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Issue 084 March 2018 www.themover.co.uk

TheMover

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MOVING INTO MOVING

An interview with Select Uniforms as the company breaks into the moving market. Page 28

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TheMover

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LEADER

Anyone for cocktails?

Steve Jordan, Editor



There is one subject that has been exercising my mind all this month that is touched on in two stories in this issue (Marketing to millennials – page 16 and Marketing moving in a changing world – page 32). My thoughts have been about the different attitudes and approaches our new generation of business people have compared with my own. Maybe I am feeling a little left behind.

No, surely not. I'm just a whipper-snapper myself. I can get down with the kids as well as the next deluded 60-something. I think. Or can I?

I upgraded my phone contract the other day (see how I don't call it a 'mobile' anymore because all phones are mobile aren't they!). As well as being able to make calls and download buckets full of data, I now can send up to 3,000 texts a month. "3,000!" I exclaimed to the assistant, incredulous that anyone could ever or would ever want to send so many. "Yes," she said, "but I can upgrade you to 'unlimited' if that's not enough."

What on earth do people want to send over 100 texts a day for? But, if you look at it with different eyes, it's quite easy. Imagine you go to a cocktail party. There are 100 people there, most of whom you don't know. You start to chat. You don't stay quiet until you have something revolutionary to say, you just shoot the breeze with anyone who's prepared to listen. People today live their lives in a permanent cocktail party – chatting, joking, confiding and spilling beans wherever they need to be spilt. It's just the way it is. 100 messages a day, used in that way, is nothing. It's virtually mute.

As I write, I am waiting for a taxi to take me to the airport to head off to the IMA conference in Bangkok. I'm part of the WhatsApp group so every few seconds my phone beeps because someone is late for dinner, can't decide what to wear, is a little worse for drink, planning a meeting, lost, bored or any other human condition that is worthy of sharing. At first, I thought I would turn it off; but, it's quite nice really. I feel as if I am part of a community. I might even join in when I get there.

A full report in the next issue – as long as the technology doesn't let us down that is.

Steve Jordan



● Scania Direct.

Used truck acquisition made simple with Scania Direct

Scania is refreshing its approach to used truck marketing with the launch of Scania Direct, a new nationwide initiative designed to help operators source and acquire used Scania vehicles in the most convenient and simple way possible. Scania Direct provides a single point of access to all Scania's used vehicle stock across its UK dealer network.

Tony Tomsett, Used Vehicle Sales Director for Scania (Great Britain) Limited said, "Scania Direct involves every member of the Scania UK dealer network and places the customer at the heart of our used vehicle operations by making vehicles of the specification and type they require easily accessible no matter where they are located. Moreover, the service can be used in whichever way suits the customer

for their customers. As the country's largest re-marketer of used Scania vehicles, the likelihood of finding the correct vehicle within our network is extremely high, so the single access point provided by Scania Direct will speed up and simplify the process from their point of view as well."

The full range of services provided by Scania Direct can be accessed online at www.scania.co.uk/used.

New Scania dealership at Gatwick

Scania (Great Britain) Limited is to open a new dealership on a three-acre greenfield site just off the M23 motorway south of Crawley, West Sussex, adjacent to the Pease Pottage Service area. The new premises will be known as Scania Gatwick and will be constructed to the same design concept as Scania Maidstone, another greenfield development which was inaugurated in December 2015.



"Scania Direct ... places the customer at the heart of our used vehicle operations ..."

Tony Tomsett

best. If an operator sees a vehicle on Scania Direct they would like to inspect, they can either visit the dealership at which it is held, or we can arrange for the vehicle to be brought closer to them."

"Our Used Truck sales force will also use the system to source vehicles



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NEWS: UK

CROWN RECORDS MANAGEMENT APPOINTED BY TURNING POINT FOR GDPR

Turning Point, a leading social enterprise operating in the health and social care sector, has appointed Crown Records Management to help it prepare for the General Data Protection Regulation (GDPR) that comes into force in May this year.

The regulation will give EU citizens new rights over their personal data, including the right to ask for it to be edited or deleted, as well as bringing in huge fines for data breaches.

Simon Allen, Business Development Manager at Crown Records Management, said: "Many businesses are concerned about being ready in time for the EU General Data Protection Regulation. However, there are also clear benefits and advantages for those who take the right steps to update their information management so that they understand what data they have, where it is, why they've got it and how they're using it, not forgetting how they can gain value from it."



Simon Allen.



Operation Stack caused the M20 to be closed for more than 30 days in 2015.

UK government spends £6m on unused emergency truck park

The UK government has spent almost £6m renting Kent's Manston Airport as an emergency parking area in case of Operation Stack, but never used it.

The figures relate to the period August 2015 to 15 December, 2017.

The arrangement was agreed in 2015 after the M20 was shut for more than 30 days, creating chaos in the county and losing businesses millions of pounds. At the time, the plan was criticised as "crackpot" by North Thanet MP Sir Roger Gale and Kent Police expressed reservations about the location.

RHA Chief Executive Richard Burnett said, "Manston Airport was

"We are keeping Manston Airfield as an option for holding lorries in the event of Operation Stack being put in place again..."

Department for Transport

only supposed to be a short-term contingency following the mayhem we saw on the M20 during the summer of 2015, but two and a half years later the taxpayer is still footing the bill for a facility that's never been used. It's a completely unsuitable location as the road network in that part of Kent is not geared up to accommodating hundreds of HGVs, yet the government is spending £12,000 a day to keep it available when it should be investing in proper parking facilities."

However, The Freight Transport Association's (FTA) Head of UK Policy, Christopher Snelling expressed a different point of view. "While the price of renting Manston Airport might appear high, the cost of failing to prepare for a possible closure of the Port of Dover would be far greater for the local community, and business as a whole across the country."

"When Operation Stack is implemented, the money lost by UK businesses runs into many millions of pounds, not to mention the cost to the Kent economy and massive disruption to local residents. FTA would like to see a viable long-term solution to closures at Dover, which addresses the needs of the logistics industry and Kent residents, such as the proposed parking area near the village of Stanford. However, until such a solution is put in place, the cost of renting Manston is an insurance policy we cannot afford to lose."

A Department for Transport spokesperson said, "We are keeping Manston Airfield as an option for holding lorries in the event of Operation Stack being put in place again, as it is currently the only site offering sufficient space in the immediate area."

Volvo Trucks to sell electric trucks in 2019

In 2019 Volvo Trucks will start selling electric medium-duty trucks in Europe.

"Electromobility is fully in line with Volvo Truck's long-term commitment for sustainable urban development and zero emissions," said Claes Nilsson, President Volvo Trucks. "This is only the beginning."

Electric trucks significantly reduce noise and exhaust emissions. More movements can

be carried out at night so fewer trucks need to compete for road space during busy periods.

"Our technology and know-how within electromobility are based on proven commercial solutions already in use on Volvo's electric buses and hybrid trucks as far back as 2010. The vehicles themselves are only one part of what is needed for large-scale electrification to succeed," says Jonas Odermalm, Head of Product Strategy Medium

Duty Vehicles at Volvo Trucks.

Enabling long-term sustainable transport is a complex issue that requires a holistic and wide range of measures. "We are working closely with customers, cities, suppliers of charging infrastructure and other key stakeholders to create the necessary framework for electric trucks," said Jonas.

According to the World Health Organisation and the UN, 60% of

the planet's population – about five billion people – will live in cities by 2030. This is an increase of just over one billion compared with current levels. This swift pace of urbanisation will impose immense demands on traffic systems, many of which are already insufficient to meet current needs. Within the EU it is estimated that congestion and related traffic problems cost about 100 billion euros per year.



● More than 20 NRI exam centres were approved in 2017, carrying out 103 examinations.

Successful first year for NRI

The National Register of LGV Instructors (NRI) is celebrating a hugely successful first year which saw more than 540 instructors join the only DVSA endorsed register.

During 2017, more than 20 exam centres were approved, carrying out 103 examinations.

"The NRI is run by the industry, for the industry, as working collaboratively is the best way to improve road transport safety and training standards," said Richard Brewer, General Manager of the National Register of LGV Instructors. "We are delighted to have achieved so much in our first year but are keen to expand further and do more to help professionalise the LGV training industry."

The NRI, which is operated by RTITB (Road Transport Industry Training Board) and endorsed by the DVSA (Driver and Vehicle Standards Agency), was launched in January 2017 to provide a single, national register for the road transport industry following the announcement of the closure of the DVSA's existing register. It is committed to promoting higher standards of LGV instruction,

"We are delighted to have achieved so much in our first year but are keen to expand further and do more ..."

Richard Brewer

increasing the number of registered instructors and to helping improve the national pass rate for LGV vocational tests.

As well as the DVSA, the not-for-profit NRI is supported by the FTA (Freight Transport Association) and RHA (Road Haulage Association) and is regularly audited by a governance committee to reassure members of quality, standards and neutrality. The committee includes representatives of both large and small logistics, transport and training organisations alongside trade associations.

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ENVIRONMENT: CLEAN AIR ZONES

Planning for the expansion of Clean Air Zones

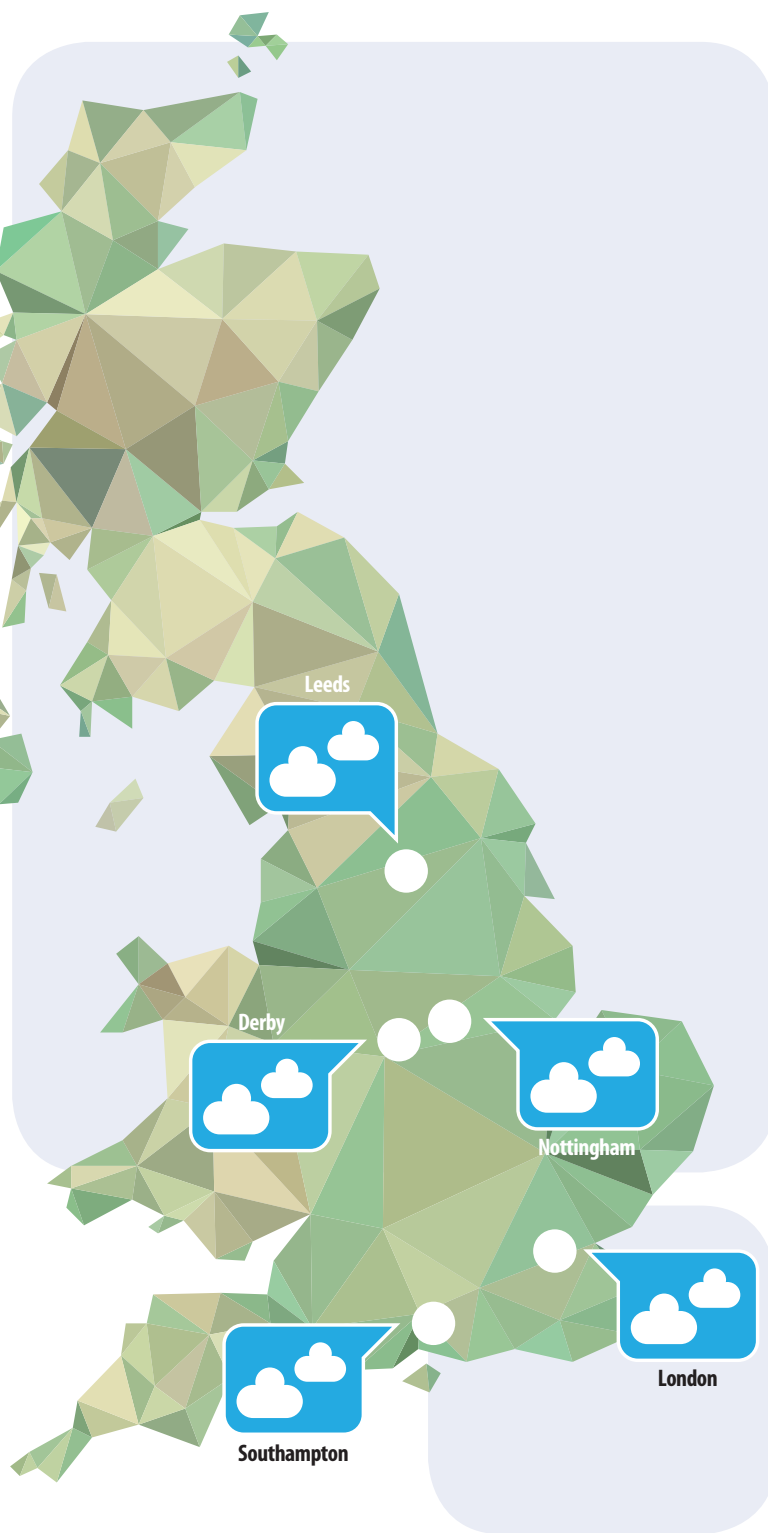
How are you planning for the time when your almost new Euro 5 truck cannot be used in most major cities?

