when selling their property.

During the investigation, the CMA identified that directors were actively involved in the cartel or were aware of it and failed to take any steps to stop it. The CMA secured legally binding undertakings from Mr Baker and Mr Frost which have the effect of disqualifying them as directors and preventing them from being involved in the management

of any UK company. Mr Baker has been disqualified for three and a half years and Mr Frost has been disqualified for three years.

The CMA is continuing to investigate whether to seek the disqualification of other directors of companies involved in the fee-fixing agreement. The CMA has the power to seek the disqualification of an individual from holding company directorships, under the Company Directors Disqualification Act 1986, where they have been director of a company which has breached competition law and their conduct makes them unfit to be a director.

This is the second time a disqualification has been secured on grounds that the company broke competition law, the previous case being in December 2016.

Michael Grenfell, Executive Director for Enforcement at the CMA, said: “Agreeing prices with competitors is one of the most serious ways a company can break competition law, as it harms individuals, businesses and the economy. When, as in this case, estate agents agreed among themselves commission fee rates, the effect is to stop people from shopping around for the best deal on one of the biggest financial decisions any of us make – selling a house.”

Company directors have an important responsibility to ensure that their companies don’t engage in illegal anti-competitive practices.

## Bishop’s Move franchisees meet in Edinburgh

**F**ollowing on from last year’s Bishop’s Move Franchise Conference at Chelsea Football Club’s ground at Stamford Bridge, this year’s event was held in Scotland’s capital city, Edinburgh.

The franchisees enjoyed the dramatic backdrop of Scotland’s compact, hilly capital with its medieval Old Town, elegant Georgian New Town and of course, the magnificent Edinburgh Castle. The event, which took place in March, welcomed members of Bishop’s Move’s extensive franchise network to review 2017 and discuss objectives and strategies for 2018.

Including the three new members who joined in 2017, Bishop’s Move’s

franchise network now stands at 14 companies operating across the UK, all of which attended the event. The conference was led by Bishop’s Move’s Managing Director, Al Bingle and featured talks from its senior management team and the regular ‘Question and Answer’ session.

Al Bingle said, “Our franchise network is of upmost importance to the company. We carefully selected each franchisee to ensure that Bishop’s Move maintains the service levels of the brand right across the UK. We are delighted to have successfully expanded the franchise network and will continue to look to progressing over the forthcoming year. When



● Delegates at the Franchise Conference.

selecting a franchisee, we look for high service levels, BAR membership and family businesses with a similar philosophy to ours. It was wonderful to have yet

another well-attended and positive franchise conference and I would like to thank all of the attendees for their ongoing commitment and support.”



## Store & Secure achieves certification for cyber security

Bournemouth and Basingstoke self-storage company Store & Secure has achieved Cyber Essentials certification, an initiative of the National Cyber Security Centre (NCSC). It demonstrates the company's robust security which, combined with an on-going security partnership with consultancy C3IA Solutions, aids in protecting them from cyber attacks.

Facility Manager Lucy Maidman said, "We undertook Cyber Essentials certification with cyber defence and security consultants C3IA Solutions and passed with flying colours – it shows our commitment to security and our ongoing good practice."

"We started with a vulnerability assessment from C3IA, which evaluated our security against best practice issued by the NCSC," said Lucy. "Since then, Store & Secure has remained in a security

management partnership with C3IA, designed to provide security expertise and assist Store & Secure in meeting its security objectives."

James Moos of C3IA said, "It all demonstrates that good cyber security and the protection of client information is of paramount importance to Store & Secure and its staff, and will continue to remain a priority."



● Colin Morris, Facilities Manager, Store & Secure.

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**SURVEY: FIRST TIME BUYERS**

# First time buyers confused about UK home buying process

According to a survey recently conducted by home move comparison site [reallymoving.com](http://reallymoving.com), first time buyers (FTBs) are extremely confused about the different stages of the home-buying process, the responsibilities of the professionals involved and what is expected of them as buyers.

In a survey of 500 people who are planning to buy their first home in the next three years, undertaken in February 2018, respondents were asked a series of questions to which anyone buying a property should know the answers. When asked who carries out local searches on a property, two thirds (67%) of FTBs said that it was the responsibility of the surveyor or the estate agent to carry out searches such as environmental, water/drainage and chancel repair liability, with only 33% correctly identifying the conveyancer as the professional responsible.

Misunderstandings about the costs involved when buying a home could lead to FTBs being unprepared and underfunded, ultimately leading to transactions falling through. A large proportion (36%) don't realise that they are responsible for paying for a survey, believing it to be the seller, the buyer and

seller together, or the mortgage company who foots the bill. Just 63% know that the buyer pays for a mortgage valuation, HomeBuyer Report or Building Survey.

Many FTBs are now exempt from paying stamp duty, since the Chancellor scrapped the tax on property transactions of under £300,000, but this game-changing tax giveaway may have been lost on a large part of its target audience, with almost a quarter (24%) believing stamp duty is paid by the seller. A further 8% believe it is a payment the buyer makes to the seller, with a further 7.5% believing it's a charge from solicitors.

When it comes to paying solicitors fees, however, FTBs are in for a more pleasant surprise, with most respondents vastly over-estimating how much they will be charged for conveyancing. When asked how much solicitors fees are likely to be on a £250,000 property, 69% guessed around £1,500 when in fact the average

is £550. The jargon commonly used in the home-buying process can be confusing. Only 60% said they planned to secure a mortgage in principle in advance of offering on a property and only 55% understood the true meaning of 'exchange', with a worrying 37% believing it's the date they collect the keys and move in.

Rob Houghton, CEO of [reallymoving.com](http://reallymoving.com), said: "Failure to grasp the fundamentals of the home-buying process will create big problems for FTBs and could lead to unexpected costs and transactions falling through. Buying a property is rarely straightforward, but it is in the best interests of FTBs to ensure they are as well prepared as possible, with a good understanding of the different roles of the professionals involved, who pays for what and the likely costs. FTB activity is surging this year, thanks to changes to stamp duty and the huge popularity of government schemes such as Help To Buy, so it's more important than ever that they are going into the process with their eyes open."

To assist FTBs on their journey to home ownership, [reallymoving.com](http://reallymoving.com) has launched a comprehensive, downloadable First Time Buyer's Guide, containing everything they could need to know about the home-buying process. They have also created an educational 'Snakes and Property Ladders' game based on the children's classic, highlighting the steps and possible pitfalls when buying a first home.

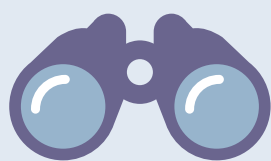
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## SURVEY: FIRST TIME BUYERS

67%

of FTBs mistakenly believe a surveyor or estate agent carries out legal searches.



36%

of FTBs think someone else will pay for a survey on a property they wish to buy.



37%

of FTBs believe 'exchange' is the day they receive the keys and move in.



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## NEWS: UK

## TruTac hosts Earned Recognition 'drop-in' session at CV Show

**T**ruTac, the compliance and tachograph software provider, hosted an Earned Recognition (ER) 'drop-in' session on its stand during the last day of the Commercial Vehicle Show, following the official launch by the DVSA (Driver and Vehicle Standards Agency) at the show on 24 April.

In the company of both DVSA and SilkThread - the operator licence management system provider - the TruTac team presented its 'fully interactive' Earned Recognition dashboard, featuring full graphical data which customers can use free of charge to benchmark their own performance against Earned Recognition key performance indicators.

ER rewards operators who regularly share fleet performance information with the DVSA regarding drivers' hours and vehicle maintenance compliance. TruTac provides market leading software for fast and

accurate tachograph data analysis, management and reporting.

Roger Dent, Earned Recognition Product Specialist from DVSA who took part in the session said, "I am pleased with the take up of Earned Recognition and proud with the way industry leaders are welcoming the standard. Earned Recognition has proved to me, both as an individual and an industry professional, that UK operators are as passionate about road safety as the DVSA."

TruTac Commercial Director Jemma James commented, "We had a superb response from a number of customers who are already participating in the scheme and many others who simply wished to find out how to benchmark themselves against the ER standards."

The TruTac stand also featured a number of new software developments aimed at improving compliance and fleet control for operators in the HGV and PCV sectors.



● The TruTac team at the CV Show.



● McCarthy's Removals & Storage.

## McCarthy's celebrates 50th birthday with record-breaking year

**Y**orkshire-based McCarthy's Removals & Storage is celebrating its 50th birthday with the news that 2017 was a record year for the firm.

McCarthy's was set up in 1968 by Mick and Margaret McCarthy and is now run by their son Mike. Starting out as one man and a van working from a small terraced house in Leeds, the McCarthy's Group now has a turnover of more than £5million and employs a team of 45 people.

McCarthy's saw its turnover increase by 10% in 2017 compared to the previous year, despite a backdrop of difficult market conditions linked to a slow property market and Brexit.

Mike McCarthy, Managing Director of McCarthy's Removals and Storage said, "I've been

officially working in the business for 16 years – but ever since my brothers and I were able, we've been helping out on weekends and during school and university holidays, so my involvement goes back decades in reality. Twelve years ago we took our first step away from being purely a removals firm, opening our self storage centre in Leeds. We're actively looking at further expansion as opportunities become available."

Mike continued, "It's great that we've been able to come into our 50th year on the back of our most successful 12 months to date. We have some exciting plans for growth in the pipeline, and we're also planning a range of celebrations for our birthday, including lots of community and charity activity."

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PROFILE: EKERI TRAILERS

# Trailer Wise

Deputy Editor David Jordan visits Ekeri trailer's agent Bob Wise to find out what makes them so special.



**T**he name Ekeri is probably not the first that comes to mind when it comes to building trailers and truck bodies. Alongside major European manufacturers, like Krone and Schmitz, the family-owned company is a comparative minnow, but what Ekeri lacks in size is more than made up for in innovative design and legendary Scandinavian quality.

The Finnish-based company, originally known as Eklunds Snickeri, was founded in 1945 by Bror Eklund and at that time, built furniture and

horse-drawn carts. By the 1950s the company had moved into producing truck bodies and high-quality trailers and since the 1970s has concentrated solely on manufacturing side-opening units. Today, Ekeri has a workforce of 200 and produces around 700 units for customers throughout most of Europe and Scandinavia.

I visited Bob Wise, Director of Burntwood Services Ltd, Ekeri's agent for the UK and Ireland, to find out what makes them so special. Bob has been in the truck business for over forty years and an





agent for Ekeri since 2005. "The big difference between Ekeri trailers and bodies is the side opening doors, or rather the way they have been designed," said Bob. "Unlike conventional doors, they are able to be opened the full length of the truck and there is no mid-post to get in the way when they are being loaded. Also, because of Ekeri's patented design they don't drop, even after years of service."

Ekeri's product range includes trailers and truck bodies which are thermally insulated and have reinforced floors making them

suitable for a large range of applications. "Removal companies are increasingly diversifying and taking on contracts to transport palletised loads and heavy equipment that a conventional removals lorry would struggle to carry," said Bob. "The side opening doors – which can be on both sides by the way – means goods can be easily loaded by a fork truck – as with a curtainsider – and transported safely in a locked, secure environment."

Bob told me that although Ekeri trailers are initially more expensive than most conventional removal vehicles, their increased versatility and build quality make them a sound investment over the longer term.

