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TheMover

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TheMover

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Deadline:

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

Disclaimer:

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

Published by:

The Words Workshop Ltd
26 Swanwick Lane
Broughton
Milton Keynes
MK10 9LD

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The Mover is designed on behalf of The Words Workshop Ltd by I Like Creative
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LEADER

Where are the trainers?

Steve Jordan, Editor



It was a great pleasure to meet Brian Charles again (cover story). I hadn't seen him for a while and I really enjoyed his company. One of the many privileges of my job is to talk to some of the real icons of the industry. Not surprisingly perhaps, when I do it's very easy to see what made them successful. Brian is a thoroughly decent chap, friendly, interesting and, more importantly, interested in others, and someone who has the ability to get straight to the point and stay there. It's a no-waffle zone.

When you read Brian's story you will see how important training has been to him. He has trained more international movers, many would have been his competitors, than probably anyone before him or since. He did it for nothing. He did it because he loved the industry, enjoyed excellence and wanted to give something back to the business that had given him so much.

Brian was not unique; many leaders of the industry also gave their time freely for the greater good. I have even done a bit myself although my efforts were puny by comparison to Brian's. But it makes me wonder. Where have all these people gone? And what does it mean for the industry?

The world was different then. People seemed to have more time. Nowadays, the more labour-saving devices we get, the less time we seem to have. And executives today seem to be close to blowing a fuse most of the time just trying to keep all the plates spinning. The thought of knocking off for a few days to teach a bunch of potential pretenders to your throne how to do it, does not seem like an attractive proposition.

But in my experience you get out what you put in. If it's all take, you can't expect the universe to look kindly on you when the chips are down. Give a little back and you'll be amazed in how many mysterious ways your efforts are rewarded.

I take nothing from the professional trainers of today. They do the best job they can. But it does seem that education has become a certificate collecting process with less regard for fundamental understanding and practical experience. No matter how good a trainer working to a carefully honed syllabus might be, they cannot begin to approach the wisdom, passion, experience and good old-fashioned know-how of someone who has learned from the warehouse yard upwards. I hope they return.

Steve Jordan



● The Leyland Comet, in its breakdown truck incarnation.

John Mason brings home 1960s van

John Mason International has recently re-acquired a 1960s breakdown vehicle, a Leyland Comet, that they will use for marketing purposes.

It will make appearances at shows such as the BAR vehicle procession show, where John Mason staff member Pat Reilly will be driving the classic van.

The vehicle has an interesting history and originally started life being used as a general removal van. It was registered in Liverpool in 1962 as a platform/container type body and had a matching draw bar trailer capable of carrying containers and crated goods to UK ports, this included work for the IOM Steam Packet Company.

The van also had a demountable pantechon body that could be craned on and off at the company's Wavertree Depository. To facilitate this, the cab was custom built at Woodward's Vehicle Builders at Southport and was the only one of its kind in the country.

In 1975 the chassis was shortened and the vehicle was converted to a



● The Leyland Comet as a removal lorry.

tow truck and remained in service until 1991 when it was transferred into museum and enthusiast care. The vehicle was returned to John Mason in January 2013. During this 22-year period the van travelled approximately 15,000 miles to classic and commercial vehicle shows around the UK and Ireland. It has been re-furbished and painted several times during this period but has retained the original John Mason livery.

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NEWS: UK



● Angie Boreham.

Alfabet removed

Alfabet Removals has moved from its old premises in London NW10 out of town to the leafy suburbs of Hemel Hempstead. The company specialises in handling origin services for its rapidly expanding list of trade customers. The company's new premises is at: The Cubic Building, Eastman Way, Hemel Hempstead, Herts, HP2 7DU. Contact them on 01442 244476 or send an e-mail to Angie Boreham at: aboreham@alfabetremovals.co.uk.

Haulier fined £40,000

Sole trader John Mould was fined £40,000 at Reading magistrates court recently, with costs of £17,060 for breaching the Health and Safety at Work Act, after employee of 20 years Brian Gutteridge, was killed in 2010.

Gutteridge 67, died when he crossed in front of a tipper truck which started moving off after it had stopped temporarily so the driver could talk to another employee. The premises had no traffic management arrangements such as speed restrictions, marked crossings, or compulsory use of high visibility clothing, even though an independent health and safety consultant had advised the haulier about pedestrian-vehicle interactions at another site in Reading.

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● "A lack of access to finance is still choking off too many small businesses ..." Vince Cable.

£70 million boost to small business lending

Small and medium-sized businesses (SMEs) are set to receive a £70 million lending boost following government action to increase and diversify the availability of finance.

Three new lenders – Market Invoice, URICA and Beechbrook Capital – will share more than £30 million of government funding to offer SMEs alternatives to traditional bank lending. Each lender has committed to attracting additional funding from private sector investors, with expected totals of £70 million.

Business Secretary Vince Cable said, "A lack of access to finance is still choking off too many small businesses, preventing them from growing, taking on new staff or investing in new equipment."

"We are taking a range of actions to support SMEs and shake up business finance markets, including through the new business bank. The £30 million announcement is an important boost for non-traditional lenders with creative and innovative solutions. It will increase competition and create a more diverse and balanced market for business lending."

The funding comes from the small business tranche of the Business Finance Partnership (BFP). Through the BFP, the government committed to provide £100 million of funding for non-traditional lenders in order to diversify the sources of finance available to SMEs and improve competition.



"We are taking a range of actions to support SMEs and shake up business finance markets, including through the new business bank."

Vince Cable

Currently, 85% of all business loans are handled by the big four banks.

The government already has a number of other measures in place to address access to finance issues for SMEs. Since January 2009 the Enterprise Finance Guarantee has helped businesses secure over £1.7 billion of loans and the £200 million Enterprise Capital Funds programme aims to address the long-term shortage of risk capital for high-growth SMEs.

MOTORISTS FAVOUR BAN ON DRIVING AND SMOKING

56% of motorists think that smoking while driving should be banned, according to a survey by the Institute of Advanced Motorists (IAM). However, almost half of respondents (45%) think that such a ban would be unenforceable.

Respondents clearly have concern over the effects of smoking while driving. 75% of motorists think that lighting a cigarette while driving is a serious distraction.

52% of those surveyed think the act of lighting a cigarette is the greatest potential danger of smoking and driving. While just 2% believe that there are no dangerous elements to smoking while driving.

Other survey results reinforce the negative perception of smoking and driving. Respondents felt it was:

- Irresponsible (48%);
- As dangerous as using a mobile phone (46%);
- Dangerous (43%).

IAM Chief Executive Simon Best said: "Smoking is clearly seen as a serious issue by motorists and highlights the impact of distractions in the car. The health benefits may be clear but more research needs to be done to determine whether there are actual road safety grounds to act on these concerns by banning smoking and driving altogether."





● A tight squeeze for G&R's new truck.

Tight squeeze for new truck

Piano moving specialist G&R Removals' new truck had a tight squeeze during one of its first deliveries to an address in Stockport recently.

Despite the extremely difficult access the piano was delivered safely and the immaculate new DAF emerged without a scratch, thanks to the expertise of George the driver.

The truck is an 18 tonne DAF with a 12 metre custom-built insulated body fitted with a thermostatically-controlled heating system to keep the cargo space at a steady 21°C. A rear-closure cantilever tail-lift

makes loading and unloading the delicate instruments easy while a cosy twin sleeper space cab provides accommodation for the crew.

The new DAF will join G&R's fleet for mainland UK and European piano and furniture deliveries - driver George has apparently asked for as many nights away as possible in his new truck! "An unhealthy attraction seems to be blossoming between man and machine," joked G&R boss Lance Green.



● White out at White & Co.

Spring comes to Guernsey

The normally balmy island of Guernsey is usually basking in a warm glow at this time of year. Daffodils stretch up to the sky and the local fauna begins to think matters matrimonial. But

not today! As this picture from Whites clearly shows, the island is at a standstill after its worst snow in 30 years*.

Ian Palmer, the company's CEO, said that despite the horrendous weather they did manage to keep going and all the scheduled moves did take place - though not necessarily in the right order!

*Environmentalists' note: 30 years ago it was worse.

International and fine art specialist launches consultancy service

Roger Aiken, with over thirty years in the international moving industry, has decided to go it alone with his new venture Bespoke Moving Solutions Ltd.

The company's initial focus is on providing consultancy services to the removal trade both in the UK and internationally.

"I see many domestic movers wanting to diversify into shipping but they are uncertain of how to do it," said Roger. He aims to apply his industry knowledge to assist movers by focussing predominantly on sales and marketing, pricing, packing and strategy.

Having previously installed FAIM and ISO at a number of different companies, Roger is keen to offer assistance in these areas through his new company Bespoke Moving Solutions.

The aim is to provide customers with a discerning professional service. From premiership rugby players to supermodels, Roger has dealt with all kinds of clients and is keen to use his experience to expand his client base and continue to provide high quality service.