Moving companies operating trucks in London have had to face the burden of paying a daily charge to enter the capital's Low Emission Zone (LEZ) for a number of years. Soon things are set to get worse with all but the very latest Euro 6 vehicles being hit with a whopping £300 a day charge to enter the Zone from April 2019. Other cities including Leeds, Nottingham, Southampton and Derby are finalising plans to introduce their own Clean Air Zones with another 25 or so earmarked by DEFRA to do the same. Companies based within the Zones will presumably have to pay the charge every time their vans leave the yard. With removals trucks covering relatively low mileages, fleets tend to be older, so moving companies are likely to be affected by the spread of the new Zones more than most.

So, what are the options? Paying the charge is obviously out of the question unless it could be passed onto the customer, and with so many cities about to introduce their own CAZs it will now affect moving companies throughout the UK, not just those operating in London. Indeed, the problem is repeated across the whole of Europe. Upgrading your fleet to the latest Euro 6 standard is of course one solution - if you can afford it - although scrapping a perfectly serviceable, though non-compliant vehicle, will come as a bitter pill for most, and part-exchange values for pre-Euro 6 trucks are going to be rock-bottom, if they exist at all. Buying used Euro 6 trucks now, before the rush, would make good business sense, although with Euro 6 only having been around since 2014, they are likely to be thin on the ground.

At The Movers & Storers Show last November, Alan Barnard from Green Urban gave an interesting presentation about the Euro 6 conversion service they're offering to movers in collaboration with truck specialist Bespoke Bodies of Warrington. Alan claims that for a fee of around £15,000 they can upgrade almost any non-compliant truck to Euro 6 standard, which on the face of it sounds like a bargain and well worth investigating.

Despite Brexit, European standards are likely to remain relevant in the UK for many years to come. In any case, for movers doing regular runs to the Continent, operating anything other than a Euro 6 vehicle is not going to be economically viable. Vehicle leasing companies look set to make a killing as operators clamour to upgrade their fleets next year. However, with residual values being difficult to calculate due to the uncertainty of ever more stringent standards being introduced in the future, leasing charges are bound to rise.



Sadly, it looks like the days of the traditional long-service removal van are drawing to an end, and for smaller companies in particular, the roll-out of Clean Air Zones across the UK and the rest of Europe presents a major challenge. It is vital that removal companies keep abreast of the changes taking place and make plans to deal with them.

Have your say

How do you think the expansion of CAZs will affect the moving industry and what can be done to keep the wheels turning in our major cities?

Send your comments to: editor@themover.co.uk.



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NEWS: UK

BRAKE ANNUAL CONFERENCE 2018

Road safety charity Brake has announced the date for its annual Fleet Safety Conference in 2018. Brake is inviting bookings from fleet operators and suppliers to attend the conference, which will take place at the Birmingham Conference & Events Centre on Friday, 25 May 2018.

The theme for this year's conference is 'Facing the future: are you ready?' with presentations on topics including safety through innovation, the modern driver and utilising crash data. This year, delegates will have the opportunity to choose from a range of breakout sessions in the afternoon covering areas such as routing and journey planning, electric vehicles, managing young drivers, trucks – new vehicle standards, vans – the future of delivery and recruitment and driver training. Speakers are yet to be announced. Last year's keynote speaker was John Hix, Concession Director, FORS.

There will also be an exhibition alongside the programme with 15 exhibitors working in a wide range of service areas available to meet throughout the day.

"Brake's Fleet Safety Conference is the perfect opportunity to hear from leading fleet safety academics and fleet operators, on how to successfully manage work related road risk," said Ross Moorlock, Business Development Director. "The introduction of the breakout sessions into this year's conference gives delegates additional flexibility, enabling them to shape the conference around their own interests and needs. The conference also provides an excellent networking opportunity for delegates and exhibitors and I would urge anyone responsible for at-work drivers to attend."

Tickets are £60 from professional
@brake.org.uk



● Paul Fox (left) with Adrian Coles from NatWest.

Fox Moving & Storage invests in its Stourbridge site

Fox Moving & Storage has acquired its 17,000ft² premises in Stourbridge, West Midlands after occupying the site as a tenant for almost forty years.

We were facing a hefty rent increase of around 30% and the landlords were reluctant to commit to major improvements," said Fox's Managing Director Paul Fox. "After two years of negotiations we were no further forward and neighbouring rents were rising, which meant the boot was very much on the landlord's foot. We faced mounting legal fees and arbitration costs to resolve the matter."

Paul explained that during the negotiations his company's plans to expand its self storage operations were put on hold. "A terse meeting with the MD of the property company resulted in a head to head when a challenge to put up or sell up was made," he said. "An inflated price was quoted as perhaps a bluff and this was accepted on the spot. I was doing the mental arithmetic whilst shaking hands. In my view, exchanging rent for a mortgage at similar monthly payments was a no-brainer."

He said that by buying the site his company will be investing in its own

"I would advise people in the moving business to buy their properties if they possibly can, rather than pay rent ..."

Paul Fox

property and securing its long-term future in the area. "Without this control we may at some stage have been forced to relocate," he said. "That would have carried huge costs in transferring our self store operation as much of the internal structure would have to be removed and scrapped. The present site is close to the town centre and is very prominently positioned next to the ring road. We would never had been able to find a nearby site, because land just isn't being made available any longer. The option of replacing our existing premises with a purpose-

built, out-of-town facility would have run to perhaps £3m. Even then we would have lost presence and faced the prospect of the landlord leasing our old warehouse to another self storage operator, who would have effectively stepped into our old shoes."

Negotiations, however, were far from easy. "Our landlord, of course, drove a very hard bargain, both on the price of the site and management charges whilst holding interim rental payments and dilapidations they always claim at the end of a tenancy. We also needed 1.5 million pounds in funding from the bank, so there were a lot of negotiations between solicitors: the landlord's, the bank's, and our own. Additional security was needed from Fox's other properties and all along we half expected the landlords to change their minds or raise the asking price."

Paul is confident that it will all be worth it, despite the uncertainties brought on by Brexit and the current political situation. "We found that even in the 2008 recession the self storage side of our business remained strong and continued to grow. So, if the economy does take a turn for the worse, I am confident that we have enough resilience built into the business to ride another major storm."

The acquisition of the Stourbridge site means that all six of Fox's properties are now owned by the company, rather than being leased. "I would advise people in the moving business to buy their properties if they possibly can, rather than pay rent," said Paul. "This is a business with relatively small margins, so if you can build up a property holding funded by the operational business, this should protect your business and your own personal security, when the time comes to retire or cash out. Also, you'll not have to put up with ever increasing rent and the sometimes 'amoral' tactics of professional landlords."

Paul said that the money previously set aside for dilapidations will now be used to fund a two-year refurbishment programme, which will include repairs to the roof, reconditioning of cladding, new windows, new signage, office refurbishment, yard fencing and the addition of another floor to the self storage mezzanine. This will result in considerable improvements for Fox's local staff, its customers and take this successful branch onto a new chapter.



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PROFILE: LONDON CONTAINERS

● Lendon Meaby with colleagues Rosemary Fortes (left) and Alix Monspey.

Containing the industry

Lendon Containers Ltd has been supplying shipping containers to the moving industry since 1998. Deputy Editor David Jordan visited the company's head office in Clapham, London to meet its eponymous founder and Managing Director Lendon Meaby.

It was a bitterly cold day in January when I emerged from the depths of Clapham Common underground station to walk the mile or so to Lendon Containers' head office in Webb's Road SW11. As I passed through the rows of very smart, Victorian terraced houses I naively thought it an unlikely place to find a company dealing in sea containers: miles from the ports, difficult to get to by road, and with sky-high rents in that part of London, surely nowhere to sensibly store them?

The company's HQ is on the first floor of a block of houses now converted into offices. Lendon greeted me as I climbed the stairs and for the next hour or so he explained how he'd started the business

and why there were no containers to be found on the Webb's Road site.

After training as a civil engineer at Oxford Polytechnic, Lendon began his working life in Zambia's mining industry before taking a year out, back-packing around India living on £1 a day. On his return to England he found it difficult to get back into engineering and began his career in the container industry quite by chance. "A friend called me and said his company was looking for someone and was I interested. That's how I got into the container business, I think it was 1986," said Lendon.

Over the next few years Lendon worked for a number of container companies, gaining valuable experience and forming

friendships with people in the industry; many endure to this day. In the late 90s, while working for a major container supplier, he secured a contract to supply 1,800 containers to Trans Euro, a deal that had taken almost three years to come to fruition. Despite his success, Lendon's relationship with his employer was less than harmonious.

"There were growing differences of opinion between me and my boss," said Lendon. "After a lot of soul searching I decided to move on and start my own business."

"I'd managed to save a little bit of money and with the help of my parents - who lent me £6,000 - I set up Lendon Containers Ltd working from my spare bedroom. In those days you could buy a 20ft container for around £400 so by keeping a careful eye on the cash-flow I was able to trade quite successfully without much capital. I was determined not to go to the bank - I've always found them pretty hopeless anyway - and I've never used bank finance to this day," said Lendon. "Initially most of the business I did was with people I knew well, so there was very little chance of not getting paid. I also used hauliers

"In those days you could buy a 20ft container for around £400 so by keeping a careful eye on the cash-flow I was able to trade quite successfully without much capital."

Lendon Meaby



● Lendon Containers supply units for applications beyond self storage (above), such as mobile laboratories (right).

and converters that I'd known for years and could trust. I always paid them promptly, so they were keen to do business with me and never let me down."

Today Lendon Containers' customer base is wide and varied, as are the uses the containers are put to. As well as selling and renting the basic units, the company specialises in converting containers to suit customers' requirements. Classrooms, canteens, offices, even a mobile laboratory are just some of the conversions Lendon has supplied.

"We use a number of subcontractors to carry out our conversions and that gives us a lot of flexibility when it comes to delivering on time. We also place our jobs with the company best suited to do a particular type of conversion – they all have different skill sets," explained Lendon.

Stock is held at a number of container yards across the UK (hence no containers at Webb's Road) so deliveries can be made promptly and economically to almost any location nationwide.

Right from the start the removal and storage industry has been a major customer for Lendon Containers and with the rapid growth in self storage over recent years, the sector now accounts for almost 50% of the company's business.

"We have a lot of experience in the self storage business and we'll be happy to offer help and advice to anyone considering setting one up," said Lendon. "Using shipping containers means you can start small and grow the site along with demand, so it's relatively cheap and low risk, especially if you choose to rent rather than buy."

In April, Lendon Containers Ltd will celebrate its 20th anniversary. Over the years Lendon and his staff have built a successful business founded on fair dealing, high quality and exceptional customer service. Long may their success continue.



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NEWS: UK



● Bishop's Move staff at work in the University of Surrey.

Bishop's Move moves library for the University of Surrey

Bishop's Move has worked with the University of Surrey to update shelving in its library.

The University had been given the opportunity to refurbish areas of the older, original buildings to provide more modern and upgraded study spaces with new shelving for the collections. This also allowed for updating group study areas and increasing the access of power and quality audio visual equipment.

The project started in 2016 with Bishop's packing and relocating 500 linear metres of books to its local storage facilities. Once completed the old, grey, narrow shelving was removed and new, modern, white shelving was installed over the summer break. The books were then returned.

In 2017, Bishop's moved a much larger area. Over two weeks in June the company packed and relocated 2.5km of books off site; a further 3.4km were simultaneously relocated on site and items of furniture were moved to other areas in the library. All items were returned to their original locations following refurbishment work.

Stuart Philp, Bishop's Move's Business Relocation Director commented, "As with all our moves, this challenging project was delivered on time and on budget through applying our philosophy of 'good planning and communication ensures the move itself is the easy part'."

Cautious welcome for CDS from UKWA

The United Kingdom Warehousing Association (UKWA) has greeted the HMRC's planned new Customs Declaration Service (CDS) with a cautious welcome.

According to UKWA's CEO Peter Ward, the impact of Brexit on customs regulations is of huge concern to members and is high on the Association's agenda.

"There is considerable confusion among import/export businesses as to what lies ahead," he said. "We welcome the introduction of the new CDS to replace the CHIEF (Customs Handling of Import & Export Freight) system, which is desperately outdated and already creaking at the seams, but we need reassurances from the government that the new system will cope with the estimated 200 million extra customs entries that will result from Brexit. It is imperative that we know when and how it will be launched. Arguably, this single most important issue will affect all our lives – it is critical, not just for businesses, but for

everyone who depends on the seamless flow of goods into and out of our country, that we get this right."

Ward challenged the 'frictionless, uninterrupted trade' promoted by the Prime Minister, insisting that the necessary recording of data and collecting of duties and taxes relating to all UK import/export movements post-Brexit will make a smooth transition impossible.

"In June 2016 over 17 million people voted to leave the UK, but I question how many of those voters even understood the difference between the Single Market and the Customs Union, let alone the serious ramifications of leaving the Customs Union," Ward commented. "We don't yet know where this will end – 'Hard', 'Soft' or any other kind of Brexit, one thing we know for sure is that it will bring challenges for our industry on an unprecedented scale."