When it comes to sales, Bob is definitely 'old school'. "When I get an enquiry, I initially discuss the application on the phone and agree an initial specification to enable the factory to quote," said Bob. "When the quotation arrives, I always visit the customer, wherever they are, to discuss the case face-to-face and finalise the deal. I prefer that to doing everything by e-mail, I think it's the way business should be done."

Bob's phone is on 24-hours a day and he is happy to take calls from customers and potential customers at just about any time. "I even had a call on Good Friday this year, but I don't mind at all, we aim to be an easy company to deal with and that's just part of the service."

Ekeri doesn't have a showroom in the UK but that doesn't mean customers don't get to see their vehicles before they are delivered.

**"When the quotation arrives, I always visit the customer, wherever they are, to discuss the case face-to-face and finalise the deal. I prefer that to doing everything by e-mail, I think it's the way business should be done."**

Bob Wise

Bob explained, "After the order is placed, I arrange for the customer to visit the factory in Finland and if possible see their vehicle actually being built. It's always an enjoyable experience and it gives them a chance to meet the people on the shop floor and see at first-hand how they work. It's a happy ship and there is none of the 'them and us' mentality you get in a lot of factories."

Visitors to The Movers & Storers Show last November will have seen the Ekeri truck recently delivered to Alexanders in Park Royal. "We had a lot of interest in the Alexanders truck at the show and we're hoping to meet more people from the removals industry at the 2018 event in Manchester next November," said Bob.

In the meantime, anyone wishing to find out more about Ekeri trailers can call Bob on +44 7966 203640. There is also a series of videos demonstrating Ekeri's unique side-opening door system on the Ekeri website, [www.ekeri.com](http://www.ekeri.com), as well as contact details of agents across Europe.

● Left: Bob with wife Andrea at The Movers & Storers Show; below: "The big difference between Ekeri trailers and bodies is the side opening doors, or rather the way they have been designed." Bottom right: the Ekeri service centre.



## NEWS: INTERNATIONAL



● Seattle, a major US port.

## FMC starts investigation into demurrage

Commissioner Rebecca Dye has launched the first phase of her investigation into port demurrage, detention, and free time practices by ordering ocean common carriers to provide information and documents explaining those practices. A similar effort with respect to container

terminals at major US ports is also underway.

The Federal Maritime Commission (FMC) initiated the investigation, Fact Finding 28, under a Commission Order dated March 5, 2018. The first phase of Commissioner Dye's investigation involves gathering information from ocean common

carriers and marine terminal operators serving a broad section of container ports located throughout the United States. Carriers have been directed to provide detailed information about their detention and demurrage practices, especially regarding circumstances where shippers are not able to retrieve cargo.

"The ultimate resolution of this investigation will have the potential to affect every ocean common carrier calling the United States," said Commissioner Dye. "It is vital that the information we gather is representative of business and operational practices, as well as market conditions, nationally."

Commissioner Dye emphasised that it is critical that shippers, dray truck companies and other affected parties who can document specific allegations and provide supporting materials of unreasonable port detention and demurrage practices and fees step forward and cooperate with the investigation. "We expect concerned parties to participate robustly in this investigation. Their cooperation is essential," said Commissioner Dye.

"This investigation is absolutely necessary given the prevalent situation shippers find themselves in," said Klaus Lysdal, Vice President of Sales and Operations at iContainers. "Billing and rate levels skyrocketed as ocean rates took a dive years ago, resulting in plenty of situations where charges and cost are accrued for something the shipper cannot control nor have influence over. But the cost is accrued and someone has to pay. That usually ends up being the shipper."

Correspondence, allegations, and supporting documents can be sent to the Commission via: [FF28@FMC.Gov](mailto:FF28@FMC.Gov)

## LEXICON RELOCATION ACQUIRES STERLING MOBILITY

Lexicon Relocation, a wholly-owned subsidiary of The Suddath Companies, has announced that it has acquired UK-based Sterling Mobility. The binding agreement was signed on April 23, 2018 with final closing targeted for early May.

Lexicon said that the acquisition of Sterling Mobility provides Lexicon Relocation with an expanded global footprint to serve global mobility customers.

Lexicon Relocation and Sterling Mobility combined provide more than 32,000 annual global relocations with 15 regional offices and more than 1,500 supply chain partners serving 180 countries around the world. Sterling operating locations include London, Madrid, Paris, Geneva, Frankfurt, Cape Town, Singapore, Hong Kong, New Delhi and the United States.

"This acquisition is mutually beneficial, expanding global coverage and helping us better serve the evolving needs of our customers in [an] increasingly complex international relocation space," said Michael Brannigan, President and CEO of The Suddath Companies.



● Michael Brannigan.

**"It is vital that the information we gather is representative of business and operational practices, as well as market conditions, nationally."**

Rebecca Dye

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# THE SKATE PEOPLE

Deputy Editor David Jordan takes a trip to Mersea Island in Essex to visit Evo Supplies, one of Britain's leading manufacturers of furniture skates.

**W**hen I phoned Evo Supplies' Managing Director Juliet Dunn to arrange a time for our meeting, I was a little surprised when she said, "I'll just check the tide tables to make sure you can get across." The company is based on Mersea Island (it's pronounced Mersey by the way, if like me you didn't know) and you have to cross a causeway to reach it by road. Around full moon it can be up to a metre deep in water for up to two hours, so you need to check first.

The Romans, based at the nearby garrison town of Camulodunum (Colchester), used to holiday here and developed a taste for Mersea's oysters, even exporting them the thousand-odd miles back to Rome, in barrels filled with seawater. Oysters and other seafood delights are still enjoyed on Mersea today, by locals and tourists alike. Visit the Company Shed fishmongers/restaurant on the waterfront if you ever go there.

Having safely dodged the Blackwater tide, I arrived at Evo Supplies' factory on a small industrial estate in West Mersea and was greeted at the door by a beaming Juliet. Over tea and chocolate biscuits she told me their story.

Juliet and her husband Greg started Evo Supplies in 2013. "It happened almost by accident," explained Juliet. "We were renting warehouse space near here for one of our other businesses. Our landlord ran a removals supplies business from the same premises and one day he announced that he was planning to sell up. He offered to sell the business to us and, having investigated the market, and being slightly irrepressible entrepreneurs, we said yes!"

**"We had a few customers go elsewhere in the early years because of price, but nearly all have come back because they believe our quality and personal service is worth paying a little bit extra for."**

Juliet Dunn

The original business had sold blankets, packaging and all the usual paraphernalia that removals companies use. They also manufactured and sold high-quality skates, or dollies if you prefer, for a wide range of customers. The Duns incorporated a new company, Evo Supplies Ltd, quickly dropped the general products, and concentrated Evo's efforts on making strong, long-lasting skates.

"Our predecessor had specialised in personalised skates", said Juliet, "so we decided to continue the tradition. Corporate branding makes skates less likely to be stolen, as well as reinforcing removal companies' identities, and presenting a professional appearance to their customers."

The skate business is extremely competitive and Evo's skates are not necessarily the cheapest on the market, so I asked Juliet how they have managed to grow the business.

"The personalisation of the skates is one reason, but quality is what really sets us apart," said Juliet. "Not just of the skates themselves but the customer service that comes with them. We sell thousands of skates a year, but if anyone has a problem with one of our products, which is rare, we replace it without question or quibble. We had a few customers go elsewhere in the early years because of price, but nearly all have come back because they believe our quality and personal service is worth paying a little bit extra for."

"Since taking on the leadership of Evo full-time in 2016, I've been focussing on raising both our game and our profile. The annual Movers & Storers Show gives us a fantastic opportunity to showcase not just our products but our ethos to removals industry professionals, and we're really looking forward to this year's show in Manchester. We're constantly adding new products to our range and improving our production processes, we'll make pretty much any bespoke item to our customers' specifications, and we can offer really competitive discounts on bulk orders."

About 50% of Evo's business is with the removals industry, with furniture retailers, office fit-out/refurb, facilities management companies, museums and art galleries

making up much of the rest. Interestingly, since the Brexit vote Juliet has noticed an increase in companies specifically interested in buying British-made products.

Notwithstanding the above, at the end of 2017 Evo introduced an imported economy range, 'Hello Dollies'. "Not every customer needs or can afford a dolly that can carry a tonne and withstand years of heavy-duty professional use, so we designed an economy range and





## PROFILE: EVO SUPPLIES



● Above: Juliet Dunn; top left: Ben Withrington; bottom left: Jessica Lappage; top right: Jamie Lappage, Production Manager; bottom right: Maria Chapman, Office Manager.

visited China to find a manufacturer to make them exclusively for us," said Juliet. "We're delighted with the quality of the new products, and the sub-brand allows us to compete in the budget-priced market. However, our home-grown Evo dollies will always be at the core of our business and we are very proud to be one of the few British manufacturers producing high-quality skates for the professional removals industry."

Juliet and Greg are keen sailors and often take part in races on the Blackwater in their boat *Black Diamond*. The Evo factory, offices and products are equally ship-shape and a credit to them and the enthusiastic people who work there.

Visit [www.evosupplies.co.uk](http://www.evosupplies.co.uk).



● Juliet and Greg Dunn with a specially branded skate; right: branded skates.





## NEWS: INTERNATIONAL

## CANAL MOVERS ACHIEVES AEO CERTIFICATION

Canal Movers & Logistics Corp in Panama has achieved Authorized Economic Operator (AEO) certification.

It is the first international moving company in Latin America and the Caribbean to do so.

AEO is a global accreditation programme from the World Customs Organization that facilitates trade, improves safety and security, and standardizes the application of customs controls. It validates the safety of the supply chain process and compliance of customs procedures and so allows priority treatment, resulting in fewer inspections and delayed shipments.

AEO adds to the Canal Movers' current certifications: ISO 9001-2015, FAIM Plus, LACMA Certified Packers, and Business Alliance for Secured Commerce (BASC). The company said that it guarantees that its operations are performed following global security policies. "Canal Movers & Logistics Corp commits to keep improving the quality of our services," said Walter M Laffitte, President and CEO.



● José Gómez Núñez, National Director of Panama Customs Authority and Gioconda Bazán, Canal Movers & Logistics Operation Manager.



● IBM and Maersk will use blockchain technology to make global trade more efficient, transparent and secure.

## Maersk and IBM form joint venture for blockchain

AP Moller - Maersk (MAERSKb.CO) and IBM (NYSE: IBM) have recently announced their intent to establish a joint venture to provide more efficient and secure methods for conducting global trade using blockchain technology.

Traditional cross-border shipping processes usually involve manually transporting and verifying paper documents for each shipment. IBM and Maersk are forming a joint venture to use blockchain technology to make global trade more efficient, transparent and secure.

The aim of the new company will be to offer a jointly developed global trade digitization platform built on open standards and designed for use by the entire global shipping ecosystem. It will address the need

to provide more transparency and simplicity in the movement of goods across borders and trading zones.

Blockchain technology is ideally suited to large networks of disparate partners. A distributed ledger technology, blockchain establishes a shared, immutable record of all the transactions that take place within a network and then enables permissioned parties access to trusted data in real time. By applying the technology to digitize global trade processes, a new form of command and consent can be introduced into the flow of information, empowering multiple trading partners to collaborate and establishing a single shared view of a transaction without compromising details, privacy or confidentiality.

## MARS THE PERSIAN CAT TRAVELS FIRST CLASS

Target Logistics in Karachi has recently flown a female Persian cat named Mars from Karachi, Pakistan, to Manila in the Philippines. Nothing unusual perhaps, except that Mars travelled in the passenger cabin of a Turkish airline's scheduled flight. A long route using the Turkish carrier had to be planned via Istanbul with a 12-hour stopover at Istanbul Ataturk Airport, as most other airlines do not allow an in-cabin option for animals.