Roger has previously worked at a number of removal and shipping companies including: Anglo Pacific, Cadogan Tate, AGS and most recently Stephen Morris Shipping. During this time he has gained valuable experience in the industry securing and managing key accounts, progressing year-on-year sales growth and working closely with a number of auction houses, NGOs, governments, members of royalty and multinational corporations.

Roger has been recognised by the top industry trade association being a former Senior Vice President of BAR. He has also served as a member on the Board of Management of Euromovers International, a role he says that he thoroughly enjoyed.

Despite the company being fairly new, Bespoke Moving Solutions has already attracted a

number of clients. The business is dedicated to increasing its profile and being more available to potential clients by incorporating social media platforms such as Twitter (@RogerAiken1) and a blog into its domain. This will keep both clients and prospective clients in daily contact with all that is happening at Bespoke Moving Solutions.

"I believe that my extensive experience in worldwide removals and fine art shipping must have considerable value to companies wishing to make inroads into those market places," said Roger. "I am really looking forward to making a significant difference for those companies that seek my services."

● For more information contact: info@bespokemoving.com.

"I am really looking forward to making a significant difference for those companies that seek my services."

Roger Aiken



● Roger Aiken.

ANALYSIS: UK CAR OWNERSHIP

The UK's cars are getting greener

Automotive industry body, the Society of Motor Manufacturers and Traders (SMMT), has just completed its largest ever analysis of vehicle ownership in the UK. Tracking buying trends, ownership changes and transport preferences, the study records detail of each of the 35,760,901 cars, vans, trucks, buses and coaches currently on UK roads.

The research into SMMT's Motorparc data unearthed a wealth of statistically important facts, such as the trend towards smaller engines; the growth of low-carbon diesel power and the rise over time of the smallest class of cars, plus MPVs' increasing market share. Alongside this key data, that paints a picture of UK motorists' changing relationships with vehicles, a host of intriguing stats came to light, redrawing the map in terms of the nation's motoring preferences.

Worcester emerged at the UK's most patriotic place with more than a quarter of cars on its streets being built in the UK. The top Brit-built car in the town is the record-breaking Nissan Qashqai, built in Sunderland where Nissan produced more than 500,000 new cars last year alone.

In 2012, the UK was the second largest provider of new cars to the domestic market with only Germany putting more cars on our streets. There are 15 global automotive brands building cars across the UK, producing more than 20 different mainstream vehicles alongside another 20-plus specialist and luxury models from the likes of Bentley, McLaren, Morgan

and Rolls-Royce.

The most fuel efficient town in the UK is Slough, with the average car there topping 50mpg, thanks to more than 60% of its motors being diesel-powered. The City of London captures both ends of the efficiency spectrum, boasting the highest proportion of ultra-efficient 'alternatively-fuelled vehicles', but also having the UK's biggest average engine size at 2.5-litres.

Last year, the number of VED-free (sub-100g/km CO₂) cars rocketed, more than doubling their share of the market to 8.2% in the year. This trend towards low emissions and maximum fuel efficiency was reflected by the number of cars registered with less than 130g/km of CO₂ emissions. This emission level is the target average limit set by Europe for manufacturers to achieve by 2015 and last year more than half the market (55.4%) met the level or bettered it.

SMMT's analysis of all new car emissions showed a continued trend in falling CO₂ and improving fuel efficiency across the UK. Emissions in 2012 improved 3.6% year-on-year to 133.1g/km CO₂ (equivalent to 53.4mpg), down more than 26% since the year 2000.

The SMMT Motorparc data showed that the Isles of Scilly topped the charts for vehicle age with the average car there almost 11 years old, more than three years over the UK average. The Isles of Scilly have just nine miles of roads so, despite the age of the cars there, they are likely to have super-low miles on the clock.

There are 15 global automotive brands building cars across the UK, producing more than 20 different mainstream vehicles alongside another 20-plus specialist and luxury models...

At the light-hearted end of the industry data, Ipswich topped the poll for having the greatest concentration of pink cars, Bolton ticked the most 'average' boxes and Kensington and Chelsea drivers were most likely to go topless, having most convertible cars.

Hundreds more facts like these are in SMMT's 2013 'Motor Industry Facts' book, which can be downloaded from www.smmt.co.uk/facts.



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OPINION: THE BUDGET



Thumbs up to the budget

It seems that business gave the Chancellor's budget in March the thumbs-up although it wasn't all good news. Alex Jackman, Head of Policy for the Forum for Private Business, gives his verdict.

One good thing, according to Alex, is the Employment Allowance that is worth £2,000 and will be a real boon for smaller UK businesses. "We've been calling for a scheme like this for a number of years now, so our only disappointment with this is that it's 12 months away, and that's a mighty long way off," he said. "While business will love the concept, the fact that no financial benefits will be felt until April 2014 somewhat takes the shine off it. Still, it will allow for businesses to prepare and plan ahead."

"The bottom line here though is that this initiative will have a double function: either incentivise employers to take on more staff, or to take the saving and boost their profitability. For many small firms who've been operating on extremely small margins the latter would be welcome relief. For businesses looking to grow though, it means they'll be able to employ an additional employee earning £22,400, or an additional four employees working full-time on the adult minimum wage without any increase in their employer NICs. That's got to be good for employment figures and therefore the wider economy."

Alex felt that the Chancellor was spot on with his scrapping of the

fuel duty increase. "No one wants to see fuel prices any higher than they are and small businesses will welcome that. Let's not forget though that prices are fast approaching record highs – any increase would have been reckless so this was just basic common sense."

"The only way we're going to see anything approaching a fair price for fuel in the UK will be via a mechanism that works to bring fuel tax down when prices are high ..."

Alex Jackman

But Alex still feels that the government needs to implement some kind of fuel stabiliser. "The only way we're going to see anything approaching a fair price for fuel in the UK will be via a mechanism that works to bring fuel tax down when prices are high," he said. "Such a system would mean prices as they stand now would not be hovering just shy of £1.50 and taking money from the pockets of consumers better spent elsewhere in the economy. Unfortunately the UK will now suffer for another year at the mercy of fluctuating oil prices right when we need it least because of the Chancellor's failure to introduce

such a system."

It wasn't all good news, of course, and Alex said that it was disappointing that there had not been any action on business rates. "Business rates have risen so much in just a few years they are the number one enemy to many small

firms, and we believe they are a big part of the problem with our high streets too. It was the obvious way to relieve pressure and is a missed chance for quick relief for business."

On balance though Alex felt that the budget was a good one for business. "There was enough in the Chancellor's speech to keep business happy – for now anyway. But it's just a sticking plaster if growth doesn't really kick in for another year. While we welcome the measures in here for short-term help, longer-term worries remain, and unfortunately once again a lot will rely on what happens in Europe and beyond in 2013."

One man's view

"This is fantastic news for businesses that rely on the roads to function and operate. A fuel duty hike would have had a severely negative impact on the haulage industry and a potential loss of jobs right down the ladder – the knock-on effect would have been unthinkable. Scrapping the fuel duty hike doesn't weaken Treasury tax receipts as the previous above-inflation increases in duty and higher VAT have compensated for that. For me there is no argument – scrapping the fuel duty had to happen and I'm delighted that it has. At last we, and our peers, have some respite. This has now ensured that our industry, and other businesses that function on the roads, can now get on with business as usual and get Britain moving."

Alistair Bingle,
Bishop's Move Managing Director





● New technology will modernise the way road works are co-ordinated and administered.

New technology will cut road works red tape

New technology is being brought in to make it easier for local councils and utility companies in England and Wales to manage road works, Local Transport Minister Norman Baker announced in April.

The electronic changes that will come into force on 1 October will modernise the way road works are co-ordinated and administered, making it easier and quicker for councils and utility companies to share information. The new technology will mean that more information on the timing and co-ordination of road works can be stored on one computer system.

Norman Baker said, "Nobody likes having their journey disrupted by road works. By cutting red tape and making it easier for councils and utility companies to work together, road work can be carried out more efficiently, with considerable savings made to the public purse. This will free up time and resources that could be better spent delivering other services that will benefit road users in the future."

It is estimated about two thousand hours could be saved by councils and utility companies every week by using the new system, saving industry alone £600,000 a year. In total, the

street works sector is expected to net savings of £14.3 million over the next ten years, driving efficiencies and saving taxpayers' money.

This will free up time and resources that could be better spent delivering other services that will benefit road users in the future."

Norman Baker

All councils and utility companies will be legally bound to use the new system - known as the electronic transfer of notices (or ETON) system. Councils and utility companies will be given a six month window to move over to ETON, with all councils expected to be using the new technology by 1 April, 2014.

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NEWS: INTERNATIONAL

EUROMOVERS doubles up on its keynote speakers in Istanbul

The EUROMOVERS Annual Congress, this year to be held in Istanbul from 22 – 26 May, will see two keynote speakers grace its stage: Brian Limperopoulos, Program Manager at International Association of Movers (IAM) and Martin Nussbaumer, Lead Auditor, Quality Austria, Vienna.

Brian will no doubt be giving an insight into the workings of IAM, the world's largest moving network; whereas Martin will be speaking about Quality and Environmental Management Systems and the multiple benefits to EUROMOVERS members of the established Matrix System.