"... we need reassurances from the government that the new system will cope with the estimated 200 million extra customs entries that will result from Brexit."

Peter Ward

Buzzmove works to reduce CO₂

Buzzmove has embarked on an initiative to plant trees as a way of offsetting the carbon emissions its customers make when performing removals.

The company estimates that its partner companies emit around 72 tonnes of CO₂ every year. To offset this, Buzzmove has calculated it will be necessary to plant 2,160 trees before the end of 2018.

Damien Seaman from the company said that 30 moving companies had already shown an interest and nine of them had already planted trees. At the time of writing 117 trees had been planted.

If you would like your company to take part visit <https://treesforlife.org.uk/plant-trees/grove/7909/> to find out more.



● <https://treesforlife.org.uk/plant-trees/grove/7909/>.

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REPORT: THE MOVERS & STORERS SHOW 2017

Marketing to millennials

At The Movers & Storers Show in November, Charlotte Parslow, Director of Animo Events, took a look at what movers can do to sell to millennials: anyone born between 1981 and 2000, sometimes called Generation Y, or the 'connected' generation: they are the customers of the future. Just as baby boomers have driven markets since the 1950s, so the millennials are the ones calling the shots today.

In theory, getting your message through to millennials should be easy. According to Charlotte, they spend an average of 25 hours a week on their phones, and that's after they finish work. Apparently 87% of them have their phones turned on all the time. And, as millennials represent one quarter of the population, that's a lot of air time in which to get in front of a lot of people.

Charlotte said that millennials are impatient, informal, confident, questioning, collaborative, self-absorbed (that's why they take so many selfies), inclusive and tolerant of others. They are also brand loyal, like to buy from small, local businesses and are keen to share things with friends. The bad news is that they also know how to block advertising on their phones, are price conscious and are easily distracted. They switch devices and platforms easily too. A millennial, for

example, doesn't mind letting adverts on the TV run through because they are not watching, they are on their phones until the programme comes back on. Similarly they will skip between Facebook, Twitter, WhatsApp, Messenger or Instagram, constantly looking for interesting things.

Millennials know that companies have the technology to target their messages to them as individuals. When they do they are receptive; if they don't they ignore them or could become hostile to them.

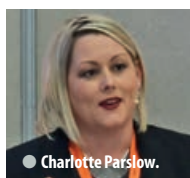
So the trick is to target messages accurately and, rather than sell to them, give them information that will help them. Charlotte said, for example, that if you make a video about how to pack china, they will be interested but won't want to do the work themselves. They will come to you to do it anyway.

They need reassurance that your company is one to be trusted. Referrals

from their peers are important as are genuine testimonials. But they must be authentic. Don't use library images or anonymous testimonials as they will recognise them for what they are. They will read everything before making a decision and will be impressed by certifications. Remarketing, in which an advert stays with website visitors as they browse the Internet, can be effective.

Social media is the heartbeat of marketing to millennials. They find multitasking relaxing. Whereas previous generations might find it stressful, they think it's fun. They have large social media networks and are happy to share useful information. If you can make your messages attractive, informal, friendly and personal to them, they will be more likely to spread the word and do your marketing for you. But you do need to watch what people are saying about you on social media and, if you get any bad reports, respond quickly.

Millennials do not like talking on the phone. They are much more likely to respond by Messenger or WhatsApp than to dial a number. They want convenience, and a good price but more importantly they want a company to be authentic, ethical, informal and, preferably, local.



● Charlotte Parslow.

So the trick is to target messages accurately and, rather than sell to them, give them information that will help them.

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NEWS: INTERNATIONAL



● Kieran O'Hara outside the new Palmers facility in Melbourne.

Palmers expands to Melbourne

Sydney-based Palmers Relocations has opened a new facility in Melbourne, Victoria increasing its spread across Australia.

The new, purpose-built building has four container-high doors, high level security and a reinforced concrete yard to manage the weight of the 16-tonne forklift and containers. It is also a bonded (government approved) warehouse that the company says is essential for successfully managing imports all under one roof. "We decided not to leave anything to chance and moved into a purpose-built facility to meet these strict requirements," said Kieran O'Hara, General Manager.

Opening a new business is a large investment in both time and capital. "Within Australia, you need a fleet of vehicles capable of travelling

both into regional centres up to 400 miles away, having the capabilities of collecting and transporting 20ft and 40ft containers from the ports, and being able to service the city centres of a growing city known for its small laneways," said Kieran. But he is confident that the strategy

"We decided not to leave anything to chance and moved into a purpose-built facility..."

Kieran O'Hara

is right for his company. "Melbourne was opened to complement our well-established Sydney depot and service the demand of our overseas moving partners. It's also made it easier to service South Australia and Tasmania which will allow our clients to consolidate shipments to a single location for delivery."

Palmers has made full use of technology to help with the business expansion with Sydney providing support, allowing the new branch to focus on its operations. "This has allowed us to streamline many business functions including operations, sales and administrative duties through a single office," said Kieran.



● Artist's impression of the Rotterdam extension.

PORT OF ROTTERDAM EXPANDING

Increasing demand for port-related logistics real estate has resulted in the Port of Rotterdam Authority classifying a further 100 hectares of land at Maasvlakte 2 as a distribution park. 'Distripark Maasvlakte West' is currently the only available 'greenfield' site for distribution in the Port of Rotterdam.

"Distripark Maasvlakte West is now available for allocation," stated Maarten de Wijs, Business Manager Distribution & Warehousing at the Port of Rotterdam Authority. "There is a lot of interest from the market. That's because it's a top location for both logistics service providers and shippers as well as real estate developers and investors." The site has multimodal links by road, rail and water and is located just a stone's throw from high-frequency deep-sea and short-sea connections. The new distripark is also located conveniently for the A15, the Maasvlakte Plaza Truck parking area, the existing Maasvlakte distripark and the freight rail links between Maasvlakte and the European hinterland.

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● Left to right: Tom Stuij, CEO Mondial Movers; Menno Martens, Gobuzzsurvey.

Mondial Movers launches Gobuzzsurvey in The Netherlands

Mondial Movers has become the first moving company in The Netherlands to sign a contract with video survey app Gobuzzsurvey.

The app enables moving companies to conduct video surveys in a customer-friendly manner without leaving the office.

Mondial Movers is a well-known moving company in The Netherlands with 27 branches working both nationally and worldwide. Their slogan is 'the friendly mover' and all the depots are led by people with many years of experience in the industry.

Always keen to stay abreast of the latest technological developments, a delegation visited The Movers & Storers Show in Leicestershire last year and were impressed by the technology they saw on the Gobuzzsurvey stand.

The video survey app is very easy to work with. A surveyor sends a link to the customer via e-mail or text message, through which the customer can download the app (in the App Store or Google Play Store). At a pre-arranged date and time, the surveyor contacts the customer using the app. The customer is asked to walk around each room of the house, showing the items that need to be moved using a smartphone camera. At the end of the survey the surveyor can play back the video, determine the volume, and

fill out a report. If necessary the customer can forward additional photos later using the app, should anything have been forgotten. The moving company is then able to send an accurate quotation to the customer based on the details from the video survey.

Menno Martens works for Gobuzzsurvey and has been using this online tool in the UK for some time. "Customers really appreciate this service, especially because it's available in the evening and during weekends. The app is also very user-friendly."

Tom Stuij, CEO of Mondial Movers, is very excited about the collaboration with Gobuzzsurvey. "This video survey tool is an excellent addition to our existing services," he said.

"Customers really appreciate this service, especially because it's available in the evening and during weekends."
Menno Martens

Easier VGM compliance in The Netherlands

The Dutch shipping community is set to enjoy a seamless way of consolidating and sharing Verified Gross Mass (VGM) data thanks to a new partnership between Portbase and Germany's Portrix Logistic Software (PLS). Portbase, which runs a unique Port Community System in The Netherlands, will now use Portrix's VGM solution to enrich the Portbase service Notification Verified Gross Mass to ensure its customers enjoy easy compliance with the latest SOLAS (Safety of Life at Sea) requirements.

Introduced in July 2016, the VGM requirement stipulates that shippers must have containers weighed by an authorised party prior to shipping. This information must then be passed on to the relevant carrier either before collection, or at the allotted terminal entrance point. PLS' VGM application captures all relevant data before automatically, and securely, sharing it electronically with carriers – thus ensuring legal obligations are fulfilled and containers are not left standing on the docks.

Henning Voss, Co-founder and CEO of the Hamburg headquartered PLS, explained how VGM will add value for the

Portbase community: "Portbase connects the players in the Dutch logistics market, enabling everyone in the logistics chain to share and access relevant information. VGM data is now a key element of that eco-system and by integrating our application into Portbase's service Notification Verified Gross Mass they have a simple means of exchanging it, instantly connecting forwarders to every conceivable carrier they wish to partner with."

He continued: "We've been developing advanced software solutions for the logistics sector for over 15 years, so we intimately understand our customers' needs and the shifting demands of the marketplace. The VGM application is testament to that. We now look forward to using it as a platform to assist the Dutch shipping community, while developing our relationship with one of its key players."

Speaking of the decision to partner with PLS, Portbase's Managing Director Iwan van der Wolf explained: "Portbase is pleased to work with Portrix on the VGM application. It helps our community in their logistic processes and contributes to safer transport over sea."



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Rebuilding lifestyles

Steve Jordan talks to Katie Shapley about a five-star service that could help reduce the anxiety of moving, for those who can afford it.

Sometimes we just need a little order in our lives. Moving is one of those times. Your entire life has been turned upside down, your family has been disrupted, you've moved half way across the world to a strange country, and your mind is in a spin. There's so much to do you end up doing none of it.

That's the situation Katie Shapley is aiming to remedy with her company The Organisers. It's a highly efficient team of personal assistants who can really make a difference to some of your clients. What will The Organisers do? "We'll do anything that's legal and morally sound," said Katie.

It was a very short hop from there to working with people who were relocating. At no other time were their lives in such turmoil and were they in so much need of help. So, what exactly does The Organisers do to help?

Katie said that moving companies take a home apart, she puts it back together again. The process starts by working with the client to establish exactly what they want their home to look like.

"We define our default HomeMaker service as leaving the home with no cardboard boxes in sight, the clothes in the wardrobe colour coordinated, the books alphabetised on the book shelves,

even checking out the flat mates and landlord to make sure that it's what the parents would want for their children. "We call it the 'Mummy' service," said Katie. "Sometimes everything looks OK on paper, but it just doesn't feel right. That's where we can help."

The Organisers take over where the moving companies, or even the relocation companies, stop. This even stretches as far as clients' working lives too. Katie's event management experience means that she can organise meetings and provide a wide range of PA services either for the client themselves or the companies they work for. "We have been working for some of our clients for years," she said.

Over the last 20 years most of Katie's work has come through her directly. She has good working relationships with some moving companies but is looking to expand by servicing the needs of moving companies' clients on their behalf providing a valuable value-added service to those who can afford it. "Although we are based in the UK we have a network of partners around the world who work to our strict instructions, so we can help anyone wherever they might be."

This is a specialist service. As such it is not appropriate for most people: many would find it unnecessary and most would not have the resources. But for some, the people with the money who want everything to be 'just so', it might be irresistible.

The Organisers has recently won the award for the Best Bespoke Homemaker Service Provider at the *BUILD 2017* facilities management awards. Other accolades include: Best Residential & Commercial Property Management Company 2016 - *BUILD* magazine; Excellence in Concierge Services 2017 - *Innovation and Excellence* magazine; and UK Concierge Service Provider of the Year (Corporate) 2017 - ACQ5 Global Awards.

If you run a moving company and would like to find out more about a value-added service that could help your customers and provide you with an additional revenue stream, contact Katie at The Organisers on katie.shapley@theorganisers.com.



"Although we are based in the UK we have a network of partners around the world who work to our strict instructions, so we can help anyone wherever they might be."
Katie Shapley

Katie started The Organisers in 1998 having spent her career working first in five-star hospitality, then working with clothes designer Jeff Banks and broadcaster Selina Scott on the BBC live event, *The Clothes Show*. "When I worked in hospitality my approach to service was that we have to build a memory for our guests," she said. "They were spending a lot of money to attend an event and it was our job to give them something extraordinary to remember. I believe, that for some customers, movers need to do the same."

After working with the *Cosmopolitan* magazine brand setting up events in emerging markets, Katie returned to the UK with a clean canvass to set up her own company. Her first job came almost by chance. It was to sort out a client's tax affairs that were in disorder. Job done, and prosecution for the client averted, the stage was set for a business that would work through people's 'to do' lists for them and help get their lives back on track.

the ornaments displayed, pictures hung on walls, curtains up, beds made, IT fully functioning, utilities set up and even a fully stocked fridge. The house is cleaned and dinner can even be on the table if wanted." Katie said that they even go as far as rebuilding the children's Lego models for them and displaying them in their bedrooms. Not a job they particularly enjoy!