Mars, who was accompanied by a human carer, travelled in an appropriate container, following strict regulations of size, ventilation and door opening, to ensure a comfortable and secure flight for the friendly feline who weighs in at 5-6kg.

The entire process was handled by Target Moving & Relocations - a division of Target Group - and included vaccination and certification by a vet, documentation, on-board care, and final transfer to Mars' home in Manila.



● Greetings from Mars.



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● Ocean Network Express Pte Ltd (ONE) started operations in April, 2018.

## New shipping line launched

A new shipping line, Ocean Network Express Pte Ltd (ONE), started operations on 1 April, 2018. ONE is the result of an integration of the container operations of three Japanese shipping carriers, namely Kawasaki Kisen Kaisha Ltd ("K" Line), Mitsui OSK Lines Ltd (MOL), and Nippon Yusen Kabushiki Kaisha (NYK).

The company seeks to meet

customers' needs by providing high-quality, competitive container shipping services with the consolidation and enhancement of the three companies' global network and service structures and using their combined 1,440,000 TEU fleet size. The service offers 85 service loops and a comprehensive network linking more than 200 of the world's major ports.

## Boonma director Tiddy Teerawit visits Seoul's Detector Dog Training Centre

During a trip to the Pet Relocation Conference in Seoul last April, Boonma Global Pet Mobility Director Tiddy S Teerawit took time out to visit the Detector Dog Training Centre at the city's Incheon Airport. The centre handles around 90 dogs and is operated by the Korean Customs Service. Most of the dogs are Labradors of between 1 and 9 years of age and will mainly support the country's fight against the illegal importation of drugs.

The training centre is equipped with the latest facilities and training programmes as well as top-tier instructors committed to protecting the public from drugs and terrorist threats.

According to the centre's chief, Mr Pae Soung Tae, there are three methods being used to detect drugs at major international airports around the world: human beings, x-ray machines and dogs. Surprisingly, the last is the most



● Tiddy S Teerawit at the training centre.

powerful tool in the search for hidden drugs.

The Korean Customs Service says it has successfully cloned seven Labrador retrievers for service. For now, the dogs all share the same name, 'Toppo', a combination of the words tomorrow and puppy.

## Davies Turner goes east with express China rail service

Davies Turner has launched an export LCL cargo service by rail from the UK to China one year after launching an import LCL and FCL rail service in the other direction.

Consignments destined for China are consolidated through the company's nationwide hub and spoke trunking operations and then loaded at its regional distribution centre in Dartford onto one of

Davies Turner's daily trailer services to Hamburg. In Hamburg, consignments are transferred onto the rail service, which then heads east, passing through Poland, Belarus, Russia, and Kazakhstan, before arriving in Wuhan, China. Shipments are transported under an Export Accompanied Document (EAD).

Ex-UK transit times to Wuhan range from 26 to 30 days, whilst

customs clearance and delivery throughout mainland China averages 5-7 days, dependent on the final point of delivery. Davies Turner says that in comparison with ocean freight, its service has proved to provide a 14-day reduction in transit time and is 50-60% cheaper than air.

Philip Stephenson, Chairman of Davies Turner said: "Both our import and export rail services

offer fixed weekly departures with proven schedule reliability and we only utilise established rail services which have been running for a minimum of 12 months."

The operation is offered in conjunction with Davies Turner's long-standing partners in both China and Germany, which have many years of experience moving freight on these and similar rail services.



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## INTERVIEW: DON FISHER



# The Don Fisher interview

Steve Jordan interviews Don Fisher who helps corporate clients negotiate and monitor contracts for household goods moving services.

**"That's not where carriers are getting pissed at me. It's because of the elevators, long carries and shuttles. It's also the way we group things so that we are not city specific we are country specific."**

Don Fisher

**W**hile attending the FIDI conference in San Diego in March, I spotted what I thought would be an interesting business session. Jesse van Sas, FIDI General Manager, was to chair a panel discussion with three moving companies and Don Fisher from Fisher & Son Consulting in New York. It promised to be interesting, so I went along (See *The Mover*, May 2018, page 30).

Don's company works with the HR and procurement departments of large corporations to help them negotiate contracts for household goods moving, then audits the invoices from the suppliers to make sure they comply with what's been agreed. In doing so, Don aims to save the companies money and ensure that they get the services they need. Don had asked to attend the FIDI conference specifically to explain the differences between his model and that used by the RMCs that he said were charging high fees and driving prices down in the industry. During the meeting I detected some frustration, perhaps even anger, directed towards Don, particularly by Jesse's rather direct questioning. I resolved to find out more.

It emerged that the anger was real. Talking to movers and RMCs after the meeting it appeared that Don's model for negotiating contracts was almost universally disliked and misunderstood. Some people had, apparently, boycotted the meeting in protest at Don being given a stage. One company even told

me that the industry would boycott my magazine if I wrote anything that gave Don's company further publicity.

I was intrigued. Why hadn't the good people of the global moving industry taken the opportunity in San Diego to take Don Fisher to task if his modus operandi was causing them such pain? In my experience, movers are not known for their shyness. What was it that had struck them virtually dumb when given the opportunity to comment?

I asked Don for an interview. We caught up over a somewhat crackly telephone line a couple of weeks later. I started by asking him why he thought the FIDI audience had been so subdued. "They had the opportunity to say whether they like me or hate me," he said. "I'm a big boy. There are a bunch of movers that do know me and do understand that I can take constructive criticism because I don't think my system is perfect, no system is perfect. If they don't know me, maybe they are fearful that if they say something derogatory I wouldn't deal with them."

### The model

It's not necessarily Don that people don't like, it's the model he uses. The model groups services together and requires suppliers to provide rates that are inclusive of almost everything (single pricing). That would be fine if the suppliers were given all the information they needed on which to base their figures, but the model requires some assumptions to be made. Don had said in San Diego that suppliers



should “know their costs” but I put to him that this was difficult when they didn’t know what the job entailed. “Not really,” he said, “If I tell you that 90% of the business is Ireland, London, Frankfurt and Switzerland it doesn’t take too much for them to look and see what it’s going to be. You have to do some investigating. Typically now we are giving the top ten traffic lanes and average weights.” This is undoubtedly helpful, but it does require the mover to guess at the composition of the shipments and hope that it will average out over the length of the contract.

But Don doesn’t think that’s really the problem. “That’s not where carriers are getting pissed at me,” he said. “It’s because of the elevators, long carries and shuttles.” The model does not allow for extra charges for any of these. “It’s also the way we group things so that we are not city specific we are country specific. Procurement wants global contracts. You can’t have global contracts for every city.”

I asked whether there should be more flexibility, some middle ground so that less of the risk fell on the supplier. “There will never be middle ground on the shuttles, long carry and elevators,” he said. “There will be middle ground on things that do make sense, for example maybe the UK should be pulled out as a separate schedule because of Brexit. Looking at the way we zone things, if there are better ways of aligning countries where their core structures are more common, great, I’m for that. I did it the way I thought it made sense, but I am more than happy to talk to people about how we can improve on it.”

Some companies felt that by losing control of the routing they would not receive reciprocation from destination agents. However, Don said that reciprocation was inherent within the contract so there was no reason for companies to miss out.

Don said that his goal was to provide what procurement wants. “They want a global contract, that’s not easy to do. Ours is the only way we know how to do it. That’s why movers have to know their costs as best they can.” He added that in the moving industry there is always someone who will come in with a low price and try to work out how to make money after the fact. “They are the guys who don’t do well in my model because we are going to be audit correcting them to hell, they are going to be screaming bloody murder: they didn’t do the right thing by themselves, they didn’t do the right thing by their client.”

In the past it was often possible for suppliers to put in great headline rates

for services, then make up the profit on ancillary charges, such as the provision of elevators or costs for long carries. The Don Fisher model eliminates that opportunity. “In the old days, you could all rig it,” said Don, “especially if you were friendly. They would take it in turns, one going in high, one going in low. Those were the ways the old industry used to work.”

### Price vs value

Don insists that he doesn’t choose suppliers or negotiate contracts: that’s down to the clients’ procurement and HR departments. He does, however, provide the mechanism for them and offers his experience to help them get the best deal. That mechanism also provides the opportunity for movers to get face-to-face with clients and sell their services if they score well at the RFP stage. “I am ‘pro mover’,” said Don. “I want companies to have the opportunity of explaining how good they are to my clients. In our model, we narrow down who we want based on what I call the ‘warm and fuzzies’,” he said, explaining that this meant the feeling a client gets about working with a supplier. “Whether a client likes a company, its people and its ways of working is very heavily weighted in our model.” Don also uses Standards, such as FAIM and ISO, to help quantify what he believes to be qualified providers.

But there can be little doubt that price is a primary factor in the decision. The Don Fisher model uses a matrix in which suppliers are required to quote for every element of the contract. Don said that when all the bids are in he will select the lowest figure in each field, combine them and use this as a base offer. I asked how he could expect any company to be able to make money operating in that way especially as, when the client wants a contract priced ‘aggressively’, they knock a further 10% off each figure. “When we do that we give them a counter column,” he said. “It’s a negotiation process. Procurement is saying, here is our offer either accept it or counter.” He said that he was against going 10% below. “I don’t like it when procurement does that. It just drags out the whole process. If someone quotes a low rate that to me should be the starting point. I think that that’s aggressive enough.” I asked whether he ever felt suppliers were pushed too hard. “Absolutely,” he said, “but remember I work for [procurement] as well as HR. In my model you have to be honest to yourself and honest to the client. You have to be prepared to say

‘I can’t do it for this, I need more’.

They already like you now you’ve got to convince them why they should choose you. I’m fine with that, go ahead. But don’t cave in.”

Does he ever tell a supplier that he isn’t charging enough for a service to be sustainable? “I’m not going to do that. That’s not my role.” Don added that suppliers tell him they expect to make somewhere between 15% and 25% gross margin. “That’s fine but when you see prices all over the place you scratch your head.” I suggested that was because they don’t understand what it is they are quoting for because they don’t have all the information. “If they don’t know what they are quoting on they need to ask a question at the RFP,” he said.

There is another element. The cost of completing the RFP, attending the client meetings and completing the subsequent RFQ can be prohibitive for some companies. This will undoubtedly keep some companies out of the process and some of those who do take part might be inclined to accept lower rates than they would wish simply to recover some of the costs of acquisition and keep their staff and vehicles employed. “I’m sure that some do,” said Don, “or to get revenue up so they can sell their business.” I asked if it worried Don that if he pushed too hard he would end up only with the companies that are desperate for the business? “Then they will pay severe penalties in an SLA; they will start to lose volume; or they will get thrown out. And that has happened,” he said.

Don explained that providers do not all operate on the same contract. “So we are looking at who is doing a better job. In theory you would expect that the person having the higher rates to be doing a better job. At times we have seen that not to be true. If anything, now we are awarding more business at the lower price because they are delivering the same quality scores. They are not saying they don’t want any more business, they are taking it and are happy to take it.”