For those who have never been to Istanbul, this is a real opportunity to visit one of the world's most fascinating cities. It is where East meets West and the mixing of cultures is apparent wherever you look. If you have been before, you'll be looking forward to a return trip to renew your acquaintance with the majestic Bosphorous, the towering mosques, beautiful gardens, unbelievable markets, crazy taxi drivers, predatory (yet somehow charming) street sellers and the carpet shop proprietors who continuously find new ways of enticing you into their shops, usually with the promise of coffee somewhere along the way.

If you can go, please do: you will come back with a wealth of experiences and dinner party stories to last a lifetime.



● Brian Limperopoulos.

● Martin Nussbaumer.



● "Out, out, damned spot". Alan Cumming as Macbeth.

Anglo Pacific takes one-man Macbeth from Glasgow to Broadway

Specialist theatrical mover Anglo Pacific has shipped a consignment of Shakespearian paraphernalia from the National Theatre of Scotland in Glasgow to New York's Ethel Barrymore Theatre for a 73-date Broadway run of Macbeth.

Technical Director for the National Theatre of Scotland, Niall Black said, "This is a big deal for us as not only is it a radical interpretation of the tragedy, one where the protagonist, Alan Cumming, is the only one playing Macbeth, Lady Macbeth, Banquo, Macduff and all the rest, but it is also, we believe, the first time that the 'Scottish play' will have been performed by a Scottish actor and a Scottish company on Broadway. Getting the set there on time was crucial, there could be no slippage, but thankfully Anglo Pacific has always delivered for us."

Niall continued, "This is the second time that Anglo Pacific has shipped the Macbeth set to New York, it also went across last June to appear at the Lincoln Centre Festival, and both times things went very smoothly."

Andrew Nelson, Branch Manager for Anglo Pacific in Glasgow, was delighted to be trusted once more with another show from the National Theatre of Scotland. "Shipments such as these create a series of challenges regarding time sensitivity and temporary importation under the ATA Carnet, which permits import and export to many countries without formally clearing national

border frontiers and the payment of normally applicable duties and taxes. Timely arrival of the set is vital so subsequent rehearsals and performances run to schedule. Close client relationships ensure we meet those expectations."

"This is the second time that Anglo Pacific has shipped the Macbeth set to New York ... and both times things went very smoothly."

Niall Black

The show was premiered at Glasgow's Tramway Theatre in June 2012, and is a bold re-imagining of Shakespeare's chilling tale of desire, ambition and the supernatural. The production is set in a psychiatric unit and centres on a feverish patient who is reliving the story of Macbeth. This will mark the Company's eighth run in New York and the National Theatre of Scotland's second on Broadway.

Grospiron acquires relo specialist

Grospiron's holding company has acquired Cosmopolitan Services Unlimited (CSU) to add relocation, immigration, tenancy and property management and expense management to the Group's portfolio. The deal was completed on February 7, 2013, by Mr. Jacques Liget and Mr. Bruno Navarre of Group GR and Mr. Jean-Luc Haddad, President of FG Holding.

By acquiring CSU, FG Holding increases its presence in the domestic and international market and completes its service offering for multinational organisations. CSU was created in Paris in 1978 and is today one of the French market leaders in the field of professional mobility assistance.

CSU's team, led by Anne Robert, remains in place to ensure a seamless service follow through to clients and partners. The synergies between CSU and the FG Holding companies, specifically Grospiron International, provide clients with a high quality global mobility service.

Cher moving to London

If reports in the *Daily Mail* and others are to be believed, pop star Cher is selling up in the States and moving lock stock and solid-gold barrel to London. Apparently she has put all her Los Angeles homes on the market including her beloved \$45 million pad in Malibu. In 2010 she also sold her place in Hawaii for \$8.7 million.

Cher already has a penthouse in Canary Wharf on the Isle of Dogs in London so there's probably not too much point in the estate agents getting too excited. However, storage companies in California could be in with a chance of making a few cents if the Moroccan, Syrian, Indonesian and Chinese inspired contents of Cher's 13,000ft² Malibu mansion go into store. She is apparently coming to London to finish recording her new album which will be released in September.



● Malibu at sunset.



● Jim Thompson collects his EMMA.

Jim Thompson wins an EMMA

Chairman and founder of the Crown Worldwide Group, Jim Thompson, was honoured with the "Outstanding Contribution to Global Mobility" Expatriate Management and Mobility Award (EMMA).

He was presented with the award and inducted into the Forum of Expatriate Management (FEM) Hall of Fame at the Asia Pacific (APAC) Global Mobility Summit Awards ceremony on December 3, 2012, at the Harbour Grand Hotel in Hong Kong. The lifetime achievement award was presented to Jim for his lifelong contribution to the field of global mobility.

FEM recognises excellence in the field of global mobility with the EMMA's following each of its regional annual Global Mobility Summit conferences. For the Outstanding Contribution to Global Mobility Award, FEM members vote to select an individual who is truly distinguished by his or her achievements over a sustained period of time. The induction into the FEM Hall of Fame is a clear recognition of Jim's indelible impression in the world of global mobility management by leading authorities in the industry.

Jim Thompson was also one of the speakers at the conference. His presentation, *From Moving to Mobility – The Jim Thompson Story*, talked about living in a world of mobility and his 50 years of building and helping companies manage assignments, supporting businesses and moving people domestically

and worldwide. Jim discussed the challenges he faced, the lessons he learned and his thoughts on what the future holds.

"We've continued to prove to our clients and customers that we're one of the best in the world in all the businesses we do."

Jim Thompson

"The Crown team has been dedicated to making us a great quality company and a company with a heart," he said. "We've continued to prove to our clients and customers that we're one of the best in the world in all the businesses we do. I feel so full of pride to see how the Crown team all over the world helps others, raises money for charities, volunteers in many ways and does what we can to save the environment. I believe it is so important and that we all have a responsibility to help out."

The Crown Group is the largest privately owned international relocation and global mobility company with over 265 worldwide locations in nearly 60 countries.

WHAT PEOPLE THOUGHT ABOUT IMC

In the April issue of *The Mover* we reported on the IMC Convention in Bangkok. Shortly after everyone returned from their travels the organisers sent out a quality control questionnaire.

All 72 people who completed the survey rated the support from the IMC Staff as 'excellent' or 'very good'; over 95% said they rated IMC as 'better' or 'much better' than any conference they had been to before; a similar proportion rated IMC as 'very good' or 'excellent' value for money; over 90% said that they would definitely be returning in 2014; and over 50% said that 'many', 'most' or 'all' of their meetings had the potential to be significant sources of business. On average, delegates completed 28 one-to-one meetings during the convention.

Despite its success the organisers are not complacent and have taken on some suggestions for improvement for next time. There was some minor dissatisfaction with the airport limo transfers; food and beverage was rated 'average' by 15% of respondents (although your editor thought it was excellent); the operation of the

One2One meeting scheduler will be explained in more detail for first time users; and common meeting tables for substitute meetings in the event of a no show will be implemented as part of the improvements for IMC 2014.

Dates and venue for IMC 2014 have yet to be agreed however it is likely to be in February and will be in either, Bali, Phuket, or return again to Bangkok.



● 95% of delegates thought IMC was the best conference they had attended.

O'Neil Software gets EU Safe Harbor Certification

O'Neil Software has attained EU Safe Harbor Certification for its products giving its customers assurance that personally identifiable information (PII) is being managed with appropriate privacy protection.

The Safe Harbor Privacy Principles were established for US companies that do business within the EU to meet the European 'adequacy' standard for privacy protection.

"The decision to pursue EU Safe Harbor Certification has been a natural progression, given our dedication to the data security and service of our clients," said Ian Thomas, Executive Vice-President of O'Neil.

When the European Commission's Directive on Data Protection went into effect in October of 1998, one consequence was to prohibit the transfer of personal data to non-European Union nations that failed to meet the European "adequacy" standard for

privacy protection. Therefore, companies, like O'Neil, who are certified under the Safe Harbor Framework, are allowed to receive personal data from EU countries.

O'Neil attained the US-EU Safe Harbor status through its participation in the TRUSTe privacy program for TRUSTED Cloud Data, which provides professional services for privacy certification and third-party dispute resolution. O'Neil has also earned the TRUSTe Certified Privacy Seal awarded only to companies that complete TRUSTe certification, submit to ongoing site monitoring and participate in the TRUST consumer privacy dispute resolution program.

INSIGHT: SHIPPING RATES

World downturn keeps shipping rates

With much speculation earlier in the year that household goods shipping rates were likely to increase this spring, *The Mover* spoke to Harm Meierdirks, Chairman and Regional Director European Mainland for OSA, to find out how the market is holding up.

OSA (Overseas Shippers Association) has, for the last 20 years, negotiated shipping rates and settled disputes with the world's carriers on behalf of its member moving companies. Over that period Harm said that shipping rates had changed dramatically, both up and down, but today, as the world continues to wrestle with its economic difficulties, prices are generally low and stable.