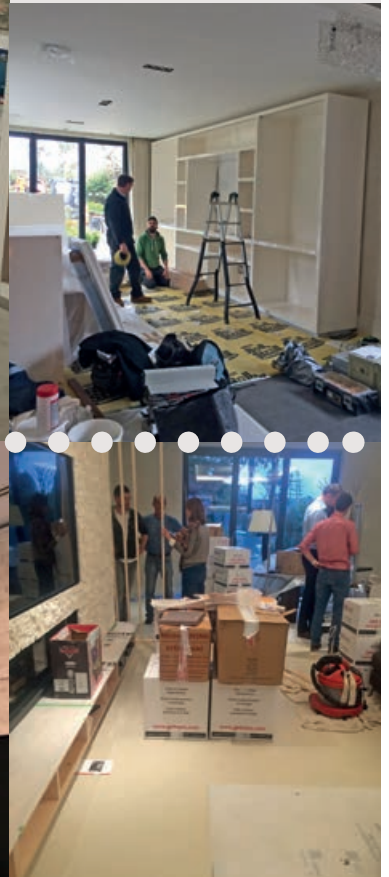
It doesn't stop there. If required Katie will provide housekeepers and nannies, schools for the children, medical services, pet relocation and even interior design and project management. Whatever their lifestyle was like, Katie aims to recreate it in the new location. "Anything is possible," she said.

The company has a dedicated Schools and Education Division. This helps families with applications to boarding schools, day schools, universities and colleges and makes sure that the kids are settled and happy. This goes as far as finding accommodation for them and

PROFILE: THE ORGANISERS



● After and before: rooms completed by Katie's team (above and below), and the teams at work, (right, above and below).



NEWS: INTERNATIONAL

International movers help their own in Mexico

The Arpin Charitable Fund, also known as Arpin Strong, held a clothing drive recently after a Mexico-based moving company, Atlasmex Relocations, lost four of its men in the Mexican earthquake in September.



● The clothing reached the people most affected by the disaster.

The clothing, which arrived in Mexico in January 2018, was offered to the families of those left behind.

On September 19, a terrible earthquake shook Mexico City and caused over 40 buildings to collapse. This tragedy resulted in over 300 deaths and rendered thousands homeless. Four movers from Atlasmex Relocations were helping a couple to pack on that fateful day. All six people were tragically killed in the quake. The company put out a call for help to the international moving community to support the families left behind, including 12 children.

"Arpin Strong wanted to help and we sent a donation," said Mark Dearborn, President of Arpin Strong. "However, we wanted to do more

and decided to assist by hosting several regional clothing drives to collect items for 12 children, including an unborn child, who no longer have a father in their life."

Arpin Strong and several Arpin agents that held clothing drives in November included: Arpin Headquarters: West Warwick, Rhode Island; Arpin International Group Boston: Tyngsboro, Massachusetts; Able Moving and Storage: Amherst, New Hampshire; Allen Young Movers: Hyde Park, Massachusetts; and Olympia Moving: Watertown, Massachusetts. Together, they collected 26 large moving boxes of clothes, including a baby swing.

"I was completely blown away at the response to this clothing drive and the number of items received for these families in need," said Mark. "The international moving community is like a family and we help each other when it's needed most."

Freightsaver.com of Hunting Beach, California, helped ship the goods from Massachusetts to Laredo, Texas, at no cost. From Laredo, the shipment crossed the border to be delivered to the families of earthquake victims.

"That is so cool and, to be honest, I like this much better than the money donations," said Brian Lickerman, owner of Atlasmex Relocations. "This means so much from the heart and that people came together. Thank you so much."

"I was completely blown away at the response to this clothing drive and the number of items received for these families in need..."

Mark Dearborn



● Front row from left: Tiddy S Teerawit, Boonma; Linda Buck, Prem; back row: Simon Hoban, Jean Valendez, Supatcha Srirachoen.

BOONMA signs MOU with major Thai school

BOONMA in Thailand has recently signed a Memorandum of Understanding (MOU) with PREM Tinsulanonda International School. Both parties have agreed to provide hassle-free and one-stop assistance to expatriate parents and teachers who take international assignments.

The PREM Tinsulanonda International School was established in 2001 and is named after HE General Prem Tinsulanonda, former Prime Minister of Thailand. PREM is the first international Baccalaureate World school in Thailand that offers all four IB programmes to students from ages 3 to 18 with 500 students from more than 30 countries.

BOONMA has been in business for over 50 years and claims to be the only mobility company in Thailand with its own facilities, fleet and operations in Bangkok, Chiang Mai and other major cities throughout the kingdom. Its core services consist of Home Mover, Home Finder, Pet Mover and Art Mover.

Direct rail link from Russia to Vietnam

JSC RZD Logistics, in partnership with a Vietnamese operator Ratraco, has completed a test railway shipment from Russia to Vietnam that marks the launch of international transport corridor Vietnam-Russia-Vietnam.

The shipment departed from Freight Village Vorsino (Kaluga region) as part of a container train and arrived in Hanoi on January 23. The overall time of the cargo railway shipment was 20 days, compared

with more than twice that time for sea shipment.

"We have made the whole way from the idea to its implementation in a short time thanks to the efforts of our high-class specialists, who invested lots of their time and effort into this project even during New Year holidays," said Viacheslav Valentik, the company's CEO. "We are happy to make our contribution to the development of trade relations between Russia and Vietnam."





● The Young Movers Conference was held in Riga in 2017.

Young Movers Conference 2018

The Young Movers Conference, now in its 24th year, will be held on 3-6 May, 2018 at the Hotel Bloom in Brussels.

It is an annual meeting for young industry professionals from around the globe and is being billed as the standout event for the emerging stars of the industry. This year the venue is the Hotel Bloom Brussels with its quirky modern artwork, stunningly decorated rooms, and equally amazing food.

This year's conference theme is 'Let's move to ... the day after tomorrow!'. Attendees will be exploring the fast-moving changes digitalisation is bringing to the moving industry and how new

technologies are being customised to meet the challenges facing the industry. There'll also be a keynote speaker together with an industry panel and a selection of experts in their fields who will discuss and debate the many new developments in the moving scene.

But it won't all be hard-talk about business. The conference programme will also include a visit to the Port of Antwerp and there'll be time set aside to explore Brussels, drink a Belgian beer (or two) sample the famous chocolates and perhaps even buy a diamond!

Perhaps most importantly, the conference is an opportunity to meet other young professionals from around the world and form new business relationships. Even in this age of digital technology the moving industry thrives on friendship and trust, and that is unlikely ever to change.

The Young Movers conference will be hosted by The Belgian National Association of Movers and is officially supported by FEDEMAC and IAM.

To book your place go to www.youngmovers.eu.

BIG INCREASES IN GERMAN CONTAINER TRUCKING COSTS THIS YEAR

Trucking companies in Germany have raised their prices by between 8% and 12% in 2018 ending the fixed trucking costs that have prevailed in recent years.

A very strong German economy has created huge quantities of goods which have to be transported through the country. Bad weather during the whole of 2017 and the start of 2018 brought down power cables and caused trees to be uprooted making many rail links inoperable and increasing the demand for road transport.

A severe truck driver shortage has also added to the problem. In the past when Germany had mandatory military service, many young men were able to obtain their truck driver's licence free during their time in the forces and later made their living driving trucks in civilian life. Those days are now gone and obtaining a truck driver's licence is very expensive for young men wishing to enter the profession.

This has resulted in a major truck driver shortage for removal companies in Germany, especially in the container trucking sector. Companies often have trucks and trailers but no one to drive them and the problem is set to get worse during the next few years.

Trucking companies in Germany are sometimes booked for more than a week ahead - especially during the peak holiday seasons and even in normal times at least 3-4 business days' notice is required for shipments. This has been the case since April 2017 and there is no sign of things improving. Rail transport is even worse with bookings often required up to two weeks in advance.

Information kindly supplied by Matthias Tischer of Carl Hartmann GmbH & Co, Germany.

Suddath partners with the RES Forum

Suddath has announced its new partnership with The RES Forum as its Americas technical partner for international moving.

The RES Forum is a large, active network for international human resources and global mobility survey data, modelling and analytics that allows members access to exclusive data to keep a progressive pulse on industry trends. The RES Forum partners

with organisations considered to be the 'best-in-class' in global mobility. This presents a unique opportunity to Suddath clients, such as free membership, access to exclusive roundtable and peer-to-peer discussions, career resources and The RES Forum Global Mobility Management Accreditation.

"Our new partnership will continue to drive added value to our customer base, which is a long-

term focus for our organisation," stated Mark Burchell, President of the International Moving Division. "Additionally, Suddath clients will now have access to a multitude of industry resources and data, as well as an opportunity to discuss common topics both in digital and peer-to-peer settings."

The RES Forum's global membership base consists of 739 organisations and 1,460 people located in 41 countries.



Managing supply chain risk



Ray DaSilva from IAM's Mobility Exchange explains how IAMX can help companies manage supply chain risk and compliance.

Global brands are increasingly being publicly scrutinised to ensure that their business conduct conforms to standards for the ethical treatment of people and the environment. High profile exposés of human rights, labour rights, environmental abuse and even deaths due to inattention to safety practices have focussed attention on the management of compliance.

Most major corporations and many governmental agencies have elevated the positions responsible for governance, risk and compliance (GRC) management. Rigorous internal reviews as well as external certification frameworks help keep the focus on compliance and risk reduction.

Having battened down their own hatches the spotlight extends to their supply chain. Any major contract now goes through a disciplined procurement process that requires supplier partners to meet strict requirements for compliance and risk management. If your company cannot meet the compliance requirements checklist, you simply will not be invited to compete.

This is not news for global relocation and move management companies that compete for these major contracts, but

how does this now affect their supply chain partners? The relocation industry is built on a foundation of collaboration and cooperation between disparate and distinct companies around the world. While your company may have your compliance act in order, how do your supply chain partners stack up?

Some of the larger, more sophisticated companies in our industry have excellent systems to track compliance within their supply chain, but our industry is primarily made up of small- to medium-sized companies that do not have access to such systems and may not be able to command the attention of our service partners to document compliance. Think about some of the risks associated with our business.

We engage a service partner in a distant part of the world to enter the home of an employee of one of our most important corporate clients. The operations team spends several days in the home interacting with family members that may include children. Anyone sense any potential risks?

We send detailed information including passport, work and personal data to our service partners around the world routinely as part of our daily work. How are we assured that our service partners have



Any major contract now goes through a disciplined procurement process that requires supplier partners to meet strict requirements for compliance and risk management.

processes in place to protect access to personally identifiable information?

Thankfully, our industry relies on experience and trusted partnerships which work exceptionally well, but it only takes a high-profile failure to focus uncomfortable attention on unmanaged risk. The good news is that most well established companies in our industry have taken major steps to limit their risk exposure and document compliance measures.

Our companies work hard to differentiate ourselves and our services in the marketplace. We take great pride in the investments that we make in our staff and infrastructure to ensure that we deliver service excellence. Now, we must also learn how to effectively present the investments that we are making to distinguish ourselves as it relates to compliance.

Those of us that focus on service delivery serve multiple booking companies and therefore must document our compliance separately to each company. While we gladly do this to participate in that company's business, there is no question that keeping this documentation current for each partner consumes time and resources.

Those of us that are larger booking companies take pride in our supply chain management systems as one of our core differentiators and would be reluctant to share this information with others. It represents competitive advantage that we jealously guard.

The good news is that most well established companies in our industry have taken major steps to limit their risk exposure ...

While this status quo has worked and served our industry well so far, it may be important to recognise that our industry continues to adapt to the current business environment. Our market is not necessarily undergoing dynamic growth. The demand for faster, better, and more at lower prices is not abating. In fact, those trends continue to accelerate.

There is still a great opportunity for those companies that are adept, willing to diversify, able to reinvent, can deploy technology to improve customer service and become more efficient. Companies and industry associations are becoming more open to considering collaborative leverage and carefully weighing competitive advantage versus the benefits of developing and sharing common resources that can lift the entire industry.

One such development is the investment that the International Association of Movers (IAM) is making in its universal service partner directory, Mobility Exchange (IAMX). The IAMX Validation system provides a structure where companies can voluntarily submit compliance, membership and quality certification documentation. The scanned documentation is uploaded to IAMX where a Content Management Team reviews and indexes the qualifications by expiration date. Qualifications that do not expire are scheduled for periodic review.

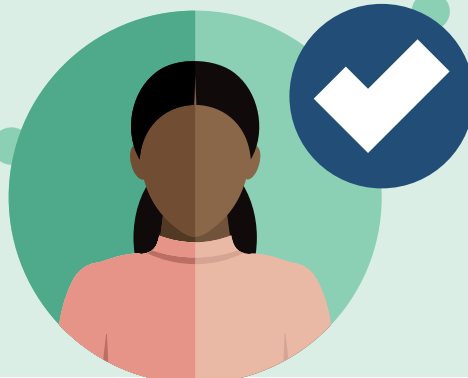
The goal is to offer IAMX Validation as a standardised common resource to gather and present compliance and qualification information to meet our individual requirements as well as those of our private, corporate and government clients. Each company only presents the qualifications which are current, have been documented and independently reviewed.