### Free storage

I had heard two allegations from movers about Don’s company before doing the interview, which I wanted to clear up. Firstly, was it true that he required suppliers to give free storage every January? “For permanent storage the only thing we say is when you bill the first quarter we want to get two months instead of three,” he said. “It’s a little give-back to my client.” I asked why should suppliers work for free, most

*continues over*

## INTERVIEW: DON FISHER

*continued from previous page*

people don't do things for nothing? "We have already paid for warehouse handling, we've paid for the packing and wrapping of it, it's just sitting in storage collecting rent for three or five years, if you amortise that one month over the period of the contract it's really nothing but, to a client, when you are looking for easy savings to demonstrate to management, that's a big saving. Instead of twisting the mover's arms for two dollars off a hundredweight it's an easier 'give back' to justify savings to a corporate review board." Quite why it's necessary to have a 'give back' I didn't understand, especially as they had secured the contract at rock-bottom rates anyway. "They are doing it at a price that procurement thought was reasonable," said Don. "They have accepted it knowing that there is one free month on any long-term storage."

The second accusation was that Don's company has rejected invoices because they contained a spelling error. Don was incredulous at the suggestion. "We have never done that, never!" he said. "We might not be happy about it but we don't reject an invoice because of it and it doesn't count as an audit correction. There is no incentive for us to hold up billing but when they are sloppy it delays everything because we have to clean it up. The quicker I can do an audit the better off I am and so is the carrier." Don also pointed out that he does not receive compensation for money saved. "We have no vested interest in auditing down invoices for the sake of taking money away from movers. We are looking out for our clients' best interests, by making sure the movers abide by the contracts they agreed to, while at the same time being fair to the movers."

### Big contracts

Don had said in San Diego that he liked to give out big contracts. I asked whether he has a principle by which the size of the contract awarded is limited by the supplier's turnover? He said that's part of the RFP process with the assessment being made by the clients' own finance departments. "I don't make those decisions, I am not an accountant," he said, but added, "if a smaller company or a new start has good financing I am not against them getting a big client. Yes, it might take all their staff to do this, but it gives them a great platform by which to build the business." Asked if he was worried about a company becoming too dependent on one contract, Don said he wasn't. "It gives my client more leverage over them," he said.

**"RMCs don't have a place in the industry. I don't work with any RMCs. They are the ones who, in my opinion, have killed this industry by procuring at very low cost."**

Don Fisher

### RMCs

"RMCs don't have a place in the industry," said Don. "I don't work with any RMCs. They are the ones who, in my opinion, have killed this industry by procuring at very low cost. They make a ton of money on the household goods, they typically make as much as the mover." In addition to negotiating low rates for moving services, RMCs also charge fees to moving companies which eat into profits. That said, some do maintain that they sometimes do the household goods at cost as their main revenue comes from other areas of their business.

Don acknowledges that RMCs play a vital role in allowing corporations to reduce HR headcount. "I think they are good at the DSP, home finding, school search, and property management. I think [regarding HHG] the only thing they should do is to initiate a move and authorise exceptions to a move."

### Sorting out problems

I asked Don what he does when a company is not performing. Does he offer any advice or training to help them improve in the future? "I call them in, initiate a penalty and ask them to come back with a root cause analysis and a correction," he said. He said that these are substantial companies with internal quality control standards and processes in place. "For the most part they correct the situation and move on. In 13 years we have only thrown out one vendor." Does he get involved in training or trying to avoid the problem in the first place? "No, that's not my job," he said adding that he didn't see any merit in any pre-audit activity.

### The future

I asked Don how the need for his services would develop in the future. RMCs are increasingly providing their own auditing services and advancing technology

provides greater process visibility. He said that he saw there would be a greater need in some parts of the world, giving recent US tax and immigration law changes and Brexit as examples of how a changing environment creates more uncertainty and complexity for his clients. He doesn't believe that procurement will ever understand the household goods market.

But the market changes in many ways. Blockchain might, in the future, provide such close control of processes that anomalies in contracts become impossible; and there is the rise of the lump sum market which, if that continues, will put the power firmly back in the hands of the assignee, not the corporation. I don't suspect assignees will be spending their own cash on auditing services. Or maybe they will!

In the old days pricing wasn't as tough and there was, undoubtedly, some abuse of the system. Today it seems the pendulum has swung, taking away some of the initiative from movers and putting it in the hands of procurement (aided by auditors or not) and RMCs. That might, one day, change again. Until it does it seems to me that movers are limited in their options if they want the big contracts, while they still exist. They either become a supplier to the RMCs or they go direct to the clients and accept the rules imposed. At least they then get more of a chance at selling face-to-face. Either way they know the rules and there's no point in crying foul after the event if there's no wriggle room. There was never going to be any.

There is one other option of course. Simply say no. If rates are non-compensatory, movers should not accept them. It's a market. In the end a deal has to be good for all concerned otherwise it won't last long. But as Don Fisher says, in the moving business there is always someone who will go lower. Will it be you?

### Editor's note:

**I know that this is an emotive subject amongst movers worldwide. If you have a comment to make about this article, or have an opinion you would like to express on the subject, please write to me at [editor@themover.co.uk](mailto:editor@themover.co.uk). I will consider all comments for publication in a future issue.**



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## NEWS: INTERNATIONAL



● Dale Collins accepts the Platinum tonnage award from OMNI President, Keith Meader.

## Graebel takes Platinum at OMNI

Graebel Movers International has won the Platinum award for the most tonnage shipped through the OMNI network during 2017.

**T**he US relocation management company has been the leading shipper in OMNI for many years, outstripping all other member companies by a significant margin.

The OMNI tonnage awards are made every year at the annual conference, this year held in Palm Beach, Florida. The awards are split into two distinct groups: the Regional

Gold Sales Awards, presented to the leading shipper in each of six geographical regions; and the Improvers awards, presented to companies in three categories that have increased their tonnage through the network compared with the previous year.

The winners of the Improvers Awards traditionally change every year as it is very difficult for any

company to increase its tonnage through the network sufficiently to win its category two years running. However, Stuttford Van Lines in South Africa was an exception in 2018 having taken awards in three consecutive years.

The Regional Awards, by comparison, are more predictable, however 2018 was again unusual as the winners in each category were the same as in 2017:

**Central & South American Region**  
G-INTER, Brazil

**Africa & Middle East Region**  
Elliott Mobility, South Africa

**North American Region**  
Graebel Movers International, USA

**Asian Region**  
Asian Tigers Mobility, Singapore

**European Region**  
Grosipron International, France

**Australian Region**  
Kent Relocation Services, Australia

In accepting the Platinum Award on behalf of Graebel, Dale Collins reiterated the importance of the Dow Jones Risk and Compliance tool that is now compulsory for every OMNI member to access. He said that it was essential for Graebel to ensure that its partners around the world were doing everything possible to operate ethically. The demand was coming from Graebel's corporate clients and he believes the Dow Jones tool to be the best available on the market. "In choosing and selecting our partners in the future it's going to be more important that compliance is demonstrated and evidenced and I think the Dow Jones tool is absolutely essential to make that a reality," he said.

## MONDIAL MOVERS MAASTRICHT RECEIVES MOVING COMPANY OF THE YEAR AWARD 2018

**M**ondial Movers has presented its Maastricht branch, Mondial Centrum Removals, with its coveted Moving Company of the Year Award. The branch owners, Robert and Michael van Maasakker, were proud to receive the award during the annual meeting of Mondial Movers. The award was presented by the mayor of the city of Zoetermeer, where the meeting was held.

Mondial Movers has 27 branches throughout The Netherlands. The winner of the annual competition is selected by a professional jury, which makes a decision based on customer reviews, sustainability, the number of additional qualifications obtained by the mover and the company's collaboration with other moving companies.



● Robert and Michael van Maasakker.

## Netmove receives Arpin International Group Partner of the Year Award

**A**rpin International Group has named Netmove, a Brazil-based mobility services company, as its first 2017 Partner of the Year. Arpin presented the award at the 2018 Annual FIDI conference last month. Arnaldo Petarnela, Managing Director, and Fernando Donadon, of the sales division, received the award on behalf of Netmove.

The 2017 Partner of the Year award is given to the foreign agent that best represents Arpin International Group globally as voted upon by all of Arpin's move coordinators. These employees

are asked to rate Arpin's partners by quality of communication, service, rates, teamwork and documentation.

"Netmove, who handles much of our work in and out of Brazil, received consistently high marks from our move coordinators around the world," said Mark Dearborn, Vice President of Global Accounts for Arpin Group. "While we value all of our partners, the folks at Netmove stand out — they are a joy to work with and make our job much easier. We are grateful for Netmove's professionalism and loyal partnership."



● Netmove staff show their appreciation.

Netmove, based in Osasco, Brazil, was established in 1996. The company offers a range of mobility services, including international and domestic moves for local

companies and their employees as well as for expatriates from all over the world. Netmove has been an Arpin International Group partner since 2013.





● Orphee Beinoglou personnel in the National Library of Greece.

## Orphee Beinoglou International moves National Library of Greece

Orphee Beinoglou International Forwarders SA in Athens has recently completed one of its most challenging tasks: to relocate around 800,000 items for the National Library of Greece.

The three-month project began in January 2018 with the library and OB personnel discussing all aspects of the relocation, including the training of staff and the detailed planning of each phase of the operation.

The items to be moved included some of Greece's most valuable

cultural artefacts, some dating back to dates BC, so it was vital that the move was executed with absolute care and precision to avoid any loss or damage. The declared insurance value of over 200 million euros gives some idea of the scale of the operation. It was also important to keep within the stringent time

constraints specified by the library and to complete the project on time.

There were many challenges. For example, the old building had a grate floor which had to be covered with wooden panels. Another was the old building's lack of elevators and the long distances that needed to be covered by the 50-strong moving crew. All the books had to be picked from the shelves in serial order and placed in their correct position. There was no margin for error.

Lefteris Regkos, OB's Director of Moving and Relocation explained, "We made 900 special wooden trolleys, which were coated with inert polyethylene foam to absorb vibrations, for the general collection (770,000 items). Brittle items were also wrapped in anti-oxide paper. For the special collection (about 30,000 items), wooden shelved trolleys were used to place each book in a horizontal position, and only a few were carried at a time to ensure the least possible strain on the spines."

Lefteris continued, "Traditionally, OB is a company that has invested in quality, security and the acquisition of all necessary certifications, so that we are always a step ahead of the needs of the market."

During the last two years, Orphee Beinoglou International Forwarders SA has been recognised by Grant Thornton and Eurobank as being among the 21 most healthy and dynamic companies in Greece.

## PUTTERS INTERNATIONAL OPENS BUDAPEST OFFICE

Belgium-based Putters International has announced the opening of a new office in Budapest, Hungary. The office opened for business on 1 April, 2018 and will be managed by François Clément who has over 15 years' experience in the international moving industry.

Putters' Hungary office will also cover Slovakia, Austria and Romania. The company says the new office will allow it to offer its corporate, diplomatic, private customers and partners a high-quality service and competitive pricing in those areas.

Sales Manager Karolien Geers said, "The beneficial partnership between Putters' offices in Belgium and Hungary is an exciting new chapter in the development of our company."



## Boonma lectures at Thailand's RRU Government University

In co-operation with Thailand's Rajabhat Rajanagarindra University (RRU) and International Transport & Business School (ITBS), Boonma Mobility was invited to conduct a one-day course for 12 students and three professors.

The pioneering logistics training course is being subsidised by the Thai government. Tiddy S Teerawit, Executive Director of Boonma Global Mobility explained, "Thailand is heading towards a new era of global moving and logistics, including household goods shipping and mobility. The Thai government has invested in training and equipping new generations to be ready for this new trend."



● Students and professors at RRU Government University.