The North Atlantic is the biggest trade route and is experiencing stable rates since the lines imposed a series of General Rate Increases. "As far as I can see the rates will stay stable this year as long as no new carriers enter the market and increase capacity," Harm said that if that does happen rates will come under pressure again but as the current carriers are hardly making any money now it is unlikely that the route is sufficiently attractive for any new entrants to be interested.

The Europe-Asia route is, however, completely different. Rates on this route are largely determined by the level of trade westbound out of China and into Europe where rates can often be four-

"As far as I can see the rates will stay stable this year as long as no new carriers enter the market and increase capacity."

Harm Meierdirks

times the rate eastbound on the same vessels. When China was booming all vessels were full with seasonal surcharges applied. Then carriers added capacity by introducing new high volume ships, world trade dipped a little and a capacity problem was turned into a 10-15% surplus. "The lines had to do something so they laid up some services especially in the slow season. To maintain revenue they tried to impose a \$500/TEU increase but commercial pressures made it impossible. In the end they only managed to get the rates up by \$50-\$100."

Europe to South Africa and back is looking more stable. Rates have dropped a little but they can be more or less relied upon for the rest of the year.

Rates for Australia and New Zealand are also dependent upon the Asia market. "If

Harm Meierdirks

Harm was born in Bremen in 1967 and studied Economics at high school. After compulsory national service he joined Carl Hartmann for a three-year apprenticeship. He later became a sales clerk and then the director responsible for contract with Steam Ship lines. Carl Hartmann became a member of OSA (Overseas Shippers Association) in 1998 and Harm became a member of the negotiating team and OSA regional director for European mainland. He has been Chairman and Regional Director of OSA since 2008.





in check

the Asia rates are increasing and all the vessels are fully loaded Australasian rates increase as well," Harm explained. "When Asian rates drop, so Australasian rates drop too."

"The ships are bigger. 20 years ago the biggest ships carried 4,500TEUs. The newest ships now are 400 metres long and carry 18,000TEUs."

Harm Meierdirks

The South America west coast has seen a reduction in capacity as some lines feel it is too cost intensive to go there. Rates have, therefore, increased a little but they are more or less stable. Brazil rates, however, were going through the roof last year with services fully booked. The increases have, however, now slowed and for the remainder of 2013 any increases are expected to be modest.

Western Africa is a region that is booming and rates have been increasing. However the main ports often do not have the capacity to handle the traffic so

congestion is a serious problem. Last year congestion charges of \$2,000/40ft were not unusual in Angola.

Overall, Harm said that OSA's rates are fairly stable although the old aim of trying to negotiate 12 month deals was now largely impractical. "You can get a 12 month deal but they would be too expensive. It doesn't make sense."

The 2013 rates are expected to increase a little but only because of the low level they have come from. It's the depressed world markets that are maintaining the stability. "The big volume comes from companies such as Walmart and Tesco," explained Harm. "These major players can only order their goods in the quantities they can sell them. So if consumers can't spend more than they did last year that affects the whole shipping industry. That volume then affects the rates for every other commodity."

This same dynamic is causing rates into the Mediterranean from Asia to be dropping rapidly. Last year TEU rates were around \$1000 to Europe and \$1,200 to the Mediterranean. Now rates into the Med from Asia have fallen to around \$800.

Overall shipping rates today are not

much different, in some cases lower, than they were 20 or even 30 years ago. This is not caused by world markets or clever negotiation. According to Harm there is one overriding reason: "The ships are bigger," he said. 20 years ago the biggest ships carried 4,500TEUs. The newest ships now are 400 metres long and carry 18,000TEUs. For carriers it only makes sense to operate a vessel like this if it has good utilisation, the rate is less important so the rates in total are dropping."

Of course, for movers, the actual rates paid don't matter as costs are passed on to customers. If customers could afford to pay the rates 20 years ago from the sale of their houses, they definitely can today. What matters is the relative cost compared with their competitors and the service they receive, especially during times of capacity shortage, and their consistency. When you have to quote people months ahead of their move it's helpful to have a good idea of what the rates are likely to be. Although we have relative stability now, Harm is always reluctant to predict the future. "It's a crystal ball that's quite foggy just now," he said.

NEWS: INTERNATIONAL

SPOTLIGHT ON EUROPE

New regulations come out throughout Europe all the time. Sometimes it's hard keeping up with all the changes. Here is a selection of some of the more important ones to keep you up to date. Information courtesy of FEDEMAC.



FRANCE

Traffic conditions – real-time information

AFTRI (Association Française du Transporteur Routier International) is recommending all transport operators to check the real time road traffic conditions throughout France on the website www.bison-fute.gouv.fr. Heavy Goods Vehicle (HGV) traffic restrictions for France are also accessible on the same site.



HGV Ecotax information (in French only)

The French National General Transport Association (Fédération Nationale des Transports Routier), ahead of the introduction of the Ecotax on HGVs over 3.5 tons that will come into force on 1 October, 2013, has prepared an interactive guide for its members showing the 15,000 km of routes affected. Unfortunately the organisation has published the site in French only. However, even without a command of the language it is possible to get a good picture of the routes affected. For more information take a look at www.themover.co.uk.



IRELAND

Essential fuel user rebate for Ireland

Following the Irish Road Haulage Association's (IRHA) successful representation to government for the implementation of an EUR for the tax compliant, licensed haulage operator, the IRHA has now confirmed that the rebate will be €0.075 cents per litre. The requirements are:

- Claiming parties must have a valid haulage license and must be able to prove their tax compliance. The tax compliance requirement will also

apply to out-of-state operators.

- Claims can be made every four months, therefore three fuel rebate claims will be made per year.
- The EUR will not apply to the own account sector of transport as the IRHA did not lobby for this sector given that it specialises and represents only the hire and reward element.
- The EUR will be applicable from 1 July, 2013.



SWEDEN

Sweden gets tough on speeding trucks

The Swedish government is considering the introduction of tougher rules and higher fines for truckers breaking speed limits and ignoring commercial vehicle safety regulations. The initiative, which also proposes the scaling-up in the number of road-side speed cameras and expanded goods truck impounding powers for police, is linked to a fatal pile-up involving up to 40 trucks and 35 motor vehicles on the E4 motorway near Helsingborg in January, in which

a Lithuanian truck driver was killed and 40 others injured.



● The E4 motorway accident near Helsingborg in January.

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● The Global Shippers' Forum aims to secure improvements in logistics practices.

GSF launches maritime safety campaign

The Global Shippers' Forum (GSF) has released details of a global campaign to enhance safety in the maritime transport supply chain. The aim of the campaign is to secure improvements in logistics practices throughout the supply chain to ensure safer transport operations.

As consignors and receivers of freight, shippers accept that they have a legal and moral obligation to ensure that when goods are presented for shipment they are correctly declared, stowed and secured in compliance with international rules and standards. While the vast majority of shippers comply with the rules, it is a regrettable fact that instances of misdeclaration and poor standards of loading and securing take place. Much of this is down to a lack of understanding of the rules and packing and securing know-how.

To fill this information and knowledge gap, the GSF has launched a series of 'hands on' and easy to understand best practice guides for managers, but also, importantly, for packers and warehouse staff who actually physically handle, prepare, secure and stow cargo for shipment.

In launching the campaign at GSF's annual meeting in London on 8 April, 2013, Bob Ballantyne, Chairman of the GSF said: "Let there be no mistake, shippers take their responsibilities seriously. Our goal in launching this campaign is to promote and secure safer and more efficient supply chains. We are

striving to achieve this by working in collaboration with the relevant international organisations and our supply chain partners."

"It was essential that shippers had a more influential and effective voice at an international level..."

Bob Ballantyne

Unveiling the campaign in the presence of over 50 shipper representatives from around the world and representatives from the International Maritime Organisation (IMO), Mr Ballantyne added: "We strongly support the work of the IMO, in particular the Maritime Safety Committee's current work in finding practical and workable solutions to issues such as verification of accurate weight declarations. We also congratulate the excellent work undertaken by the International Labour Organisation and UN Economic Commission for Europe and IMO in finalising a new code of practice for the safe stowage and

securing of transport units. We urge all three UN organisations to ratify the new code during 2013 so that this can enter into force in 2014."

Mr Ballantyne further explained: "The GSF campaign, together with dissemination of best practice materials, would be rolled out by shippers' organisations throughout the world to support the transport safety initiatives by the main UN organisations concerned."

He added: "It was essential that shippers had a more influential and effective voice at an international level, in particular in organisations such as the IMO. This was a key GSF goal because the complexity of the international supply chain is often not very well understood. And getting the balance between regulation and the role of industry best practice is crucial if we are to achieve safer and more efficient supply chains. We therefore welcome the IMO's commitment to reaching out to a wider range of stakeholders and look forward to formal recognition of the GSF in IMO where it can play its part in achieving the IMO goal of enhancing the chain of responsibilities in the maritime safety chain, including shippers, carriers, ports, terminals, labour organisations and other relevant stakeholders."