The next step would be for industry associations to collaborate on standardised compliance documentation. Imagine standardising this list to start:

- Professional Code of Conduct;
- Labour Standards;
- Drug and Personnel Screening;
- Anti-Bribery;
- PII (Personally Identifiable Information) Compliance.

For small- to medium-sized companies, this standardisation and path to conforming to these compliance standards would be a huge benefit. The ability to centralise and standardise the collection and presentation of this information for the benefit of the industry would represent efficiency gains for all. Our corporate, government and private customers would readily support, use and welcome this effort.

The secure structure has already been created and tested in IAMX. The discussions between industry associations on collaborative leverage are well under way.



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COVER STORY: SELECT UNIFORMS



● Chris Gaunt (left) and David Baumont.



● Heat transfer printing.

Moving into moving

Select Uniforms Ltd has been supplying workwear uniforms for over twenty years, but until recently has not been a major player in the removals business. Deputy Editor David Jordan took a trip to its factory in Leeds to see what it has to offer.

Heading towards Select Uniforms' showroom on the outskirts of Leeds I passed the ruins of Kirkstall Abbey sitting majestically on the banks of the River Aire. The main road now passes to the north of the old building, but it wasn't always so. In 1558, during the Dissolution of the Monasteries by Henry VIII, the King - for reasons best known to himself - ordered the road, then little more than a cart track, to be diverted through the nave of the Abbey's church! It remained that way for the next 200 years - the scuff marks from passing wagons can still be seen on the massive stone pillars that once supported the roof. How extraordinary.

A few miles on I arrived at Select's showroom, housed in a former co-op building at a busy crossroads in Rawdon. Director Chris Gaunt and Sales Manager David Baumont, who I'd first met at The Movers & Storers Show last November, were there to meet me.

Select Uniforms was started by Chris's father in 1997 and Chris took over the running of the business when his dad retired in 2005, David joined shortly afterwards. The company traditionally specialises in supplying uniforms to the bus and coach industry and that still accounts for around 70% of Select's business.

"The Movers & Storers Show was our first foray into the removals business," said Chris. "Just like the bus and coach operators, removal companies are well aware of the benefits of having uniformed staff and we know there is a lot of potential business for us. The reaction we had at the show was very encouraging and we're already dealing with a number of companies as a result."

Select's showroom is packed with every type of work-related clothing from outdoor jackets and polo shirts to high-vis vests and work boots. "To be honest we don't have a lot of passing trade, most of our

business is with corporate customers or online, but being on one of the main routes into Leeds, it's good advertising for us, a sort of working bill-board," said Chris.

Almost all Select Uniforms' stock is sourced in the Far East from factories in China and Bangladesh. "We still buy some stock from suppliers in the UK but because we buy fairly large quantities it makes sense to use overseas suppliers," said Chris. "It takes about six months from placing an order on the factory to the goods arriving in the UK. We always make sure we have plenty of stock to meet the demand. You have to pay up-front and have the experience to know what is going to sell, but the quality is always excellent, and the prices mean we are very competitive."

Measuring service

Making sure everyone's uniform fits properly is very important, but measuring a large workforce is no easy task if

COVER STORY: SELECT UNIFORMS



● The Mover jackets being embroidered.



● The showroom interior and, top left, exterior.



● Machine operators from left: Jana, Maggie and Anna.



● Machine operator Maggie.

“Just like the bus and coach operators, removal companies are well aware of the benefits of having uniformed staff and we know there is a lot of potential business for us.”

Chris Gaunt

you're not an expert. David Baumont explained “We have a male and female team who visit customers on site to take measurements and give the staff the opportunity to try on samples before an order is placed. They often measure

between 80 and 100 people in a day. It's important to make sure people feel comfortable in their uniforms, otherwise they won't enjoy wearing them.”

Uniform management

Select Uniforms also provides a management service to help simplify the ordering process and reduce the workload of the manager. David explained, “We keep a record of the uniforms we supply to our customers and the details of every member of their staff. This means we can deliver each person's uniform in a named box rather than in bulk, which the manager would then have to sort out. It saves a lot of time and unnecessary work when the uniforms are being issued. We can also include a maximum spend on each account so that the annual budget set by the customer is never exceeded.”

The printing and embroidery of uniforms is all carried out in-house at Select Uniforms' factory in Stanningley, a short

drive from the showroom. A loyal team of eight skilled operators using six-head embroidery machines produce around 500 pieces a day during two eight-hour shifts. Other items, such as high-vis jackets, are printed using heat-transfer. Most orders are delivered in about a week.

Although most of Select's orders are for relatively large quantities, some customers order weekly or monthly for new members of staff, there is no minimum order. “We occasionally get people who walk in the shop or go online and just order one or two items and we're happy to supply them,” said Chris.

“Something people don't usually realise is the need for caution when supplying certain types of uniform. For example, we once had a man come into the shop and ask for a security guard's uniform, you just need to be careful and make sure they're genuine!”

Visit www.selectuniforms.co.uk.

NEWS: ON THE ROAD



● Drivers are currently allowed a 10% buffer with regard to speed limits.

ALMOST 300 TRUCKS FOUND CHEATING ON BRITAIN'S ROADS

The DVSA has revealed that its examiners found almost 300 lorries fitted with emissions cheat devices on Britain's roads during roadside checks conducted between August and November 2017.

Last August, DVSA started to include checks for emissions cheat devices in roadside checks of lorries at five locations across Great Britain. By the end of November, DVSA examiners had searched 3,735 lorries at these locations and found 293 lorries with a cheat device fitted. The drivers and operators were given 10 days to fix the emissions system or face a £300 fine and having the vehicle taken off the road.

Cheat devices cut the cost of operating diesel vehicles, but give false emissions readings, which can result in the release of excessive emissions into the atmosphere.

DVSA is passing its findings on to the Traffic Commissioners for Great Britain, who have the power to take away an operator's licence. The Agency is also working with its counterparts across Europe to make sure all offences committed by operators from outside Great Britain are dealt with in the country where they are based.

DVSA's Chief Executive Gareth Llewellyn said, "We are committed to taking dangerous lorries off Britain's roads. Stopping emissions fraud is a vital part of that. Anyone who flouts the law is putting the quality of our air and the health of vulnerable people at risk. We won't hesitate to take action against these drivers, operators and vehicles."

Following the success of this initial operation, DVSA will start checking for emissions cheat devices at more locations across Great Britain from spring 2018.

Zero-tolerance on speeding

West Mercia Police Chief Constable Anthony Bangham has called for the 10% buffer on speed limits to be scrapped and for an increase in the use of fines and penalty points for those caught.

Commenting on the news, Joshua Harris, Director of Campaigns at road safety charity Brake, said, "Speed limits are exactly that, limits, set at the top speed that it is safe to drive on any particular road. Drivers who go beyond these limits are behaving recklessly and endangering the lives of themselves and others."

"Public perception over the acceptability of speeding needs to change and this can only happen with clarity in the law and penalties which truly deter offending."

Brake

Brake said that it wholeheartedly supports Chief Constable Anthony Bangham's view that a zero-tolerance approach to speeding is required, sending a clear signal that breaking the law is not acceptable.

"Speeding penalties must prove an effective deterrent and Brake supports Chief Constable Bangham's call for the increased use of fines and penalty points. Public perception over the acceptability of speeding needs to change and this can only happen with clarity in the law and penalties which truly deter offending."

Deputy Editor's Comment

Do they want us to drive along staring at our speedometers?

As someone who's been involved in road safety for over thirty years I totally disagree with Chief Constable Anthony Bangham and the comments from Brake's Joshua Harris. Don't get me wrong, I'm not condoning speeding, far from it, but to prosecute a driver for straying even 1mph over the limit is

madness and in my opinion, does nothing to improve road safety. What do they want us to do, drive along with our eyes glued to our speedometers? We should be looking where we're going.

The present arrangement, adopted by most police officers, of allowing a little latitude to take account of human frailty

and the fact that we live in an imperfect world, have worked perfectly well ever since we abandoned the need for the man with a red flag. Let's hope common sense prevails and that we will not all become slaves to the speedometer for fear of losing our licences and possibly our livelihoods.

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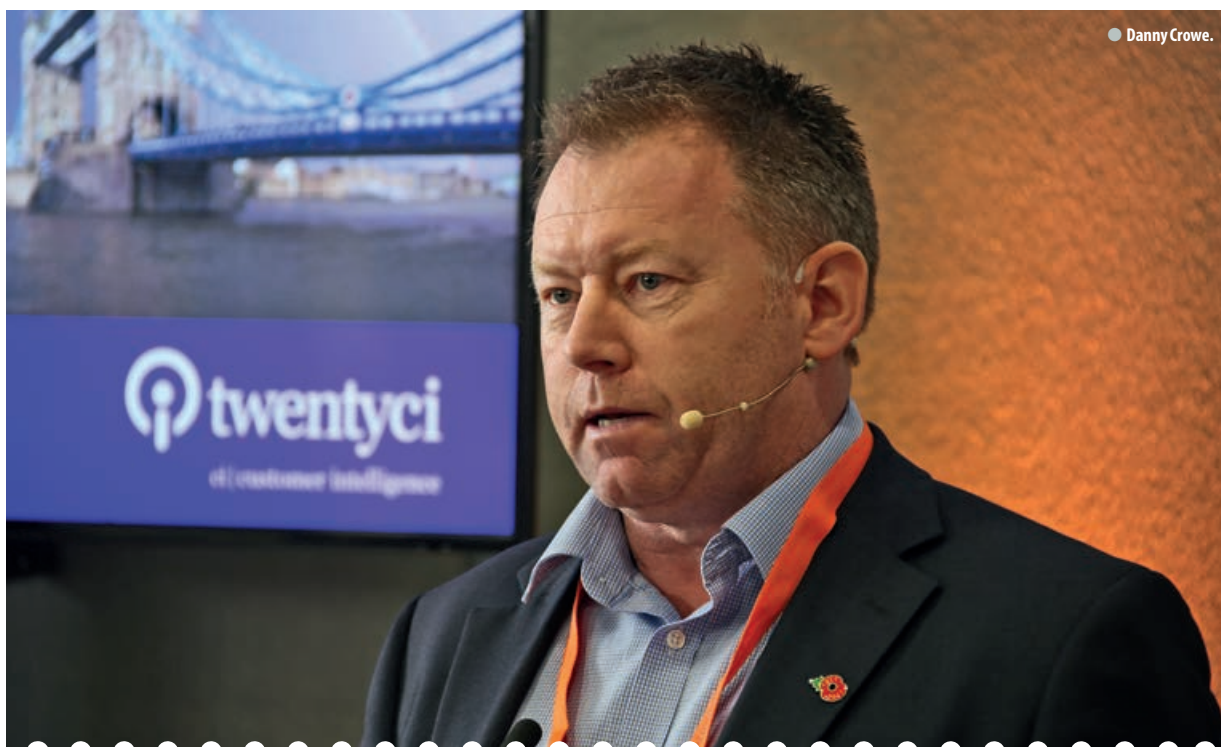
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REPORT: THE MOVERS & STORERS SHOW 2017



Marketing moving in a changing world

Danny Crowe, Planning Director for TwentyCi, addressed The Movers & Storers Show at the Seminar Theatre sponsored by *The Mover*. He looked at the UK property market and said that it was beginning to become more stable.

But his message was not one of business as usual, far from it. On the contrary, the market was changing and he encouraged moving companies to adapt to the new environment.

Danny said that there were 1.2 million home owners who move every year. That's an impressive figure but the number of renters has increased so there are now more people renting their homes than owning them. Estate agents still facilitated 95% of the transactions but online agencies, such as Purple Bricks, were growing rapidly. There are new players in the market too. Danny singled out a new website, www.homerenter.co.uk, that puts landlords and tenants in direct touch cutting out the agency and the commission charges. "There is a tab on the website for 'service providers'," he said. "It's your chance to get involved in the rental market."

Attitudes to renting have changed. Danny said it is no longer a stigma to be renting your house. In Manchester, for example,

41% of homes are rented; in some parts of London it is 70%. "We are in 'generation rent'," he said.

Nor does the change stop at housing. Danny said there is a growing market for renting products such as TVs and white goods as people like to have the latest equipment. "But if they rent, they don't need them to be moved."