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## COVER STORY: RICK HOSEA INTERVIEW



# DOWN MEXICO WAY

An interview with Rick Hosea from Dewitt in San Diego, as he launches his new service into Mexico from the USA. By Steve Jordan.



**R**ick Hosea has recently joined Dewitt Move Worldwide in San Diego. His brief is to increase the company's international traffic and he has Mexico clearly on his radar.

Rick joined Dewitt in May last year having migrated 500 miles south from Crown Worldwide Moving & Storage in San Francisco. He believes that San Diego is a place with potential. He said it is beginning to get a reputation for the technology industries, has a great workforce and is less expensive than Silicon Valley. "It's home to 15 major Fortune 500 companies," he explained. "Silicon Valley is a mature market but I see San Diego as having a lot of growth potential. It's exciting to be part of that growth." Mexico too is on an upward trend according to Rick. "Mexico is doing a lot to train people," he said.

"There is a lot of talent there, especially in Tijuana." Tijuana is, of course, on the Mexican border only a 20-minute freeway drive from San Diego.

It is to Mexico that Rick is looking for potentially the biggest growth in his international business. He said that the trade to Mexico is a tough market that needs specialist knowledge and close partnerships. Of course, in choosing his partners Rick is looking for reciprocal business in the USA as well.

"The border crossing poses challenges," said Rick, explaining that the rules were very often interpreted differently at different crossing points. It can also be necessary to go through additional clearance procedures as vehicles pass across the boundaries between any of its 32 states. "We are offering American corporations the services of a strong US

carrier with close connections to first-class Mexican partners to handle their moves, to and from Mexico, in a consistent, reliable and secure way," he said.

Having a consistent relationship with partners helps with imports to the USA too. "We need to work together to share our knowledge of the customs requirements at each point of entry," he said. "If a shipment is flagged for inspection into the USA, inspection time could go from three days to 12-14 days depending on the level of activity in the port. Consistent partners help to mitigate the lack of control, save our customers a lot of time and expense and meet their service expectations."

He explained that there are manufacturers from Korea, Japan, China and Europe that are setting up in Mexico and moving their engineering and





**“We are offering American corporations the services of a strong US carrier with close connections to first-class Mexican partners to handle their moves, to and from Mexico, in a consistent, reliable and secure way.”**

Rick Hosea

management staff into the country. Airbus, for example, has just opened a new door manufacturing plant in Mexico. Mexico is attractive partly because it's possible to set up a manufacturing facility very quickly, it has an affordable workforce and favourable tariffs.

“Using an American-based company is a little more comfortable for them,” he

said. “They like the quality and are seeking out companies in The States to handle that back and forth traffic.” Rick said that the language was easier for them, US companies tend to be more process based, and the legendary US customer service is important. Rick also explained that he works closely with Nippon Express in the city, that provides

a weekly service to Mexico, to provide an exclusive service for Japanese customers.

Being independent is important to Rick; his company is not part of a van line. “I think that's why for the last 90+ years Dewitt has been so strong,” he said. “We've played in the sandbox with everybody and we have played well.” Today Rick does not operate vans and crews from San Diego, but has a trusted network of providers who deliver the operational services on his behalf. “I am careful to define what my value is,” he said. “Companies want to reduce their number of suppliers and I can manage their moves, make sure they come in on budget and ensure that every client's needs are met.”

Dewitt is a member of IAM and has recently joined PAIMA to extend its network of agents worldwide.

## NEWS: ON THE ROAD



● The Green Truck award-winning Scania R 500.

## Scania wins the Green Truck Award

A Scania R 500 has won this year's 'Green Truck Award' by a healthy margin.

**T**he German fuel test focusses on lowest fuel consumption. Scania's new truck generation, with its updated 13-litre engine, ensured that Scania took the prize – again.

With an average fuel consumption of 24.92 litre/100km and an average speed of 79.91km/h on the same 350km long test track, the difference between Scania and the next best competitor was a healthy 0.4 litre per every 100km. Translated into a typical annual mileage for a long-distance truck of 150,000km the difference adds up to 600 litres annually.

Over the past three to four years, Scania has received praise in hundreds of press reviews. Scania has also set numerous new fuel

**“The Green Truck Award is a unique comparison test since it has total focus on what matters most to our customers ...”**

Wolfgang Buschan

records in many European countries in comparison tests carried out by independent trade journalists.

Wolfgang Buschan, Product Director for Long Haulage, Scania Trucks said, “The Green Truck Award is a unique comparison test

since it has total focus on what matters most to our customers from a cost and sustainability perspective. The fact that we won the award again this year is extremely flattering.”

The Green Truck Award is arranged by two leading German trade magazines, *VerkehrsRundschau* and *Trucker*. The participating trucks have a GTW of 40 tonnes and are driven under monitored conditions on public roads between Munich and Nürnberg. The fuel consumption and the average speed are strictly controlled and potential differences in weather and traffic conditions are eliminated. Low fuel consumption not only saves cost, it also corresponds with energy efficiency, reduced CO<sub>2</sub> emissions and increased sustainability.

## DRIVER LICENSING TO BE RELAXED FOR ELECTRIC AND HYBRID VANS

**T**he announcement that licence regulations are to be relaxed for drivers of some alternatively-fuelled vans has been warmly welcomed by the Freight Transport Association (FTA).

Currently, drivers with category B (car) licences are permitted to drive vans which weigh up to 3.5 tonnes. However, electric and hybrid vans of a comparable size must carry a large battery pack, making them heavier. The government announced on 29 March, 2018 that it would seek agreement from the EU for drivers with category B licences to be permitted to drive alternatively-fuelled vans weighing up to 4.25 tonnes.

FTA's Environment Policy Manager, Becki Kite commented, “FTA is delighted the government has listened to the logistics industry and taken this positive step to make it easier for transport and freight companies to operate electric vehicles. This will make it cheaper and easier for firms to include alternatively-powered vehicles in their fleets. It is an excellent example of how the government can use regulatory adjustments to help our industry implement more energy-efficient working practices.”

The announcement follows a two-month consultation process. The government says it supports a commitment to ensure that almost every car and van is a zero-emission vehicle by 2050.

## DVSA launches Earned Recognition Scheme at the CV show

**D**VSA Chief Executive Gareth Llewellyn officially launched the DVSA Earned Recognition scheme at the Commercial Vehicle Show on 24 April.

The launch event follows a successful year-long pilot involving more than 60 commercial vehicle operators from various sectors of the industry and was attended by pilot operators, audit providers, IT systems suppliers and trade associations.

DVSA Earned Recognition is a new way for organisations to prove they meet driver and vehicle

standards by regularly sharing performance information with DVSA, such as their MOT initial pass rates and if their drivers have broken drivers' hours rules.

In return, their vehicles are less likely to be stopped for roadside inspections, saving them time and money. This will allow DVSA to target more of its enforcement activities at the high-risk operators who put other road users in danger.

DVSA will, however, still stop vehicles if they're in an obviously dangerous condition.







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# Permanent transfers are on the rise

Permanent transfers look set to change the world of global mobility as a survey revealed they are increasingly seen as an alternative to the traditional long-term international assignment (LTA).

**T**he survey, by Crown World Mobility, targeted businesses across a wide range of industries including aerospace, retail, pharma, oil and gas, professional services, manufacturing, finance, telecomms and automotive. It provided a fascinating insight into the way global mobility is changing, with close to half of businesses saying they now use permanent transfers more often than old-school LTAs. Additionally, a third of companies expect to see the number of permanent transfers increase this year.

Lisa Johnson, Global Practice Leader in Consulting Services at Crown World Mobility, believes those statistics highlight an underlying trend that could become increasingly significant for corporations and employees.

"It started a few years ago as a small shift in certain regions such as Asia, the EU and across Latin America," she said. "We noticed companies were slowly losing tolerance for the traditional international long-term assignment (LTA) model. This was primarily because companies needed to reduce mobility-related costs. After all, a traditional LTA can cost anywhere between three and eight times the employee's annual salary."

However, Lisa said that what changed the agenda was an overall shift in what it means for companies to be global, and a desire to align global mobility with this new mindset.

"Early-career millennial employees are increasingly looking for international opportunities and, in the war for talent, if companies want to keep them then low-cost mobility options have to be available. Permanent transfers fit that bill."

It seems today's global mobility professionals, armed with new technology platforms, have made global mobility strategies smarter and are willing to look at alternative programmes which support a 'new normal'. Therefore, fewer companies tolerate the 'expat for life' approach which spends lots of money to keep an employee on an expatriate lifestyle, believing there is no-one else who can fill that role.

"We see more and more companies implementing strong governance to ensure that the three-year LTA maximum length, with the option to extend for two years, is the programme norm."

Permanent transfers are one-way international moves where the assignee and family live in the new location as locals. They come with fewer associated costs and benefits. For instance, the assumption is that the employee will sell their home (or end their rental lease), sell their car, ship their belongings and prepare for a new life abroad before they make the transfer.

Both businesses and employees are driving the change, according to Lisa. "Our survey showed 91% of companies had company-initiated transfer schemes – but 52% also had employee-initiated schemes. This supports the notion that employees want greater flexibility to move around an organisation and that companies want to support that. One of the companies in our survey even revealed they have set up a 'Lifestyle Assignment' for employee-initiated moves, where only limited benefits are offered." Lisa said that some companies, new to global mobility, are choosing to offer only permanent transfers, setting the precedent that they do not need the expense or complexity of temporary international assignments.

"One of the key findings from our survey was that 45% of companies said they now use company-initiated permanent transfers more often than LTAs and 32% said they expect to see an increase in

permanent transfers next year," said Lisa. "The most popular reasons given were lower cost, growing demand and global business growth."

But do permanent transfers work? Lisa said that it depends on putting the right employee in the right role and providing them with the right support. "More than a quarter of organisations admitted they have experienced failed company-initiated permanent transfers, requiring employees to be repatriated. Transferring employees from high cost-of-living and/or high quality of life locations to a lower one can be the most challenging situation. Companies also cited immigration difficulties, family adjustment, salary and employee expectations as common challenges."

So, what are the alternatives? Lisa explained that permanent moves were originally intended to be used between like-to-like countries where the lifestyle, cost of living, salary and quality of life were similar and on-going support from the company would not be necessary. When that is not the case then 'Local Plus' policies are emerging which include benefits that meet the employee's needs and understand the realities of the new location. "We have also noticed a rise in 'localisation' policies which help employees transition from a temporary assignee to a permanent local employee," she said.

The bottom line is that global mobility is evolving and, with a growing reluctance to fund old school LTAs, new alternatives are emerging.



**"One of the key findings from our survey was that 45% of companies said they now use company-initiated permanent transfers more often than LTAs and 32% said they expect to see an increase in permanent transfers next year ..."**

Lisa Johnson





## NEWS: ON THE ROAD



● The proposed Operation Brock will keep the M20 open using a contraflow system.

## New version of Operation Stack aims to keep traffic moving

A new interim strategy to keep traffic moving on the M20 during Operation Stack is to be introduced by the Department of Transport in early 2019.

**T**he new strategy, called Operation Brock, will use a contraflow system to keep the road open when problems arise and is expected to include toilet facilities and water supplies for drivers waiting on the motorway. According to Roads Minister Jesse Norman, the interim plan will start early next year and continue until a permanent solution is found.