● Thomas Morocz.

Santa Fe opens in Mongolia

The Santa Fe Group has recently opened a new office in Ulaanbaatar, Mongolia. The new office, managed by Thomas Morocz, offers moving and a full range of relocation services.

Thomas started in the international moving and relocation industry in 2007 in Seoul, Korea. He holds a Master of Science (MSc) in Business and Economics from the University of Pecs in Hungary. He speaks English, Hungarian, German and Korean.

Thomas understands that Mongolia can be a challenging place to conduct business, but it is also a country with significant opportunity as it is one of the fastest growing economies in the world. The economy grew by 6.4% in 2010, 17.5% in 2011 and by more than 12% in 2012 as it sits on top of a mountain of mineral wealth – coal, copper and gold.

● Email: Thomas.Morocz@santaferelo.com.

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Sunshine and showers – spring tips for driving safety

Road safety charity The Institute of Advanced Motorists (IAM) is offering seasonal motoring tips from Britain's top advanced driver, Peter Rodger. This month, he is advising on preparing yourself and your car for springtime driving.



April is well known for its showers. Stopping distances are increased on wet roads – allow at least twice as much time as usual to stop if the road is damp.



With British summertime comes darker mornings, so driving to work early could offer darker conditions than you are used to. Do a thorough check of all of your lights, and give them a spring clean too to maximise visibility.



Keep your screen wash topped up at all times. This way whether your car's dirty due to springtime downpours or covered in insects in the heat – you're prepared.



Rabbits, hedgehogs and other animals are more likely to be seen in spring and summer. Don't swerve uncontrollably if an animal darts out in front of you – it's better to have a broken fog light or a dented bumper than a loss of control and a big crash.



Mud on the road means that farm vehicles or animals have been out and about. Look out for vehicles or animals emerging from field entrances. It's slippery stuff too!



Country roads are a favourite at this time of year, but not only for car drivers. Be on alert for motorcyclists, cyclists, pedestrians and horse riders, and give them all plenty of space.

"In spring you are more likely to see a variety of road users out and about, from bikers to pheasants. Preparing yourself to expect them and being on the lookout for vulnerable road users will ensure a more enjoyable drive and a safer environment for everyone."

Peter Rodger

Lighting a new flame

After many years working in the recruitment industry, specialising in moving and relocation, Ray Inskip has branched out on his own.



● Ray Inskip.

His new company, Flame Recruit, so called because he started it during the Olympic year, is his own creation and he is determined to do things differently.

Although Ray is very complimentary about some of the recruitment companies he has worked with, especially in recent years, he is determined to take the best practice from all his experience and put it together to provide, what he sees, as a better service both for clients and candidates. He said that some agencies don't work at building relationships with people and take short cuts that are unprofessional.

One of the key factors he sees as important is the relationship between the recruitment company, its customers and its candidates. "As I see it, the relationship between me, my clients and my candidates should be a consultative one," said Ray. "Just as there is no point in me providing a client with the wrong candidate, there's no point in me getting a candidate the wrong job. I would rather advise a candidate to take a job that was not with one of my clients if I really felt that was the right thing to do."

Ray's principle is sound, of course. Provide people with the right service now and they will come back in the future. "It's

important to take a long-term view of these relationships," said Ray.

Another anomaly that Ray has identified is the conflict that can be created between payment terms and early-leaving rebates. He points out that most agencies only give a 100% rebate if the candidate leaves in the first week or so. "I don't think that's enough time for either client or candidate to make sure that they are right for the job. For this reason I think it wiser to extend both the trial period and the payment terms so that they give everyone long enough to make a proper judgement. That way, if an appointment doesn't work no funds change hands and it's much easier for accounting."

Ray has been contractually obliged to stay out of the moving industry for the last year but now that he is free of the restriction he is really looking forward to getting back into the business. "I like the people," explained Ray. He has spent a lot of time in recent years getting to know people in the moving business and he has enjoyed their company. "It's a small, niche industry. The people are very friendly and that makes my job both easier and more enjoyable. I have worked in many industries and there's nothing quite like the moving business."

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NEWS: ON THE ROAD

Big increase in pothole damage to cars

A new report from Kwik Fit has revealed a 143% increase in the number of motorists hitting potholes in the last two years.

Its research shows that nearly 13 million (39%) motorists collided with a pothole in the past 12 months compared to 5.7 million (16%) in 2011.

However, the danger to drivers is coming from pothole misses, as well as hits. Kwik Fit's study shows that over a quarter of motorists were forced to swerve on to the other side of the road to avoid a pothole – a 12% increase on 2011. Over the same period almost twice as many motorists have been forced to a complete sudden stop – 2.2 million up from 1.2 million two years ago.

With at least 2.2 million potholes in England and Wales last year, Kwik Fit's study shows that two thirds of drivers have been in a situation where they needed to take evasive action to avoid a pothole, compared to just over half in 2011.

Motorists in the West Midlands have been the worst hit by potholes around the UK with 71% saying they've had to take evasive action. Drivers in Wales have been the luckiest, with 'only' 56% of drivers affected.

Roger Griggs, Communications Director at Kwik Fit, said: "Potholes are a growing problem for motorists, not just through the damage they cause, but the fact that they force drivers to make risky manoeuvres."



● Danger to drivers from potholes comes from swerving to avoid them as well as having to drive through them.



● Drivers who don't complete their CPC training on time will be out of work.

Drivers missing CPC training deadlines

Professional HGV drivers need to complete their 35 hours of training before 10 September, 2014, to qualify for their Driver CPC.

But if recent reports are anything to go by many drivers are lagging way behind and stand a very good chance of missing the deadline. If they do, they will not be allowed to drive professionally and will be out of work.

Skills for Logistics, the Sector Skills Council for the UK's freight logistics industries, has voiced its concerns over the poor take up of compulsory training by drivers. In a recent statement it said that since the Driver CPC was introduced nearly 600,000 professional drivers across the goods and passenger sectors have undertaken periodic training. However, to date only 100,367 individuals have completed their periodic training and obtained their Driver Qualification Card (DQC). That equates to only 19% of the professional driving workforce.

Skills for Logistics along with prominent trade associations, has expressed concerns over the future of the driving industry as September 2014 draws nearer. Sfl shared its concerns in the report, 'A looming Driver Shortage? The evidence behind the concerns', while the Freight Transport Association predicts there could be as much as

"Great Britain's roads are among the safest in the world and one of the ways we aim to keep them so is by encouraging all drivers to keep their skills up to date."

Rosemary Thew

a 30% shortfall in the number of legally qualified drivers of LGVs by 2014.

The Driving Standards Agency's Chief Executive Rosemary Thew said, "Great Britain's roads are among the safest in the world and one of the ways we aim to keep them so is by encouraging all drivers to keep their skills up to date."

Joan Aitken, Lead Traffic Commissioner on Driver CPC said, "Operators must ensure that their drivers have done the training. The consequences of not doing this could be loss of livelihood and action against operator licences."

Uncertain market is leading to hesitation over driver numbers and training

Here at *The Mover* we have been nagging moving companies to get their drivers up to Driver CPC level for the last two years but, in discussions, it seems that many are still falling short. Part of the problem is that the market uncertainties have meant that some companies are unsure how many drivers they will have on their books by September 2014 and are reluctant to pay for the training only to find drivers leave or they have to lay them off. Unfortunately, the nearer to the deadline we get the more congested (and presumably expensive) the courses will become. There comes a time when everyone will just have to take the plunge.

There are now over 3,000 approved training courses available to drivers, covering a range of topics from fuel efficiency to drivers' hours regulations and defensive driving.

First new XF Euro 6 leaves the production line

His Royal Highness the Prince of Orange officially started production of the new DAF XF on Wednesday April 3.



● Left to right: His Royal Highness the Prince of Orange and DAF Trucks' President Harrie Schippers.

The new truck was developed to meet the Euro 6 emissions standards that will come into force in the European Union on 1 January, 2014. DAF has invested around €1 billion to develop an entirely new Euro 6 vehicle range and to prepare its production facilities in Belgium and the Netherlands. Compared with the current Euro 5 standard, the new legislation requires that nitrogen oxide (NO_x) emissions be reduced by a further 77%, while soot particle emissions must be cut by 66%. The new emissions legislation was a main driver for DAF to develop a completely new vehicle series of which the XF is the new flagship.

"We are incredibly honoured that His Royal Highness officially started the production of the new DAF XF," said Harrie Schippers, President of DAF Trucks N.V. "Developing a brand-new generation of market-leading Euro 6 vehicles and preparing

"We are incredibly honoured that His Royal Highness officially started the production of the new DAF XF."

Harrie Schippers

our production facilities for this new generation is the largest project in our company's history, representing an investment of around €1 billion. The visit of the Prince of Orange is a wonderful recognition for all of the 8,000 DAF employees involved in the Euro 6 project, both in the Netherlands and abroad. The visit beautifully coincided with the fact that exactly 85 years ago Hub van Doorne laid the foundations for our current company."