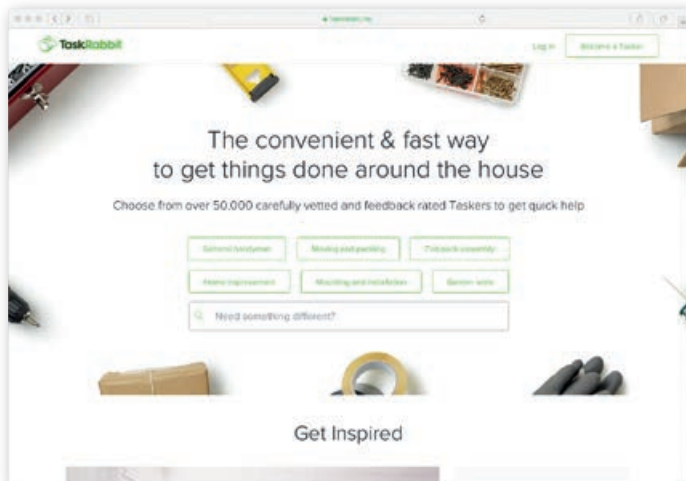
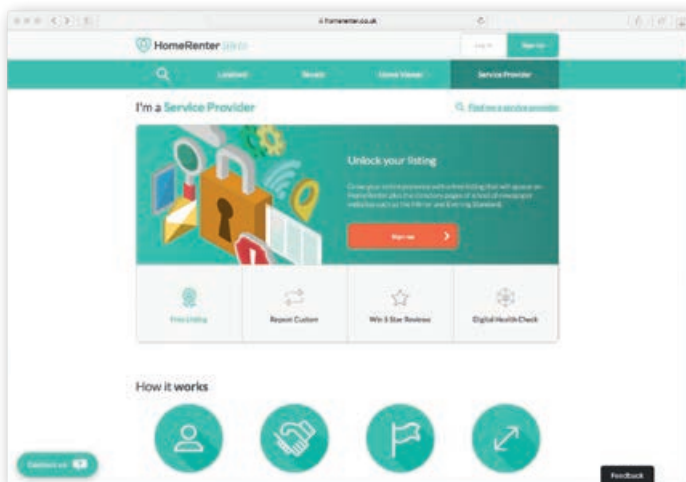
The 'do-it-for-me' culture is also thriving in the UK. Danny gave an example of a business called Taskrabbit (www.taskrabbit.co.uk) that was recently bought by Ikea that claims to be 'The convenient and fast way to get things done around the house'. Again, there is a tab 'moving and packing'. "None of these companies

own anything," he said. "They just put the consumer in touch with the provider and make it happen. It's all about partnerships, associations and affiliations. You should be on the site marketing yourself to these people. This is what *Yellow Pages* used to do for you. This is where the consumers are looking."

Storage too has become a way of life, according to Danny. He said that a more throw-away society coupled with more people renting and smaller houses meant that more people were needing storage. "So see how you can market to the house sharers and students who are short of space. They are your new customers." Danny also offered an idea, why not offer

"So see how you can market to the house sharers and students who are short of space. They are your new customers."

Danny Crowe



● Top: <https://www.homerenter.co.uk/service-providers>; above: www.taskrabbit.co.uk.

to put unwanted goods into storage while they sell them on eBay, then deliver them to the buyers. "You need to think laterally about the business. If you give people what they want in the short term they will come back when they have a bigger job."

The market is changing in favour of smaller, more frequent moves. Danny said that renters move every 18 months on average. "Stay in touch if you move a renter, they will move again soon." Danny also suggested movers should offer a house cleaning service for renters which would be particularly useful in helping them get their deposits back from landlords.

Danny closed by explaining that TwentyCi provides the information needed for movers to target home owners at every stage of the process - when first listed, when sold subject to contract, at exchange - allowing them to target their marketing accurately. "The housing market is always on, 52 weeks of the year," he said.

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NEWS: ON THE ROAD

● The main aim of the ENSEMBLE project is to ensure safe platooning when using different branded trucks.

Multi-brand platooning to be available in Europe

The partners of the ENSEMBLE consortium, including all six European commercial truck manufacturers and led by TNO, have announced their commitment to implement and demonstrate multi-brand truck platooning.

The ENSEMBLE consortium will implement and demonstrate multi-brand truck platooning on European roads over the next three years. This paves the way for the adoption of multi-brand truck platooning in Europe that will improve fuel economy, CO₂ emissions, traffic capacity

and throughput for the road freight sector.

The main aim of the ENSEMBLE project is to ensure safe platooning when using different branded trucks and carry out impact assessment for infrastructure, road safety and traffic flow. Traffic and road authorities will be approached to jointly define road approval requirements.

Platoon Operation Levels will be defined to guide the design of different platooning functionalities and strategies, reflecting the full diversity of trucks with platooning functionality.

Through real-world testing across national borders the impact on traffic, infrastructure and logistics will be assessed, whilst gathering relevant data of safety-relevant scenarios and necessitating harmonisation of approval requirements.

With the possibility of multi-brand platooning available for trucks driving on European roads, a single truck can form a platoon with any other truck. This could result in fuel savings for a large group of vehicles on today's roads. Moreover, it will influence traffic flow, especially on highly congested corridors. Platoons will appear in normal traffic, causing smoother traffic and higher vehicle density and thus improving road throughput. Thanks to automated dynamic control between the trucks, truck operations are safer and less stressful. At highway entries, exits and junctions, platoons will automatically increase vehicle gaps to give way to other road users.

The project will start half way through 2018 and will last three years. The first year will concentrate on bundling the requirements and development of a reference design with acceptance criteria. This reference design will be taken up by the OEMs and suppliers for implementation on their own trucks during the second year, while the knowledge partners will perform impact assessments with several criteria. Year three of the project will focus on testing the multi-brand platoons on test tracks and international public roads. The technical results will be evaluated toward the initial requirements. Also, the impact on fuel consumption, drivers and other road users will be established.

The final ENSEMBLE multi-brand truck platooning demonstration is planned on public roads in 2021.

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● The government and local authorities need to ensure there are enough clean, secure facilities for truck drivers to park overnight.

Truck drivers need better facilities, not bigger fines

The Freight Transport Association (FTA) is warning that increased fines are not the solution to illegal truck parking in Kent.

The FTA said the problem will only be solved when there are adequate clean and secure parking facilities for hard-working truck drivers.

Ashford Borough Council has received approval from the Department for Transport to increase the fines imposed as part of its overnight truck parking enforcement trial from £40 per infringement to £150. According to the Council the additional money will be used to

"We are shocked by Ashford Borough Council's decision to increase fines in this way with so little warning..."

Heidi Skinner

cover the full cost of issuing penalty notices and processing payments.

FTA's Policy Manager for the South East, Heidi Skinner said the sudden increase is poorly planned and disproportionate. "We are shocked by Ashford Borough Council's decision to increase fines in this way with so little warning or consultation. The clamping scheme has only been in place for a couple of months, so making such a dramatic increase so quickly and with very little warning is excessive. Truck drivers keep Britain trading by providing a public service, helping to keep all of us supplied with food and other goods. They shouldn't be penalised in this way."

The Ashford parking enforcement pilot was introduced in October 2017 to address concerns about safety and the disruption cause by large numbers of lorries parking in the town. However, Ms Skinner said many drivers have no option but to park on public roads.

"FTA understands the concerns of Ashford residents, but nobody wants to spend the night parked in a layby or on the roadside, it's unsanitary and in many cases unsafe for drivers who have valuable goods in their vehicles. Truck drivers are skilled professionals who are required by law to take regular breaks. The government and local authorities need to take action to ensure there are enough clean, secure facilities for them to park overnight before introducing such harsh penalties."

SLOVENIAN DARS GO TOLL SYSTEM GOES LIVE IN APRIL 2018

On 1 April, 2018 Slovenia will switch to a new gateless toll system. The system is called DarsGo. Every vehicle above 3.5 tonnes permitted total weight will require a vehicle-specific toll box (OBU) and must be registered for the new toll system. The DARS cards and ABC toll boxes used up to now will no longer be valid.

DKV has announced that its customers can register through its website www.dkv-euroservice.com. DKV will register vehicles with the toll operator DARS and ensure they receive the on-board unit sent free to any EU address. A handling fee of ten euros will be charged for each on-board unit. Customers can also collect the on-board units from a local DARS customer service point. DKV recommends customers to register and obtain their OBUs quickly to avoid delivery bottlenecks and long queues when the toll starts.



● DarsGo.



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SURVEY: GLOBAL RELOCATION TRENDS



Cartus identifies immigration as an emerging challenge for corporations

While challenges associated with mobility are nothing new to global companies, respondents to Cartus Corporation's *2018 Trends in Global Relocation: Biggest Challenges Survey Report* pointed to one issue that's new to the top three.

While cost control continues to reign as the most frequently cited challenge reported by survey participants and tax compliance holds a place not far behind, immigration has emerged as a growing concern for relocation managers as they design and implement their global relocation programmes.

Cartus' *2018 Trends in Global Relocation: Biggest Challenges* survey - the sixth in its series of *Biggest Challenges* surveys - elicited responses from 205 mobility managers around the world. This study is a continuation of the company's investigation into the challenges facing global mobility managers, what they are doing to address those challenges, and hot topics including flexible policy, talent management, diversity and inclusion. All major industry groups are included, and the respondents are multinational companies representing more than nine million employees worldwide.

The top three relocation challenges

Cost control

Cost control continues to hold at the top spot as the most frequently cited challenge by survey participants, although only 44% of respondents say it's a bigger concern than in previous years. Ultimately, cost savings concerns aren't new, they're just a fact of life for relocation managers when it comes to managing mobility. However, two new types of concerns about cost control have also surfaced: new demands from employees ranked third and the use of costlier move types when a less costly approach could be used ranked fifth among respondents.

Commentary from respondents sheds additional light on cost control challenges, citing that hiring managers who do not understand where relocation dollars are best spent often contribute to cost control issues. Regarding what steps companies are taking to address the management of cost control, 72% of respondents said

they have focussed on educating decision makers about costs.

The steps companies have taken to address cost control concerns include educating decision-makers about costs, the use of flexible policies, the use of data analytics to identify opportunities for cost savings and educating employees about the costs associated with relocation.

Immigration

Immigration has emerged as a top challenge this year, with 70% of respondents stating that it's a greater concern for their organisations than last year. There may be several reasons for this, such as: more companies, new to international mobility, may not have the resources in place to support immigration or do not yet realise the complexity of it; more companies are sending employees to new regions and countries where immigration considerations are very different from what they're used to; and these companies may be developing a greater awareness of the consequences of non-compliance.

What's contributing to the challenges with immigration? There are two primary categories. Externally, visa complexity and political influences such as Brexit and US travel bans and policies are

While the external factors remain consistent with 2015 findings, the internal company factors have changed significantly over the past two years.

SURVEY: GLOBAL RELOCATION TRENDS



high on the list. Internally, factors related to improving awareness of external conditions and what to do about them can be a challenge.

While the external factors remain consistent with 2015 findings, the internal company factors have changed significantly over the past two years. This may be because the growth in the involvement of business managers in the relocation/assignment process has addressed challenges, but has also led to new ones. Business managers may not be aware of the obstacles presented by a host location's approach to immigration and could be making decisions that are costly, time consuming or unable to be implemented. Almost one in three respondents in the survey (31%) found that a lack of knowledge within mobility can be a contributor to this challenge.

It's not surprising then, that the top three ways respondents say they are addressing immigration issues is to provide more information to those who need it: 76% stated they are engaging in better communication with managers, 56% are focussing on providing more information to employees and 32% are adding expertise to their teams, either through internal staff or an external partner.

Tax compliance

Of all respondents, 42% stated that tax compliance has become a larger concern for their organisations. While there may not be a majority of survey participants who see this as a growing issue, clearly it's still a significant challenge for many companies.

In Cartus' 2018 survey, the key issue appears to be coming from business managers who are surprised by the cost

that tax adds to an assignment and business managers who do not consider tax costs when establishing move needs. Additionally, mobility leaders acknowledged that it's difficult for mobility to advise on or oversee tax compliance because of their lack of knowledge of host location requirements.

Challenges with tax compliance seem to emerge from an issue that was raised by respondents regarding immigration: business managers make decisions that impact the company from both cost and compliance standpoints, at least in part because they do not know what they need to do differently and those they rely on for that knowledge don't necessarily have access to the information they need.

The good news is, 64% of respondent companies noted that they're addressing tax compliance issues through better communication and 58% of survey participants said that they're requiring the use of a company-designated tax return preparation service to combat the problem.

A common thread

The top three challenges above suggest that the importance of informing and educating relocation decision makers is extremely important. A lack of this influence causes cost increases and decreases efficiency. When managers are given the information they need regarding how relocation dollars can be best spent, how host locations and taxes can impact cost and how the overall complexities of a host country can impact immigration, tax compliance and the myriad of other challenges associated with relocation, surprises can be avoided and challenges minimised.