Operation Stack, which turns sections of the M20 into a lorry park

**"It is vital both for the logistics industry, and for Kent as a whole, that traffic can continue to flow freely throughout the county..."**

Christopher Snelling

for thousands of trucks, was introduced in February 1988, when a strike by the National Union of Seamen at Folkestone Docks, closed what was then an important ferry terminal. The strike only lasted three days but caused chaos on the approach to both Folkestone and Dover ports. Operation Stack has been used many times since then whenever there is congestion at the Channel ports. The uncertainty of post Brexit regulations and the possible delays caused by additional customs checks has no doubt prompted the introduction of the new 'temporary' arrangements.

Commenting on the move FTA's Head of UK Policy Christopher Snelling said, "The proposed temporary solution for Operation Stack on the M20 is a good compromise for operators concerned about managing queues safely at the Channel ports in the event of cross-Channel disruption, until a permanent lorry parking area can be built. It is vital both for the logistics industry, and for Kent as a whole, that traffic can continue to flow freely throughout the county, and the proposed solution could provide that for now."

In an interview with the BBC Jesse Norman said, "We've seen the severe disruption that people in Kent had to face in 2015 when there were hold ups across the Channel. This interim plan will help to minimise that disruption and mean people will be able to go about their everyday lives, seeing friends and family or going to work, as well as businesses being able to get to their customers."

In 2015, queues of 4,600 lorries stretched back 30 miles at an estimated daily cost to the UK economy of £250m.



## Government must work with truck operators to improve air quality says RHA

**I**n a speech at the Microlise Transport Conference at the Ricoh Arena in Coventry on 16 May, Road Haulage Association Chief Executive, Richard Burnett (above) called for the UK government to work with truck operators to improve air quality in cities rather than penalising them with charges and fines.

He said ministers must come up with a scrappage scheme that works. The recent court ruling brought by ClientEarth that has forced the government's hand on speeding up clean air zones means that different towns and cities could have different policies – and fines – for different lorries delivering into them. That could hit businesses hard and leave the logistics trade confused with multiple standards and rules.

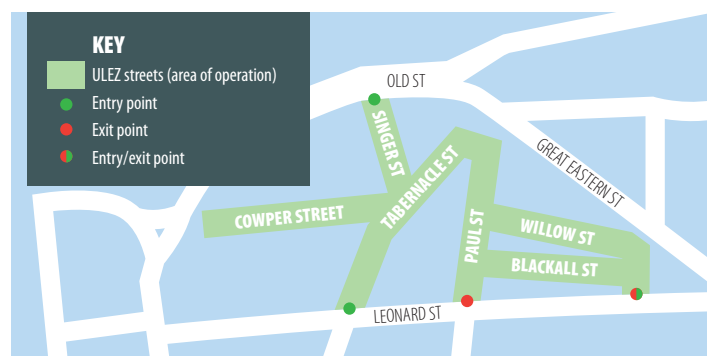
He pointed out that trucks entering London's Ultra Low Emission Zone – to be launched next year – will be fined £100 if non-compliant (Euro V or below) – and when an average SME operator makes around £60 profit per truck, per week, extra costs could make it uneconomical to deliver to the capital. This means more vans, which means more congestion and more pollution.

## ULEZ starts in London next month

**A**n Ultra Low Emission Zone (ULEZ) will come into force in Islington and Hackney in London in July 2018. The ULEZ will prohibit any diesel or petrol vehicle from entering the zone from 07:00am – 10:00am and from 16:00 – 19:00, Monday to Friday. The zone is to be extended more widely in London from 8 April, 2019.

The law will be enforced by Automatic Number Plate Recognition (ANPR) cameras; a Penalty Charge Notice (PCN) of up to £130 will be issued for violations. The law also applies to foreign registered vehicles. Residents and businesses located in the area may apply for an exemption. Electric vehicles and vehicles emitting less than 75g/km CO<sub>2</sub> are also exempt.

Information courtesy of CLARS.





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## NEWS: PRODUCT



● The Volvo FL Electric and its engine (inset).

## Volvo Trucks introduces its first all-electric truck

Volvo Trucks has introduced its first all-electric truck for commercial use.

**T**he Volvo FL Electric has been designed for urban distribution and refuse operations, among other applications. Sales and series production of the new model will start in Europe in 2019.

Claes Nilsson, President Volvo Trucks said, "We're immensely proud to present the first in a range of fully electrically-powered Volvo trucks ready for regular traffic. With this model we are making it

**"We're immensely proud to present the first in a range of fully electrically-powered Volvo trucks ready for regular traffic."**

Claes Nilsson

possible for cities that aim for sustainable urban development to benefit from the advantages of electrified truck transports."

Volvo says there is considerable market interest in electric trucks and many potential customers have questions about the opportunities created by the new technology and how it can assist their operations.

Jonas Odermalm, Head of Product Strategy Volvo FL and Volvo FE at Volvo Trucks said, "In order to make

the transition secure and smooth, we will offer holistic solutions based on each customer's individual needs regarding driving cycles, load capacity, uptime, range and other parameters. Such a solution may encompass everything from route analysis and battery optimisation to servicing and financing. Volvo Trucks works closely with several suppliers of charging equipment. The aim as always is to offer customers high uptime and productivity."

To ensure that raw materials for the batteries are extracted in a responsible way, the Volvo Group works with the Drive Sustainability network, which has a special function that monitors this issue. The Volvo Group is also involved in various projects where batteries from heavy electric vehicles get a second lease of life and are reused for energy storage.

"All the questions about handling of batteries have not yet been solved, but we are working actively both within the Group and with others to drive development and create the necessary solutions," said Jonas Odermalm.

The first two pre-production trucks in the Volvo FL Electric range are now entering regular operation with customers in Gothenburg, the home of Volvo Trucks.

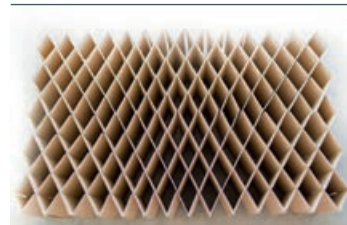
## A cardboard bed! Whatever next?

**T**here is much talk in the moving industry about how people have less to move nowadays. People are less attached to furniture, we live in a more disposable world, shipments for international moves are becoming smaller and lighter and prices are depressed. *The Mover* spotted this stroke of genius recently that rather nicely illustrates the problem: a cardboard bed.

The product is retailed by Happy Beds and is made entirely of recyclable cardboard. It can be erected in seconds with no tools and is available in four colours. The makers say it is designed

with versatility in mind and can be easily moved or stored when not in use. It is, they say, a proven seller across Europe. It might be great news for landlords, students and global travellers but for movers: well it's a sign of the times.

● The cardboard bed base (below) and in use (right).





## Caged, neglected and in torment. Please help.



When we found Monti, the 18-month-old bear was being kept by a hotel owner in Bulgaria, for the amusement of guests. For Monti, his 9m<sup>2</sup> cell was roughly equivalent to a man living in a telephone box – and he'd been caged since being a few days old.

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



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## NEWS: PRODUCT

# SmartWitness launches full service fleet monitoring service

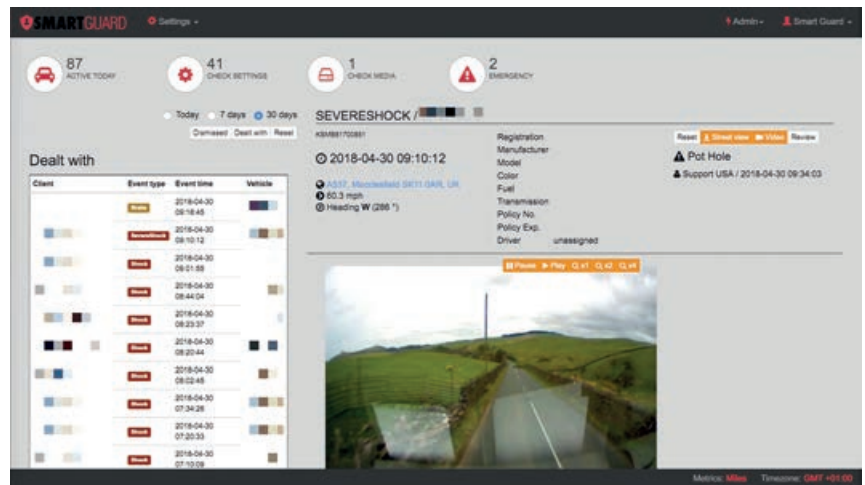
Video telematics provider SmartWitness has launched a new system – SmartGuard – that provides monitoring for fleets 24-hours a day, 365-days a year.

The system provides full service monitoring of live video cameras and telematics for all vehicle fleet sizes and alerts transport managers in an emergency.

The SmartGuard platform captures, processes, and stores high-definition video footage enhanced with telematics data. It is completely hardware agnostic and is compatible with any device capable of transmitting data – whether existing telematics systems or in-vehicle cameras.

The data received is analysed with information displayed in a series of user-friendly dashboards, alerts and reports. Driving risk is reduced by offering qualified driver behaviour analysis, which in turn reduces potential liability, fleet insurance costs, and offers better protection for drivers and their company's brand. Operators can switch which vehicles are monitored and change the number of vehicles covered quickly and at low cost.

SmartWitness Founder and CEO Paul Singh said, "Vehicle cameras that are not monitored



● SmartGuard dashboard.

do have an initial impact on driver behaviour but after a short time drivers become used to having a camera in their vehicle. Monitored cameras ensure that standards are continually met and that problems are being fed back in real

time. The SmartGuard system can be made available to all or just a section of your fleet.

The SmartGuard system was piloted by several major haulage companies before being rolled out to the whole of the UK in May 2018.

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## Tori Ferrante becomes OMNI president

**S**alvatore (Tori) Ferrante, from Crown Worldwide Moving & Storage in California, became the president of OMNI at the network's annual conference in Palm Beach in March. Tori joined the OMNI board in 2015 and now takes over from Keith Meader who steps down after a two-year term in the role.

OMNI is a global organisation of market leading moving and relocation companies that combine to present a unified network serving the corporate mobility market. The network includes 160 locations in 57 countries. Speaking of the unique value of the OMNI network Tori said that from the outside it's really hard to understand the power of the owners and CEOs of the industry's top companies getting together to learn from

each other and share ideas. "We are not speed dating," he said. "We are getting to know each other and sharing things at a personal level in environments that are hard to reproduce. It happens over time. You can't rush it. It's priceless!"

On a more operational level Tori said that OMNI frequently appears on RFPs (Requests for Proposal) for corporate contracts because companies want to know about affiliations. This was likely to increase now that it has become compulsory for all OMNI members to use the Dow Jones Risk and Compliance system to provide confidence of compliance for its members' corporate customers. "We see this as an essential service to our customers and are very proud that OMNI has become the first global network in the world to take compliance seriously in this way."

Tori said that there was a long list of companies that wanted to join OMNI, however the strict focus on quality and market leadership would not be compromised. "OMNI is the most focussed, most vetted, highest quality organisation in the industry," said Tori. "We want to grow our network, but we won't give up the standard of market leader. New members must make our organisation stronger and bring new corporate business to the network."

**"We are not speed dating. We are getting to know each other and sharing things at a personal level in environments that are hard to reproduce. It happens over time."**

Tori Ferrante



● Tori Ferrante.



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\* Packing completed in Hydra island, back in the 70's



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## NEWS: PEOPLE



● Mark Oakeshott.

## Mark Oakeshott starts consultancy business

**M**ark Oakeshott, a well-known face in the moving industry for many years, has set up a new business, Mark Oakeshott Consulting, to provide the benefit of his experience to moving companies that are growing, changing, or facing challenges.