Survey reveals Giti Tire as 'Top commercial vehicle brand'

Giti Tire has been named 'Top Commercial Vehicle Tyre Brand' in a comprehensive countrywide study organised by China's *Commercial Motor World* magazine.

The magazine's survey involved live interviews with 110,000 participants over a six month period. The survey covered 24 tyre brands and utilised the expertise of several leading Chinese universities to conclude that Giti Tire was given the accolade of Customer Satisfaction Award.

Drivers accounted for more than 80% of those surveyed while the remainder were transport and corporate managers. All participants provided a comprehensive picture of their attitudes and experiences to allow a direct consumer evaluation of commercial vehicles and

component parts.

Richard Lyons, Managing Director - Europe for Giti Tire said, "This has been an extremely comprehensive survey, one of the most thorough of its kind, and the results clearly demonstrate both the research, development and manufacturing capabilities of the business. The same positive attitude and dedication goes into the European product range, all of which has been specially created for the unique demands of this particular market."

Commercial Motor World is published every month and has a circulation of 35,000 operators of trucks, vans, buses and trailers.



● Richard Lyons.

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LEGISLATION: HELP TO BUY SCHEME



Chancellor extends home-buying schemes to all

In the Budget Chancellor George Osborne announced new plans to help people buy their own homes.

The Help to Buy scheme, which began on 1 April, expands a previous initiative, FirstBuy, which was aimed solely at first-time buyers. The new scheme will be available to anyone wishing to buy a newly built home up to the value of £600,000. Purchasers will only need to put down a 5% deposit - much less than most banks currently demand - with up to a further 20% of the cost of the home funded by a shared equity loan backed by the government - interest-free for the first five years. The remainder of the value of the property is paid for using a standard mortgage, covering up to 75% of the loan.

The value of the shared equity loan is linked to the property's value. So, for example, if the value of the property has doubled by the time the shared equity loan is repaid, the amount the borrower has to repay will have doubled too. In year six, borrowers will have to pay a 1.75% annual fee, which will rise by 1% above the Retail Prices Index (RPI) measure of inflation every year after that.

The chancellor also announced a new mortgage guarantee, which aims to

dramatically increase the availability of loans. It extends the previous NewBuy Guarantee scheme and includes older houses as well as new-builds. It will run for three years from the start of 2014 and will be used to support £130 billion of mortgages.

George Osborne said, "We're going to help families who want a mortgage for any home they're buying, old or new, but who cannot begin to afford the kind of deposits being demanded today."

However, according to the Council of Mortgage Lenders that is a relatively small proportion of the total mortgage market, which is estimated to be worth £1.2 trillion.

There is also a warning from The Royal Institution of Chartered Surveyors (RICS) that the new scheme could represent a risk for the government. "The government needs to be careful this doesn't create another housing bubble - pushing prices up at the expense of buyers," said Simon Rubinsohn, Chief Economist at RICS.

Rubinsohn did however welcome the Help to Buy scheme overall, saying it was much needed, and that it would prevent

"We're going to help families who want a mortgage for any home they're buying, old or new, but who cannot begin to afford the kind of deposits being demanded today."

George Osborne



prolonged market stagnation.

Meanwhile the Home Builders Federation (HBF) said lenders would need to come on board, but suggested sales should rise as a result. Spokesman for HBF Stewart Baseley said, "Extending NewBuy to the second hand market should create churn in the market place and drive up sales across the board - including for new homes. We do, though, need to ensure a level playing field across the whole market."

According to a report by the BBC the previous NewBuy scheme launched a year ago, resulted in only 1,500 new homes being sold in its first nine months, compared with a government target of 100,000.

Save 15% on fuel by driving greener

IAM's Chief Examiner Peter Rodger gives his hot tips for saving fuel:

- 1** Try to brake as infrequently as possible – slow down and take your foot off the accelerator earlier when approaching a queue, junction, roundabout or red traffic lights. Look further ahead of you so you can start doing things earlier, making braking smoother and more gradual.
- 2** If you get stuck in a traffic jam, switch your engine off while you wait.
- 3** Stick to the speed limit. This offers a fair compromise between economy and getting somewhere efficiently. There's a significant saving made by doing 70 instead of 80, as well as avoiding any risk of speeding fines.
- 4** If you are able to do so, use block gear changing (e.g. 2nd to 4th when accelerating, or 5th to 2nd when decelerating). This is more fuel-efficient than working your way through the gears.
- 5** Reverse into parking bays. If you do all the manoeuvring with a hot engine you can drive straight off when you come back and warm the engine up more quickly.
- 6** Check your vehicle regularly to ensure it operates efficiently. In particular, check your tyre tread depth and pressure (tyre pressure should be checked when the tyres are cold, before the air inside them heats up).
- 7** Remove excess weight, including roof racks, car clutter and unnecessary items in the boot. The more weight you carry in the car, the more fuel you'll consume.

"We've all got better things to spend our money on than petrol and diesel. Green driving can save you up to 15% on your bills, as well as reducing your carbon emissions."

Peter Rodger



● For more tips on advanced driving visit www.drivingadvice.org.uk.



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INTERVIEW: BRIAN CHARLES

When Brian Charles' physics master read out his exam result, his career was determined:

"Spanish for you boy..."



Last October Brian Charles was enrolled into the IAM Roll of Honor for his services to the moving industry. It was an appropriate, and perhaps overdue, recognition for a man who had dedicated much of his working life to training others and to improving standards in the international moving industry. Now retired, and enjoying a slightly less hectic lifestyle with his wife Carol, Brian reflected on a career that had touched many across the world. By Steve Jordan.

Brian was on holiday with friends during the IAM conference so he was unable to collect the award in person. His friend and colleague Niall Mackay from ICM Gerson collected it on his behalf. Brian had been nominated for the award by his friends at LACMA for the work he had done for LACMA and FIDI over the last 30+ years. It was this recognition by his peers, perhaps more than the award itself, that touched him most. "You don't do it for honours," he said, "but to give something back to the industry." He never craved recognition, but his smile cannot disguise his joy at receiving this most precious vote of thanks.

Brian can trace his path to the international moving industry right back to his years at Neath Grammar. Brian was talented in many ways, but was not a scientist; so when his Physics master read out the exam results, his career was determined. "He went around the class alphabetically: 'Arnold, 76%; Bridgeman, 84%, Charles,' he lowered his glasses and glowered, 'Spanish for you boy – 18%'."

And Spanish it was. He has always enjoyed languages and studied French, Spanish and Latin at school. Further education was at Wolverhampton Polytechnic (now Wolverhampton University) where he studied languages in business. His second year required him to spend six months in the country

"I don't believe in teaching a subject with which I am not thoroughly conversant. You can't give the depth."
Brian Charles

of his first chosen language. He went to Barcelona where he perfected his Spanish and put his practical talents to good use repairing engines for Villiers motorcycles. He met and married Carol while in his last year at Wolverhampton.

Brian joined Michael Gerson Ltd. early in his career. He answered an advertisement in the *Daily Telegraph* for a position that would use his language

ability, moved down to Whetstone in North London and never looked back. It was in 1970 that Colin Gordon was involved in training for the BAR Institute in the UK. He called Brian one day when he was due to present a course on international moving, explained that he was unable to attend and asked Brian to take his place. As Brian faced a room of 30 students, the scene was set for him to become the trusted face of training for the international moving industry for a generation.

Over the following years Brian continued to train for the Institute, was instrumental in designing the international removals course for the FIDI Academy and, through his mastery of Spanish, became a close friend to LACMA frequently delivering week-long courses in Spanish, in Miami. Brian estimates that he must have trained over 200 people at those LACMA courses. Anyone who has done the FIDI Academy course will probably remember the fictitious family of James T. Colby III. "He was my invention," said Brian. "We also introduced warehouse visits and port visits at that time too." Brian never received or



INTERVIEW: BRIAN CHARLES

requested personal payment for any of his training services. He didn't do it for money, he did it to give something back to the industry and to improve global standards in international moving.

Brian's course covered everything from receiving the initial enquiry to costing, warehousing, documentation, clearance, delivery right through to insurance claims. He always tried to deliver more than the basic course. He enjoyed using his experience to work with students to explore the subject and learn beyond the syllabus. "The most useful things were when I could draw on experiences," he said. "I often used to wander off. This is the advantage of being on your subject. Anyone can get the basics over but if people were interested I used to share experiences. We had evening discussion groups after dinner. We did role-play sketches with the students searching the hotel for props. People still remember them today. They were a lot of fun and got the message across too. I don't believe in teaching a subject with which I am not thoroughly conversant. You can't give the depth."

Brian noticed several differences in people's attitude to training. "In Asia and Latin America people are like sponges. They just soak up information and are continually demanding more. In the UK, however, although around 80% of people are glad to be there, 10% are only attending because their boss has sent them, and the rest would rather be somewhere else." But Brian usually won them round in the end.