TOP CHALLENGES

RESPONSE	%
Controlling relocation/assignment costs	68%
Immigration	53%
Tax compliance	49%

TOP COST CONTROL CONCERNS

RESPONSE	%
Exception requests from employees	69%
Managers make decisions outside policy	50%
New demands from employees	23%
Policy too rich	22%
Use of costlier move types when a less costly approach could work	20%

IMMIGRATION CONCERNS

EXTERNAL	%
Visa wait times	63%
Visa application complexity	55%
Political events (Brexit, US travel bans)	43%
INTERNAL	%
Business managers do not consider host location requirements when setting move timing	37%
Business managers do not consider host location requirements when choosing assignees/transferees	34%
Difficult for Mobility group to manage because of lack of knowledge of host location regulations	31%

WHAT IS CONTRIBUTING TO THE CHALLENGE WITH TAX COMPLIANCE? (MULTIPLE RESPONSES POSSIBLE)

RESPONSE	%
Business managers are surprised by the cost tax adds to the assignment	68%
Business managers do not consider tax costs when establishing move needs	50%
Difficult for Mobility to advise on/oversee because of lack of knowledge of host location requirements	23%

Source, all tables: Cartus Corporation 2018.

NEWS: ON THE ROAD



● The Port of Hamburg.

New Time Slot system makes Port of Hamburg even less attractive to shippers

The Port of Hamburg has always been more complicated and time consuming for import clearances of personal effects and cars than Germany's other major port, Bremerhaven. Now the authorities in Hamburg have made using the port even less attractive by introducing a so called Time Slot procedure for trucks using the port.

In practice, this means that all trucking companies now have to book a fixed time (within one hour) when their truck will arrive at the Hamburg terminal to drop off or to pick up a container.

With heavy traffic and delays on German roads, this narrow time slot is often unavoidably missed resulting in the drivers having to wait for many hours to drop off or pick up their shipments.

In addition, Hamburg customs officers sometimes decide at the last minute that an X-ray is needed for a selected import container, meaning the driver has to wait until the checks can be carried out before leaving the port.

As a result, truck drivers and port agents can no longer guarantee an accurate time of delivery for goods passing through the Port of Hamburg. These are early days for the new time slot system and things may well improve in the future. However, for the time being at least, using Bremerhaven for shipments to and from Germany seems the best option.

Information kindly supplied by Matthias Tischer, Carl Hartmann GmbH & Co, Germany.

DVSA TO FINE DRIVERS FOR PREVIOUS OFFENCES

On Monday, 5 March 2018 DVSA traffic examiners began issuing on-the-spot fines for any drivers' hours offences committed in the previous 28 days.

In a single roadside check, DVSA traffic examiners will issue fines for up to five drivers' hours offences. It means drivers could be fined up to £1,500 in a single check if they are found to have consistently broken the rules. It won't matter if the offences took place in Great Britain or elsewhere.

The rules will also apply to drivers who don't live in Great Britain who will need to pay any fines immediately, before being allowed to continue their journey. DVSA will immobilise their vehicle until they pay.

As well as issuing fines for driver's hours offences, DVSA traffic examiners will also fine drivers who don't rest properly. Lorry, bus and coach drivers must take a 45-hour rest break at least every fortnight.

"We welcome enforcement that increases road safety and ensures drivers get their rest breaks," said RHA Chief Executive, Richard Burnett. "And it will certainly help DVSA get a grip on drivers who've crossed into the UK having driven long distances without sufficient breaks before they've got here."

"Whilst we support action against firms who deliberately flout drivers' hours rules, we also call on the government to address the urgent need for more lorry parking areas so that drivers have somewhere secure to rest."

Police using vans to spot phone use at the wheel

An investigation by IAM RoadSmart, the UK's biggest independent road safety charity, has found that more than a third of police forces are using their mobile safety camera vans to prosecute drivers not wearing seatbelts or using a handheld mobile phone.

IAM RoadSmart's Freedom of Information research found that the 16 police forces that routinely use their safety cameras to seek out other offences recorded more than 8,000 unbelted drivers between them and around 1,000 with a mobile in their hand in 2016



● Police mobile safety camera van.

(three police forces provided a category called 'other offences' which totalled about 500 in 2016).

Sarah Sillars, IAM RoadSmart Chief Executive Officer, said:

"Drivers should be reassured that the police are using all the tools in their road safety toolkit to address their top worries. For too many drivers it is only the fear of being caught that will stop them putting themselves and others at risk from smartphone distraction. Not wearing a seatbelt also puts an unfair burden on our emergency services who have to deal with the aftermath of such selfish behaviour. If drivers don't know about this added enforcement technique then its impact will be reduced so the police should have no hesitation in publicising its use."



● Richard Burnett

Mandata Vehicle Checks app saves workshop time and money

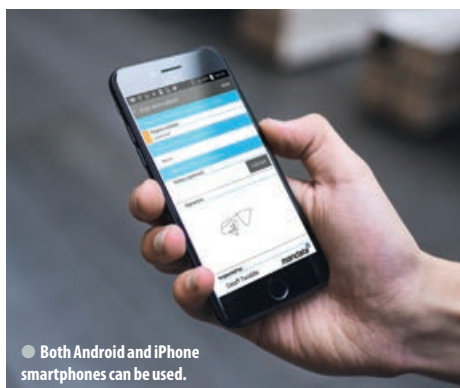
Transport management technology specialist Mandata has developed an easy-to-use smartphone app to improve the way drivers capture and record daily vehicle checks.

The app logs the start and finish times of vehicle walk-around checks, recording inspections that have taken less than a specified length of time to complete and reports any vehicles where daily or AM/PM inspections have been missed.

The results of the inspection, including photos of any defects, are saved immediately online allowing the workshop maintenance team to plan maintenance time around the vehicle's working schedule, reducing VOR (vehicle off road) and saving the operator both time and loss of revenue.

The responsive design of the app means that checks can be carried out on both Android and iPhone smartphone devices. The user-friendly application is easy to follow and can be fully customised to meet individual operator needs if required.

Complete visibility is maintained even when there is no Internet connection because the inspection details are stored on the driver's



mobile device. They can then be produced if requested by the police, or other authorities, before being downloaded to a web repository once a connection has been re-established.

Operators can edit and reconfigure any aspect of the Vehicle Checks app to create custom checklist components, giving them the flexibility to gather specific data relevant to their fleet's requirements.

.....
Visit www.mandata.co.uk.

BETTER FUEL CONSUMPTION CLAIMS GEARBOX MANUFACTURER

US gearbox manufacturer Allison Transmissions claims that fleet operators can reduce fuel consumption by 17% by switching trucks to clean energy sources rather than diesel, and by using fully automatic Allison transmissions. The company says that the best results are obtained with vehicles running on natural gas operating on low speed city routes.

In Spain, the Transnugon transportation company has acquired seven trucks in Madrid and two more trucks in Valencia which are Allison-equipped and powered by liquefied natural gas (LNG). The company reports significant improvements in fuel economy, driving responsiveness, and reliability.

Transnugon's Managing Director, Pablo Bordils, said: "We can confirm that the Allison gearbox affords very significant fuel savings on low-speed routes with frequent stops, which are typical of urban and interurban transport. If we add this 7% saving to the 10% reduction in fuel consumption associated with the use of LNG, we are talking about a total reduction of 17% compared to diesel vehicles with a standard automatic gearbox."

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Are you sitting comfortably?

Do you get back pain when driving in a car or van? If so, top chiropractor Jonathan Grendelmeier has some good advice.

Sometime ago I was asked to write an article on the driving set-up in a van, so here are some tips that will help your set-up and improve your driving position, especially if you suffer from back pain.

One of the problems I have discovered is the huge variety of vans out there and the difference in the space left behind the driver's seat. Some French vans, for example, have hardly any space for the seat to tilt back which means you will have to be a bit more creative to make sure your back does not get stiff and painful on the long drives.

Unfortunately, there is no such thing as an ideal driving position because our backs don't like sitting. In fact, it is the prolonged sitting and not moving that causes anatomical structures such as the discs to slowly break down as they experience too much pressure. One of the worst things that you can do is to sit for a prolonged time and then suddenly jump out of the van and bend and twist as this could put your back under

tremendous mechanical pressure. One of the best pieces of advice is to gently (and safely) try to move your back when you are driving. When you have the opportunity to break, have a good stretch and wait for a short time before bending again. A rule of thumb is to break every 45-60 minutes, which can be difficult when you are on a tight schedule.

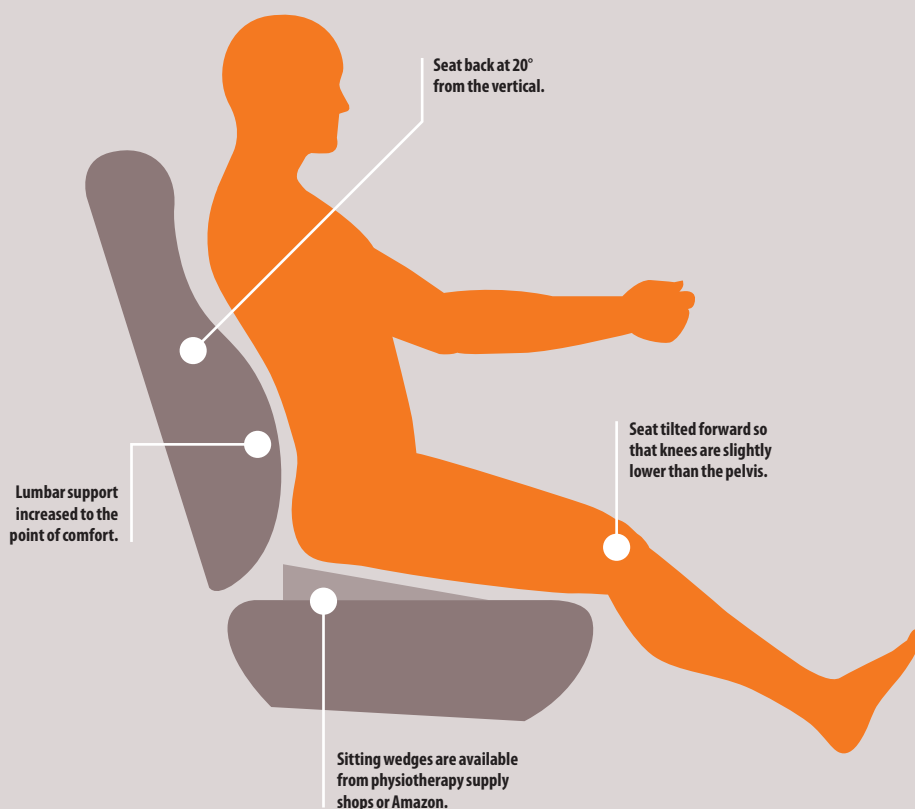
Many of my patients have told me that they have the seat as upright as possible as they believe that this is the best position. Even though this may help some people, the best position is to lean the seat around 20 degrees back from the vertical as this will decrease the mechanical pressure.

Unfortunately, there is no such thing as an ideal driving position because our backs don't like sitting.

This is why a recumbent position on an exercise machine in a gym will feel much better on your back than spending hours hunched over a road bike that increases the forward and flexion position of the spine.

The angle of tilt of the driver's seat is important too. Ideally, this should be tilted at around 11 degrees forward so that the knees end up slightly lower than the pelvis. If the legs are tilted upwards, as in some sports cars, this increases the pressure on the back and the discs that are situated between the back vertebrae. Some seats will be adjustable but, if not, you can buy sitting wedges from physiotherapy supply shops or Amazon. I would advise a relatively firm sitting wedge and, if you are tall, be mindful of the height so that you don't end up squashed against the roof.

The final bit that is important is the lumbar support. Some vans will have the option where this can be adjusted and I would increase maximally to the point of comfort. If you can't do this then use a rolled-up towel or a cushion, ideally inflatable as these are very comfortable, to make sure you maintain a good lumbar or lower back curve with your back being slightly arched. This will decrease the pressure on the spine and make for a much better driving experience.



Jonathan Grendelmeier

Jonathan, whose qualifications include BSc(Hons), MSc, PG Dipl Western Medical Acupuncture, studied at the AECC University College Bournemouth (formally known as the Anglo-European College of Chiropractic) and graduated in 2000. He is a member of the British Medical Acupuncture Society and the United Chiropractic Association. He has post-graduate qualifications from the University of Herts in Medical Acupuncture and specialises in pain treatment, sports, children and pregnancy.

Al Bingle: 30 years with Bishop's Move

Al Bingle celebrated 30 years working for Bishop's Move this January, overcoming the challenges of becoming the first non-family member appointed managing director in 160 years and the various financial crashes and increasingly uncertain housing markets.



● Al Bingle.

In 1984, Al originally undertook the position of trainee manager for Pickfords at its Aldershot, Surrey depot at a time where it was a question of 'getting a job' or moving to Germany due to his father's imminent armed forces move.

Within six months Al was promoted to Basingstoke branch manager but left the company three years later in 1987 as the company's then Managing Director, Dennis Oliver, passed him over for the job of Brentford branch manager following a bad overseas complaint.