Mark worked for many years with Sirva. He left the company in March 2016 and worked as a consultant for a short while before joining Crater in October of that year. He stayed with the company, helping it to promote its popular video survey service, until March 2018.

**"I am someone who understands the business and can take on those roles for them in a cost-effective and timely way."**

Mark Oakeshott

"I enjoyed working with Crater but felt that my breadth of knowledge and experience in the industry required a broader role," he said.

His new consultancy service aims to help medium and larger, independent, international moving organisations to work through the challenges facing them from a rapidly evolving industry and an exceedingly competitive market. "Unless some moving companies face reality in terms of their costs, strategy and technology they are going to have some challenges," he said. "I think my experience has given me the ability to help them."

The kind of projects that Mark believes his experience suits include: mergers and acquisitions, business diversification, opening new premises, and helping people who want to sell their businesses achieve the right price from the right buyer. "It's difficult for many companies to handle major new products without taking their key staff away from their day-to-day jobs and disrupting the business," he said. "I am someone who understands the business and can take on those roles for them in a cost-effective and timely way." Mark explained that a project could be for a few days, a few weeks, or just require a few hours work a month over an extended period. "It's whatever the company needs."

Mark lives with his family in Chicago. Of course, he's happy to travel as necessary and is willing to consider any project anywhere in the world. "It's just got to be interesting," he said.

He can be contacted on e-mail: [mark@oakeshottconsulting.com](mailto:mark@oakeshottconsulting.com).



## SARA LYRUM KRONKJAER RETURNS TO ASPIRE MOBILITY

**C**openhagen-based Aspire Mobility Group has announced the return of Sara Lyrum Kronkjaer (above) to its leadership team after a five-year period with a local competitor.

In her new position as director of group international pricing, Sara will assume leadership of the development and consolidation of the Group's worldwide moving and relocation pricing policies, cost control functions, and global supplier partnership programmes.

"With her extensive international network in the global moving and relocation industry, we are pleased to have Sara back in our leadership team," said Gunnar Moeskjaer, Aspire Mobility's Group Director. "Sara's wealth of experience and proven expertise will further strengthen our organisation as we accelerate our moving and relocation management services for clients in our Danish and Swedish home markets."

## Chris Welsh MBE retires from the Freight Transport Association

**A**fter 36 years' dedicated service, Chris Welsh MBE retired from the Freight Transport Association (FTA) as its director of global and European policy at the end of May 2018. Chris took part in a FIDI panel discussion about GVM regulations in Geneva in 2016.

Chris spent his career at FTA defending and advancing the interests of importers and exporters (shippers) in their dealings with the world's shipping lines and airlines. Through his work with the British Shippers' Council, Chris provided an effective voice for the customer in these markets and succeeded in making it easier for FTA members to import and

export goods by sea and by air. He was awarded the MBE in 2015 in recognition of his achievements.

Earlier in his career, Chris helped establish FTA's Brussels office in 1995 and served as the secretary general of the European Shippers' Council from 1996 to 2002. In addition to his FTA duties as director of global and European policy, he was also the secretary general of the Global Shippers' Forum (GSF) that provides a platform for shippers' views to be heard by the global regulatory bodies. The GSF's annual meeting in Melbourne on May 8-11 marked Chris's final commitment to the organisation that he ran since its formation in 2011.

With the agreement of the Board of the Global Shippers' Forum, FTA's Deputy Chief Executive James Hookham took over responsibilities for running the GSF from 1 June, 2018. James will also take direct responsibility for the global and European policy team at FTA.

David Wells, FTA's Chief Executive, said, "Chris Welsh has been a tireless advocate for the needs and interests of businesses, managing sea freight and air cargo contracts for over 30 years, and I thank him for advancing FTA members' interests in these modes of transport. His award of an MBE in 2015 recognises the contribution he has made to keeping British,



● Chris Welsh.

European and global supply chains safe, competitive and sustainable. I am grateful for the service he has given to FTA over a long and successful career and wish him an active and happy retirement."



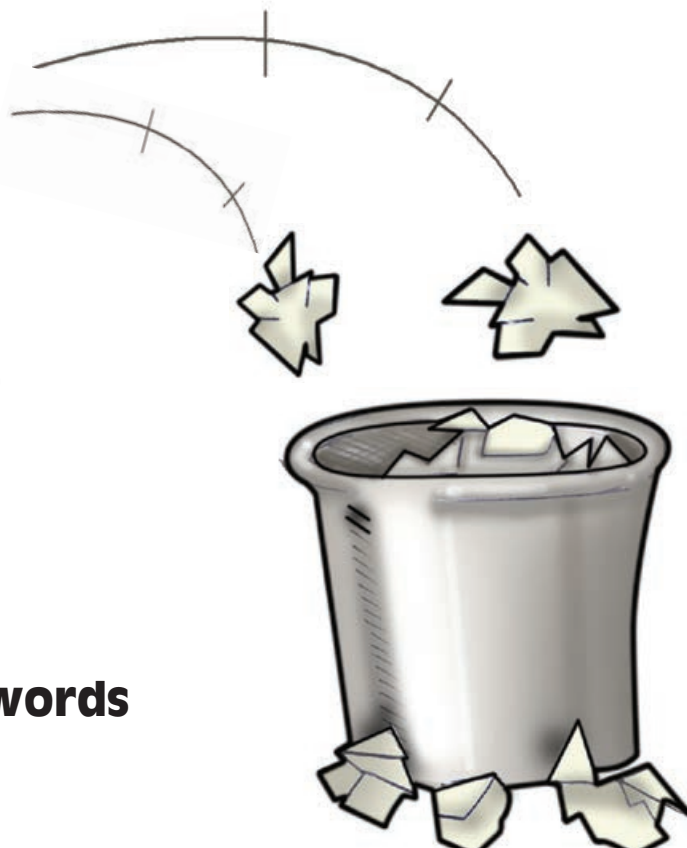
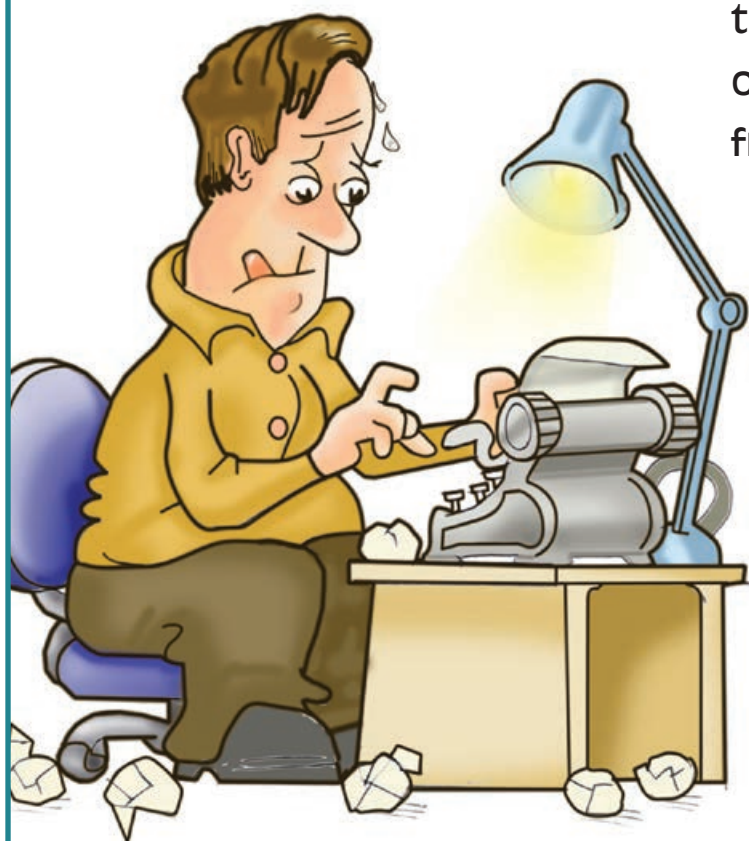


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## **TheMover**

## NEWS: PEOPLE



● Terry Sinnott with one of the famous UVB model trucks.

### UVB Director Terry Sinnott retires

**T**erry Sinnott, Managing Director of Unique Van Bodies (UVB), the company he founded with removals industry entrepreneur Robert Bartup in 2007, has announced his

retirement. Terry, a popular industry character, has been in the commercial vehicle building industry all his working life, starting as an apprentice at the age of fifteen at Marsden Coach

Builders - later Marsden Vanplan - where he remained until 2006.

"Things were very different back in the 60s when I started my apprenticeship," said Terry. "All the bodies were made of plywood and aluminium in those days, there was no GRP or fibreglass and everyone used Bedford trucks, they were the industry standard at that time. It was only when Bedford went out of business that Scania, Mercs and DAFs came along."

Terry will be succeeded by Rob Hampson who joined the company at the end of 2017. Although he is retiring Terry has no intention of becoming a couch potato. "I've seen what can happen to people who retire and I certainly won't be putting my feet up and watching *The Jeremy Kyle Show* every morning," said Terry. "I've even started a spreadsheet with a to do list, wash the car, cut the grass, oh, and go fishing. That's something I've not been able to do very much of while I've been working."

Happy retirement Terry!

### KOREA'S HIGH RELOCATION WORLDWIDE INC ANNOUNCES NEW APPOINTMENT

**K**orea-based High Relocation Worldwide Inc has announced the appointment of Puseletso Hirm-Martin as business development director. In her new role, Puseletso will be responsible for developing new clients in Korea's French and Spanish communities as well as working in customer services, international moving and DSP sectors.

Puseletso is of French nationality and speaks French, English, Spanish and Chinese fluently, thanks to her studies in school and having lived in Shanghai for five years and Ecuador for three years.

Puseletso took up her new role on 1 March, 2018.

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### The White & Co Mystery Mover

Yes, last month the photo was of William Desousa, now sadly missed, from what was then PN Writer in India (now Writer Relocations). Congratulations to David Macpherson from JK Moving from Sterling in Virginia for being the first out of the hat with the correct answer. This time we have a fresh-faced, slightly perplexed looking young man. But do you remember the face? If so e-mail your answer to [editor@themover.co.uk](mailto:editor@themover.co.uk) for a chance at winning the White and Company Red and Black watch.

### Momentous Fine Art appoints Paul Norman as general manager

**L**ondon-based fine art logistics company Momentous has announced the appointment of Paul Norman as its general manager. Paul has over 12 years' experience in fine art logistics, having worked for some of the industry's leading providers. Prior to joining Momentous, Paul held the position of general manager at The British Shop where he developed its fine art shipping business and took a leading role in building its international operations.

Paul will focus on the development of the company's fine art, storage, shipping and installation business to support its private and corporate client base.

Paul said, "It is a fantastic opportunity to join Momentous. Over the years I have seen the company grow in popularity with collectors, dealers, designers and museums. My plans are ambitious and I am looking forward to building on the existing Momentous business capabilities to make it a first choice when it comes to selecting a specialist fine art shipping and installations company."



● Paul Norman.

Paul Evans, Chairman of the AGM Group said, "We have a robust long-term investment plan for Momentous. Paul Norman's appointment is part of our talent strategy to employ the best people within the fine art business. He has a clear vision, a terrific passion for art and the range of operational expertise necessary for the role. He understands what our customers are looking for, which will drive innovation in our services and create value for our customers."