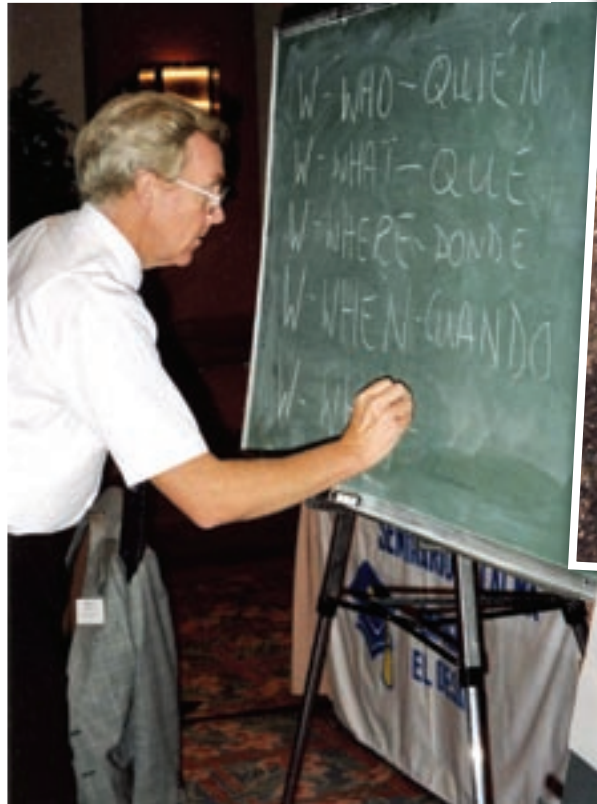
"In Asia and Latin America people are like sponges. They just soak up information and are continually demanding more."

Brian Charles

Two years ago LACMA asked Brian to do another course in Lima, Peru. He had been retired for five years and it got him thinking about succession. It was important to ensure a bank of trainers that could carry on his work so Brian arranged a train-the-trainer course, delivered in Curacao, for eight people including some well-known experienced people.

This was a good turnout but Brian feels that the industry today is still in need of experienced trainers. "Maybe it's because the business is more competitive now. Or perhaps it's because there are fewer, larger companies and the managers don't have the opportunity to take time out for the benefit of others."

But for Brian the benefits were not one sided. He never intended to generate business for his company through training but it must have encouraged some people



● Brian teaching the who, what, where and when of Spanish and right, enjoying his retirement working on the vegetable patch in the garden.



So what does Brian do now? He's been retired, officially, since 2005 but there has never been a dull moment. As with many retired people he wonders how he ever had time to go to work. He busies himself with his family, doing voluntary work locally, swimming three times a week, working on the house and in the garden and, just occasionally, indulging his passion for trains. He's also bought a home in Javea, Spain for when he feels the need to escape the British weather and when he can leave his vegetable patch to fend for itself for a while. "I'm on the go all the time," he said. "I drive Carol potty."

Would he take another job if one were offered? Well he might be able to find the odd five minutes for an interesting project just as long as it fitted in with his new lifestyle. But he's not looking.

Brian Charles is one of a breed of statesmen with whom the moving industry was blessed for a time. I could easily run off a list of ten or 20 of his contemporaries without whom the industry would have been much less colourful and would now be much the poorer. It does seem, however, that the motives that encouraged those characters to emerge and the working structures that allowed them the time, have changed. Training seems to be a much more regimented affair nowadays more focussed on getting certificates on the wall than improving practical skills. And the market is much tougher, faster moving with less room for traditional values perhaps. Whatever the reason, the likes of Brian et al we are unlikely to see again.

Unless you know different? Perhaps the global mobility industry is full of unsung heroes who genuinely deserve their moment in the spotlight. If there are, I'd like to know. Meanwhile, I trust you will join me in wishing Brian and Carol a very happy, healthy and lengthy retirement. My goodness they have earned it.

to use Michael Gerson Ltd. as a paragon of the art. Michael Gerson Ltd. always had a high quality image but Brian's training work certainly kept the company on its toes. It was a constant reinforcement of the brand. "There were intangible benefits but the real reason I did it was because I enjoyed it. It was very nice to see people making improvements. And I learned a lot myself too. There is no patent on good ideas."

Despite his high profile in the industry Brian never had any desire to hold high office. He was the Chairman of the BAR Institute in its centenary year in 2000, but he never wanted to be the president of any of the world's associations. "I had enough going on running the business and I didn't want all the politics. I was never tempted."

As Chairman of the Institute he really felt that he was making a difference. "I was very fed up when BAR disbanded the Institute. A lot of good people had put a great deal into it over very many years. But maybe BAR is right. Perhaps it's a logical progression."

Over the last 40 years Brian has trained hundreds of people the world over. He has enjoyed it but recognises that he could not have done it without the help of Michael Gerson. "I learned a lot from Michael, he is the consummate business man. He would always find some way of doing things better. I am also grateful to George Taylor the company's Operations Director who taught me the practical side of the business."

NEWS: ON THE ROAD

Prevention is better than cure, says RAC

The RAC is to launch a 'magic box' for members which will remotely communicate with base to provide diagnostic information which could identify certain vehicle faults before they result in a stressful and inconvenient breakdown.

The revolutionary RAC Advance early warning system builds on current telematics technology but utilises the latest diagnostic software to build a comprehensive picture of how a vehicle's systems are performing. In the event of a breakdown it will alert the RAC's response team who can remotely connect with its onboard diagnostic software to identify the fault and give an accurate location for the motorist, enabling the rescue service to swiftly despatch a patrol pre-armed with the information and any necessary parts to solve the problem at the roadside.

RAC Advance will also act as an instant alert to the rescue service in the event of a serious accident using sophisticated recognition software and provide a useful time and location record for the motorist of the event.

All 1,700 RAC patrol vehicles have already been fitted with first generation devices and more than 35,000 fleet vehicles in the UK are already using the technology.

The device will be available to all existing and new RAC members during 2013 and will offer a host of additional functionality that will help to make motoring safer, easier and more affordable. It will also enable them to save up to £620 a year by helping them monitor their own driving efficiency resulting in better fuel economy and potentially rewarding them with a significant discount on their car insurance premium.

The device - the size of a matchbox - can be self-installed in minutes and can be accessed via a mobile app on the driver's phone, enabling them to check multiple levels of performance, including their own driver score, accurate 'taxman friendly' mileage records, GPS tracking and other key information.



● Driving Force teams up with Chevron.

Partnership tackles HGV driver shortage

A specialist driver recruitment agency has teamed up with a training company in response to the looming HGV driver shortage that's threatening to derail the transport and logistics sector.

The partnership between Driving Force, a division of Gap Personnel, and Chevron Training is helping hundreds of drivers across North West England and North Wales obtain their Certificate of Professional Competence (CPC) training before the September 2014 deadline.

European legislation states all professional drivers must complete CPC training, which can cost the individual hundreds of pounds. Drivers, along with their employers, will be liable for fines if they are caught behind the wheel without a Driver Qualification Card after the deadline. However, several recent surveys have suggested that many drivers do not intend to complete the training, often because of the cost involved, and are thinking of changing career or retiring. Even amongst drivers who plan to complete the required 35 hours of training, many have still not found the time or money to start and are now facing a race against time - with just 18 months to go until the deadline.

The partnership between Driving Force's North West hub in Ellesmere Port, Cheshire, and Chevron Training, a driver skills company based in Flint, North Wales that offers CPC training, is thought to be the first of its kind in the region. Driving Force covers the cost of CPC training with Chevron for newly-registered drivers, meaning

"As a business, we are keen to do everything we can to help avert the looming skills crisis in the haulage industry."

John McKenna

they don't have to pay a penny, while Chevron refers drivers who are on the lookout for work to the agency.

John Sutcliffe, UK Operations Manager at Driving Force said, "There are an estimated 255,000 HGV licence holders in the UK who are yet to complete their CPC training, posing a major staffing headache for distribution and logistics firms. By partnering with Chevron, we hope to solve a problem for both drivers and the industry as a whole."

John McKenna, co-owner at Chevron Training added, "We're pleased to be teaming up with Driving Force. As a business, we are keen to do everything we can to help avert the looming skills crisis in the haulage industry."

Driving Force supplies drivers to more than 100 clients a day across the UK. As well as Ellesmere Port, it has sites in Altrincham, Wakefield, Northampton, Stoke-on-Trent, Bristol, Exeter, Gloucester and Hatfield.

Drivers don't trust government on road tolls

91% of motorists do not trust the government to reinvest money made from tolls on new roads, according to a survey by the Institute of Advanced Motorists (IAM).

60% of motorists do not support toll roads, and 79% of motorists would not support the introduction of tolls on existing roads. 40% of motorists would back more expensive tax discs instead of charging tolls on roads. 41% wouldn't support toll roads even if other types of tax were reduced.

IAM Chief Executive Simon Best said: "The cost of motoring is currently at an all-time high, and it's clear that the idea of bringing in toll roads has no support among everyday motorists. A toll on motorways, our safest roads, may force motorists on to more dangerous rural roads, to save money. The government has a very hard job ahead to convince drivers that tolls are the only way to deliver new roads and improve existing ones. Only by reducing other motoring taxes can this policy gain the support of the motorist."