Al went on to join a small company in Chessington but left within eight weeks as he was more at home in a larger corporate setup. Later that year, Al successfully applied to Bishop's Move for the role of Leatherhead branch manager and doubled the branch's profits within a year. Over the forthcoming years he progressed to area manager, area director, group operations director, deputy managing director and finally managing director (taking over from former managing director of over 25 years, Nigel Bishop, in 2009).

"Having been in removals for over 30 years I've experienced first hand how the industry hooks you

in," said Al. "Every day brings a new set of challenges and obstacles to overcome."

Al said that the high point in his career had been when he took over as MD with the backing of the Bishop family. He also remembers the difficulties of implementing harsh reactionary changes in the group following the financial crash in 2008, which sadly led to the loss of some loyal and experienced staff.

And the future? Al is dedicated to continuing the development of the company as well as the franchise network to provide the best level of service within the expanding commercial, international and corporate markets.

"Having been in removals for over 30 years I've experienced first hand how the industry hooks you in ..."

Al Bingle

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Please see The Mover April edition for full tour content.

NEWS: PEOPLE

Arpin International Group China appoints Michael Hughes

A rpin International Group has appointed Michael Hughes as assistant general manager of the company's office in Shanghai.

Michael Johnsen, Vice-President, Asia Region, of Arpin International Group said, "Mike has six solid years in the international moving and relocation industry and is fluent in Chinese and Korean. He is ready to roll up his sleeves and become part of the team as a strategic hard worker and customer service leader, driving us toward greater results and opportunities."

As assistant general manager, Mike Hughes will be supporting the Arpin China office and the vice-

president of the Asia region with business development, client relations, account implementation, client growth strategies, people management and digital marketing.



● Michael Hughes.



● Bob and Martin as they are today and (below), back in the 1980s.

The way we were

T here was a double celebration at Stephen's Removals last January as porters Bob Fountain and Martin Stevens marked their 40th and 35th anniversaries with the Luton-based company.

Both men are very highly valued members of the Stephen's team and have passed on their expertise to many other staff members over the years.

Between them they have moved thousands of happy customers.

The pictures show Bob and Martin as they are today along with a grainy shot of the way they were back in the 1980s. The fashions may have changed, but the service remains the same.

Congratulations to them both.



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The White & Co Mystery Mover

Well it's hard to believe that nobody spotted the smiling face of Phibion Makoni from Glens in Zimbabwe last month, but nobody did. This time we switch continents to South America. But who could this be? If you know, email editor@themover.co.uk for a chance of winning the White and Company Red and Black watch.

Ray Inskip joins Alchemy Recruitment

A lchemy Recruitment Limited has announced the appointment of Ray Inskip as moving & relocation manager. Ray joins Alchemy having spent five successful years as managing director of Flame Recruit Ltd, which specialises in recruitment for the international removals and relocation industries.

Ray commented, "Alchemy is a leading force in a number of specialist markets. It is a pleasure to be joining them to lead the UK moving & relocation sector within such a well-known and successful recruitment business."

Ray has a long-standing positive relationship with Alchemy's leadership team and has maintained frequent contact with Alchemy's Managing Director Jeanette Parradine during his long experience in the recruitment industry.

● Ray Inskip.



Jeanette said, "We have known each other for many years and I am very excited by the prospect of Ray working within the Alchemy community. He has a lot of experience and insight that I am sure will contribute to our continued progress."

Visit alchemyrecruitment.com

Renne Abrantes promoted at Arpin

Renne Abrantes has been promoted to director of human resources at Arpin Group. She has served as human resources manager since December 2016.

Renne has been responsible for implementing a full range of human resources and general personnel administration functions, including administering and processing company payroll, benefit programmes, leave programmes, workers' compensation and employee training programmes. She also completed the implementation and conversion of new payroll, HRIS and recruitment systems for the company.

"During her almost 16 years with the company, Renee has shown tremendous ability to grasp new tasks and take on new responsibilities. It's no surprise that a former HR generalist now is heading the department," said Marco Uriati,



Renne Abrantes.

Arpin's Chief Operating and Legal Officer. "We look forward to having Renee lead our employee programmes as we continue growing the company."

Renne worked at Arpin as a HR generalist beginning in 2002 until she was promoted to payroll and benefits administrator in April 2013. Then in September 2016, she was promoted to human resources manager.

AGM Group appoints Ajit Basi as head of IT and information security

Ajit joins the AGM Group having consistently developed and managed technology infrastructure and systems in the relocation and moving industry for over 40 years.

Ajit was at the pioneering forefront of introducing technology systems into the relocation industry and with the accelerated rate of development in the last decade has remained a true thought leader and innovator. He is accustomed to continual change and appreciates how technology plays a major part in changing and improving the business processes and client interaction.

AGM Group Chairman, Paul Evans said, "We are delighted to appoint Ajit Basi to our team. Having worked within and helping develop our industry over many years he will be able to blend and balance our technology development with our 'people before process' approach. In a world where data security is absolute, we fully support Ajit as he continues

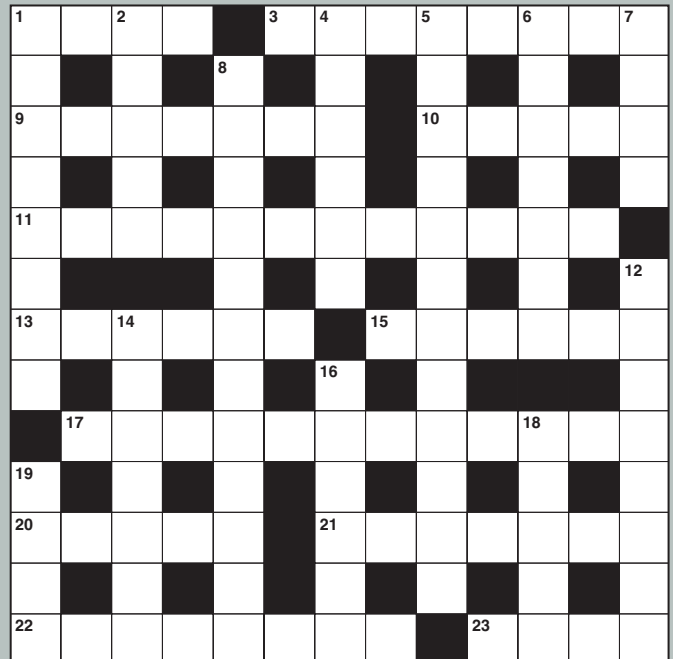
to ensure AGM Group and our clients and customers are protected. He will ensure all our customers are delivered an individual service by our professional teams of industry professionals."

Ajit commented, "I am delighted to get the opportunity to work with Paul and his team and look forward to continuing using technology to develop and introduce new, secure, and state of the art applications that will transform our industry and benefit the AGM group of companies."



Ajit Basi.

Puzzles

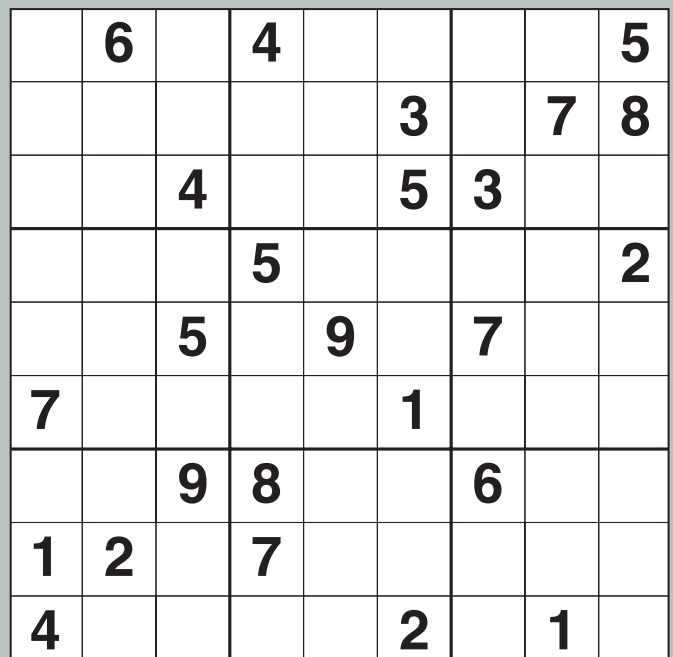


ACROSS

- 1 Fishing sticks (4)
- 3 Etiquette (8)
- 9 Aims or purposes (7)
- 10 Needing to be scratched (5)
- 11 Disheartening (12)
- 13 Distinct being (6)
- 15 Savage (6)
- 17 Act of influencing someone deviously (12)
- 20 Public square (5)
- 21 Certificate (7)
- 22 Street closed at one end (3-2-3)
- 23 ____ Seacrest: host of American Idol (4)

DOWN

- 1 Eg Rudolph (8)
- 2 Fruits of the palm (5)
- 4 Series of prayers (6)
- 5 Reckless; ready to react violently (7-5)
- 6 Seed with a fibrous husk and edible white flesh (7)
- 7 Puts down (4)
- 8 Teach to accept a belief uncritically (12)
- 12 Starchy banana-like fruit (8)
- 14 Burdensome work (7)
- 16 Treeless Arctic region (6)
- 18 Creamy-white colour (5)
- 19 Long narrative poem (4)



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5	3	9	8	1	4	6	2	7
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Tony Allen: And finally ...



Slim pickings!

I thought I'd heard it all before, but I read recently about a plastic 'diet' pig that sits in your fridge and 'oinks' every time you open the door - 'Gruntz' I believe he's called. Obviously the concept is that this stops you indulging in an act of spontaneous consumption, but I'm not convinced that it's a particularly good idea, in fact in my case it might even make me proceed towards preparing a bacon sandwich; which could be one of my rasher decisions (yes I know!).

I am aware that there are some medical conditions where weight gain is unavoidable. But generally the act of dieting seems quite obvious to me; if you consume more calories than you require to generate the energy needed for the mere act of conducting your life then you put on weight. The opposite is also true – and of course the resulting achievement of your ideal weight can be maintained by establishing parity between these two positions. Simple? Apparently not ...

I looked on Amazon to see how many books are on offer on the subject of dieting – and lost count! The rite of passage for a celebrity seems to include a period of over indulgence, followed by: weight gain; weight loss; writing a book about dieting; then putting the weight back on. This process seems to be a most lucrative addition to a celebrity's income and as a result we hear about high carb, low carb, high protein, low protein, lactose, 5:2, 1:7, 24 hour and all sorts of complicated constrictions. From my point of view I have combined all of these to produce a regime which is a mixture of both protein and carbohydrate diets on a '365' basis (or '366' in leap years). It's called the 'Tony Allen Perfectly Normal Diet Which Includes a Degree of Common Sense'. Of course the title needs to be slimmed down a bit but it could earn me a fortune.

To paraphrase the old joke: 'I've been on a red wine diet – I lost three days last week!' But dieting is never easy and the more quickly that you lose weight the more quickly you put it back on. Steady as you go is the best advice I was given, accompanied by a degree of patience ... and I've been there.

When I was about 27 years old I was involved in a job that required copious amounts of business entertaining, and as a result I had slowly but surely increased my weight by a considerable degree. I had applied for a new job and as part of the interview process I was required to have a medical with a Harley Street specialist. After the medical he asked me to sit down and from behind his highly polished antique desk he proclaimed the

words: "Well you seem OK at the moment, but to be honest old boy, you're a bit of a fat slob!!" (I thought the second exclamation mark was appropriate here). Now I should add that nobody ever believes this anecdote to be true; but I assure you that it is. "How dare he!" is the most common response which I receive.

Now I know that we now live in different times, and I am aware that in today's world this story would very likely produce censorious headlines in most of the tabloids. Further still, in all of the various organs of social media, I would have been portrayed as a victim. But the reality here is that our consultant had cleverly and unequivocally worked me out to a tee. The consequence of this episode was that my wounded ego had produced a response that subsequently led to my losing three stones (19 kilos) in weight, and he was the one who suggested that I do this slowly and patiently. My loss occurred over three years and I have never put it back on again.

Are you still on a diet resulting from a New Year resolution? From what I gather it is very doubtful. But for those of you who still are, just remember that patience is the most important piece of advice that you can receive. Whatever diet you are on, if it's working for you then just carry on 'making haste slowly'. There is no magic bullet apart from common sense, and we all possess this in varying degrees.

I am very much aware that this is a vast subject and please don't think that I have been proselytizing, because if nothing has worked for you so far, then all you have to do is just simply to go out and buy yourself a plastic pig called 'Gruntz' – who knows it might well be the answer to your dietary prayers!

The rite of passage for a celebrity seems to include a period of over indulgence, followed by: weight gain; weight loss; writing a book about dieting; then putting the weight back on.



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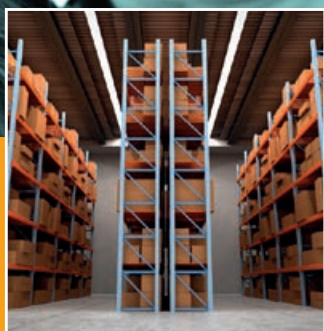


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