## Russell Start to join AGM Group as MD

**R**ussell Start has joined the AGM Group as managing director. When he starts at AMG on 30 July, 2018 Russell will lead the progression and sustainable growth of AGM Group's core businesses: Gerson Relocation, Abels Moving and Momentous Fine Art; and the development of new strategic enterprises as part of a long-term strategy.

Prior to joining AGM Group, Russell was managing director of Pickfords for seven years and prior to that was joint managing director for Team Relocations UK.

"I am absolutely delighted to be joining AGM Group this summer," said Russell, "it will be a privilege to work with such tremendous brands and I am thoroughly looking forward to helping put the group at the forefront of the UK market. The opportunity to join such a distinguished group, and help them deliver the ambitious growth plans they have, was too much of an opportunity to miss. I believe there is enormous scope for growth in the Group's existing markets and

brands, as well as tremendous opportunity to add additional revenue streams to the Group's portfolio."

Paul Evans, Company Chairman commented: "We look forward to welcoming Russell to the AGM Group in July. Russell brings with him a wealth of knowledge and experience that will be invaluable as we continue to grow and develop all brands within the AGM Group. We see Russell as a tremendous addition to head our leadership team and to achieving our strategic goals."



● Russell Start.

## New commercial director for FTA

**T**he Freight Transport Association (FTA) has announced the appointment of Jerry Kane as its commercial director. Jerry is a former sales director of some of the freight industry's leading operators, including DHL, Yodel and Eddie Stobart, and has over 25 years of commercial experience in the logistics services, parcel and software markets, including time spent running his own consultancy.

Commenting on his new role Jerry said, "FTA is recognised as the voice for the UK logistics sector and has an excellent track record in delivering tangible benefits to its members. It is a privilege to be given this opportunity and I am very much looking forward to joining the management team at such a crucial time in FTA's development."

David Wells, CEO of FTA said, "Jerry brings a wealth of experience, knowledge and

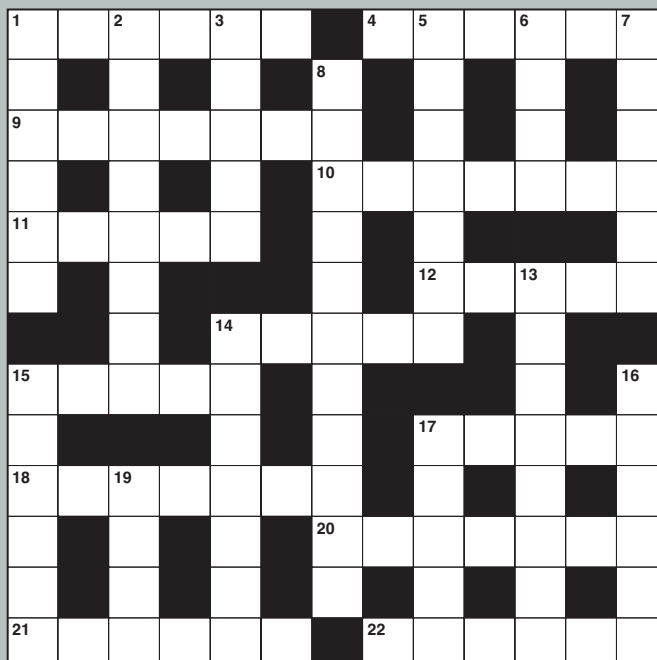


● Jerry Kane.

contacts to FTA as we embark on a new phase for the business. His energy and enthusiasm for the sector will help us to develop the commercial capability of the business and help to ensure that logistics continues to grow and flourish in uncertain trading times, as Brexit approaches. We look forward to his contribution to the next stage in FTA's development."

Jerry Kane joined the FTA on 9 April, 2018 and is based at the organisation's Leamington Spa offices.

## Puzzles



### ACROSS

- 1 Easily remembered (6)  
4 Fibre from the angora goat (6)  
9 \_\_\_\_\_ Hudgens: High School Musical star (7)  
10 Royal houses (7)  
11 Seasons (5)  
12 Domesticates (5)  
14 A ball game (5)  
15 Send someone to a medical specialist; allude to (5)  
17 Short crowbar (5)

18 Bathing tub with bubbles (7)

- 20 Goddess of retribution (7)  
21 Makes spick and span (6)  
22 Opposite of top (6)

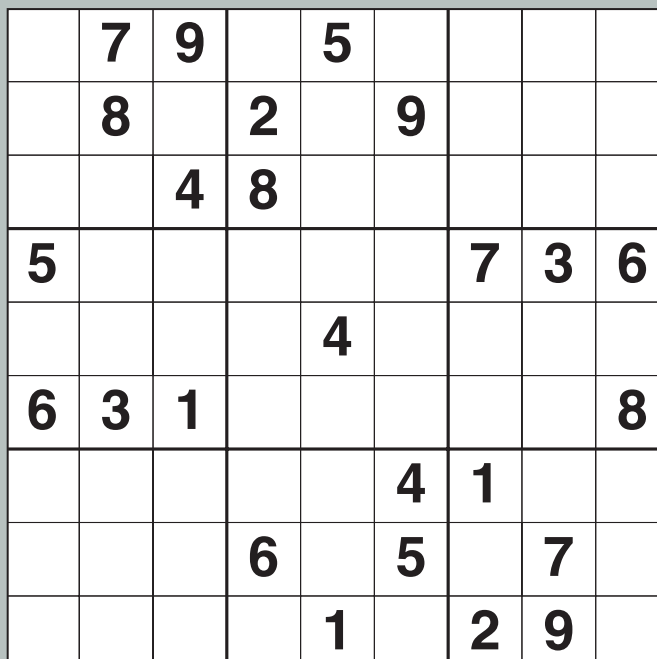
### DOWN

- 1 Decayed part of a tooth (6)  
2 Unable to discern musical pitch (4-4)  
3 TV presenters (5)  
5 Mercantile establishments (7)

6 \_\_\_\_\_ Stewart: ex-England cricketer (4)

- 7 Cooks in the oven (6)  
8 Capturing interest (11)  
13 Central American monkey (8)

- 14 Make mentally fatigued (7)  
15 Turn down (6)  
16 Mineral used to make plaster of Paris (6)  
17 Very large (5)  
19 Country bordered by Libya and Sudan (4)



## MARKETPLACE

# MarketPlace

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



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• All Journeys carried out by our own crews

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**Britannia Bearsbys**  
Tel: 01622 870540



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## MARKETPLACE

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### Copy dates

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

### Enquiries

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Tel: +44 (0) 7593 360200; E-mail: [adverts@themover.co.uk](mailto:adverts@themover.co.uk)

### PLEASE NOTE:

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## Puzzle solutions

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

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

## DiaryDates

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### IAM 56th Annual Meeting

5 – 8 October, 2018, Washington DC, USA

### RHA Autumn Conference

11 October, 2018, National Conference Centre, Birmingham, UK

### The Movers & Storers Show 2018

21 – 22 November, 2018, Event City, Manchester, UK

### IMC WORLD 8th Annual Convention

28 February – 3 March, 2019, Hong Kong

### LACMA Convention 2019

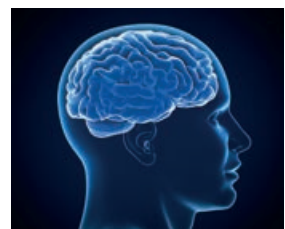
February 2019 (exact date TBD), Panama City, Panama

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

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family run removals and storage  
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[tomproche@hotmail.com](mailto:tomproche@hotmail.com).

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required for well-established  
removals and storage company in  
HP5 area to chase up quotes.  
Please email  
[tomproche@hotmail.com](mailto:tomproche@hotmail.com).

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**2005 ATEGO, 12-TONS GVW**

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38 years' experience at all levels,  
National and International CPC  
holder wanting to relocate.  
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height, furniture van spec.  
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## Tony Allen: And finally...



# Such a heated subject!

I've never quite understood how global warming is often blamed for causing colder weather, it sounds like an oxymoron to me – and no, an oxymoron is not a word to describe a foolish bovine creature!

Apart from an iceberg bigger than the United Kingdom or somewhere or other breaking away from Antarctica, I haven't heard very much about global warming of late. It appears that discussion of this phenomenon has been currently superseded by a (justifiable) preoccupation with our being knee-deep in plastic. In fact I've only just got back from joining the 'Great Plastic Pick Up', and must confess that I wasn't very successful. I even resorted to following a lady who was drinking from a bottle of water in the hope that this would be discarded - but it wasn't. I should add that the irony of this situation did not escape me, as before we began we were given a black PLASTIC bag to collect our rubbish in.

Now please don't think that I'm being cynical here, because I genuinely do believe that both of these situations are of legitimate concern. I recently wrote an article about a friend of mine who lived beside a busy main road and had a major problem with discarded rubbish, but this was mainly paper and cardboard not plastic, so are people being more selective with their detritus?

I make no apologies for coming back to this subject, but I'll give you an example of what I mean. When my daughter was very young I remember her throwing an apple core out of the window of our moving car and me then telling her that this was not acceptable. She replied that it was perfectly OK because an apple core is biodegradable. I responded that if she ever did it again we would be finding out whether or not she was biodegradable. See what I mean? There is a danger here of creating a selective view towards litter. Replace plastic with cardboard? Well, then of course it's fine to dispose of it irresponsibly.

In theory the plastic problem is easier to deal with than global warming or, as I prefer to call it, climate change. Simply stop using so much; substitute with more environmentally friendly materials; make a concerted effort to collect and dispose of all of the jettisoned plastic. Ouch! How do we dispose of it? Of course, hardly any of it is recyclable so we can bury it or we can burn it, but then this brings us

back to climate change and so our vicious circle is complete.

I should add that whilst it is invigorating to go out on an organised plastic hunt, this is really not the definitive answer because what we are actually doing is solving a litter problem. It doesn't address the real problem, which is increasing pollution of our planet - the land and especially the sea - with non-biodegradable plastic. Somehow we have to wean ourselves off this pervasive substance. We can all try to do our bit, but it's not going to be easy. However much we might think that the way to solve this

But the weather, that's another matter. What we are doing to our climate is fundamentally irreversible and quite simply a manifestation of our ever increasing population.

through well-meaning philanthropy, when the chips are down, what we really need is a good old dose of entrepreneurialism.

Plastic was originally discovered by accident, but it was then exploited for financial gain – nothing wrong with that for it's what makes the world go round; which thankfully it's still doing. This same swashbuckling process will, I predict, finally produce a disposable plastic that is economically viable. We shall see.

But the weather, that's another matter. What we are doing to our climate is fundamentally irreversible and quite simply a manifestation of our ever increasing population. Yes of course, through innovation, we are able to feed the world population probably better than ever before. But there is a price to pay, because our planet's natural resources are finite, we can't actually make any more. In very simple terms, more and more of these natural resources are being used up in producing more homo sapiens. Which, inexorably, means less trees, less water, less other species, in fact less almost everything – apart from, that is, more climate change and more plastic.

So unless anything radical happens, I'm afraid we just have to simply accept that our weather will become increasingly more unpredictable. But let's not complain, because if it didn't change so much, most of us Brits would have no idea how to start a conversation!





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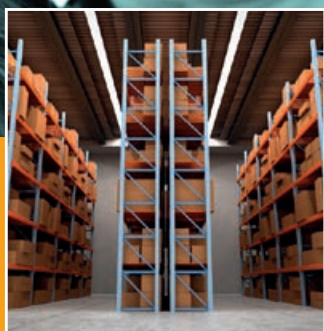


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