PM calls for more private investment

Speaking in London on 19 March, David Cameron said: "We need to look urgently at the options for getting large-scale private investment into the national roads network. We now need to be more ambitious. Why is it that other infrastructure - for example water - is funded by private-sector capital through privately owned, independently regulated, utilities but roads in Britain call on the public finances for funding?"

Scania Streamline – saving up to 8% of fuel in style

Scania Streamline is the name of Scania G- and R-series long-haulage trucks that are optimised for low fuel consumption, featuring new low-drag looks and full air deflector kits.

A new version of Scania Opticruise features a choice of performance modes. To maximise fuel savings, the new Economy mode is fully integrated with Scania Active Prediction. Potential fuel savings in long-haulage are up to 8% with the new, more efficient second-generation Euro 6 engines. Corresponding savings for Euro 3/4/5 are up to 5%.

New services are designed to help drivers and operators in their daily work, as well as during interaction with the workshop. To boost uptime and reduce the time required for a workshop visit, Scania workshops now have access to remote downloading of diagnostic data.

Henrik Henriksson, Executive Vice President in charge of Sales and Marketing at Scania, said: "Scania has invested a lot of ingenuity and know-how in perfecting the truck range for Euro 6 and we are very pleased with the results. We note with pride that our Euro 6 engines use less fuel than their Euro 5 predecessors in operation with customers – and the latest Euro 6 engines are even better. Scania's long-standing focus on fuel economy pays off handsomely and our customers can rest confident that we do our utmost to keep them competitive in the transport business."

Lars Stenqvist, Senior Vice President Vehicle Definition



● Scania Streamline R730.

"Scania's new second-generation 13-litre Euro 6 engines are 2-3% more economical than the first ones."

Lars Stenqvist

summarised the potential savings: "Scania's new second-generation 13-litre Euro 6 engines are 2-3% more economical than the first ones. Scania Opticruise and Scania Active Prediction contribute 2-3% each. In addition, we have improved the aerodynamics and reduced drag in our gearboxes. Even though you cannot simply add the figures, we estimate that the potential saving for a European Euro 6 long-haulage customer could reach 8%. For customers in markets without access to topographical map data, the potential is almost 5%."

Mercedes-Benz and truck dealers fined £2.6 million

Mercedes-Benz UK and three of its dealers have been fined £2.6 million over price-fixing by the government's Office of Fair Trading (OFT) over breaches of competition law in the trucking industry.

According to the *Daily Telegraph*, Mercedes' UK arm and all three dealers - Ciceley, Road Range and Enza - admitted to "some element" of market sharing, price fixing or "exchange of commercially sensitive information" relating to the distribution of commercial vehicles between 2008 and 2010.

The fines concluded a three-year investigation by the OFT which saw the managing director of Mercedes-Benz's commercial vehicle wing arrested when the consumer regulator raided the automaker's UK offices in Tongwell, Milton Keynes. He was released on bail on the same day.

Mercedes UK and parent Daimler were ordered to pay £1.5 million while the dealerships, based in northern England and parts of Scotland and Wales, were levied fines running to the hundreds of thousands, the paper said.

A fourth dealer, Northside, also admitted involvement but avoided a penalty under immunity granted after it was the first party to provide evidence to the OFT.

Without a 15% discount for co-operation with the regulator, the total penalty would have reached £3.07 million, the report said.

"These cases send a clear signal that the OFT will take firm action against companies that collude to deny customers the benefit of fair competition regardless of the size of the firms involved or geographic scope of the investigation," said Ali Nikpay, Senior Director of Cartels at the OFT.

He added that the OFT had to uncover the cartel without a tip off from a whistle blower.

A Mercedes-Benz spokesman told the *Telegraph* the company had responded to the investigation by "strengthening its internal controls" with "every member of staff participating in comprehensive and ongoing integrity training programmes".

"Mercedes-Benz takes its responsibilities under competition law seriously and has taken all appropriate steps to ensure all its staff comply fully with the law," he added.

Cartels are illegal in the UK because they are seen as highly damaging to consumers, potentially costing them substantial amounts of money from the lack of competition.

● Source: Just Auto



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LEGAL: EMPLOYERS' LIABILITY INSURANCE



Are public and employers' liability insurance compulsory?

Cordelia Rushby from Keystone Law provides a refresher for business owners on their responsibilities regarding two key insurance policies and whether volunteers and work experience students should be insured as employees.

Public liability

Public liability insurance is not a legal requirement but it is good business practice. This policy covers your business in the event of claims brought against you by other people (not your employees) for injuries or property damage caused in consequence of your business activities. Having cover is a prerequisite of working for a local authority.

Employers' liability

It is compulsory to have employers' liability insurance in all but exceptional circumstances. The Employers' Liability (Compulsory Insurance) Act 1969 requires employers to have at least £5 million of cover (more depending on the business activity). Most insurance companies provide £10 million of employers' liability as standard.

Employers' liability insurance is compulsory because employers are responsible for the health and safety of their employees whilst at work. If an accident occurs and an employee is injured

or made ill in consequence of work related activities, they will have a claim for compensation against their employer.

Work experience students and voluntary or unpaid 'helpers' are classed as employees and if you retain them, you must have the relevant employers' liability insurance.

Your insurer will pay the cost of compensation, comprising damages and costs, less any excess you have agreed. Even where a company ceases trading or goes into liquidation, the insurer is still liable for payment for such claims.

The Health and Safety Executive (HSE) enforces the law on employers' liability insurance. If a company does not have employers' liability insurance, it can be fined at a rate of £2,500 for every day the company has traded without it.

The employers' liability insurance certificate must be displayed where your employees can access it. A company can be fined up to £1,000 for not displaying the certificate or failing to make it available to an HSE inspector.

In the event of an accident, the company will not only be prosecuted for having no insurance, it will remain liable to the injured party and have to pay all the compensation, its own legal costs and the claimant's costs out of its own funds. In many cases this would result in the company ceasing to trade.

Exceptions

There are a few exceptions, but the most important one to note is that you do not need employers' liability cover if:

- You are a sole trader with no staff;
- You run an unincorporated family business (in which all of your employees are closely related to you);
- The company employs only you the owner, where you own 50% or more of the share capital of the company.

However! If you do fall into one of these exceptions and retain work experience students, or unpaid volunteers you must still have employers' liability insurance.

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NEWS: ON THE ROAD



● HGVs need to be included in the Mayor's vision as well as bicycles.

FTA calls on Boris not to forget HGVs

The Mayor of London, Boris Johnson's cycling vision and plan to create a "Crossrail for the bike" was overall welcomed by the Freight Transport Association (FTA).

The announcement of improved cycling infrastructure was seen as good news by the Association, who did however call on Mr Johnson not to forget the freight industry in his plans.

The Association particularly welcomed the recognition of the successful work the haulage industry has already done with Transport for London (TfL) on cycle safety and the potential for out-of-hours deliveries to contribute further to this.

FTA stated that it considered the segregated cycle lanes to be a good idea in the capital, realising that they should result in increased safety as well as making cycling more attractive, but asked Mr Johnson not to forget freight and for the needs of businesses to be protected in the

design process. In response to the Mayor's plan, FTA highlighted the fact that London's businesses will still need access to the road for deliveries to their shops or offices, and asked that consideration for trucks be made and included in the 'Mayor's Vision' in order that they could continue to function.

Although in general the Freight Transport Association welcomed 'The Mayor's Vision for Cycling in London' it also voiced strong opposition to the idea of lorries being banned from particular locations in London at certain times of day. They believe that this could impose difficult burdens on businesses trying to operate in London and "a far better starting place would be to remove restrictions on delivering at night so that the haulage industry is

in fact able to avoid the peak hours when historically there are more cyclists using the roads in the capital".

Mr Johnson's plan also spoke of the role of technology in improving safety in heavy goods vehicles (HGVs), and although FTA agreed that technology does have a role to play in safety improvement and is currently working with TfL and other organisations in order to make the most of the possibilities, the Association also cautioned that it should not be automatically assumed that more technology such as cameras or sensors would solve all safety problems with regard to cyclists on London's roads.

Christopher Snelling, Head of Urban Logistics and Regional Policy said, "FTA welcomes the Mayor's Vision for Cycling in London – as if it gets motorists who currently drive in London to switch to bikes that would be good news for everyone, but it must be remembered that some users, including freight, have no choice but to use the roads, so enough space must be left so that traffic can still flow, and HGVs can still use the roads safely."

"A far better starting place would be to remove restrictions on delivering at night ..."
Freight Transport Association

"We were pleased to see that the report reflects the successful work of TfL with the haulage industry and that there are plans to continue the work in encouraging out-of-hours deliveries, as FTA sees this as a key way to improve the use of London's roads for all types of traffic."

Young drivers need continuous support says IAM

Young drivers need more guidance and support in the first six months of obtaining their licence, according to road safety charity IAM (Institute of Advanced Motorists).

In March, the DfT announced a Green Paper would be published this summer looking at ways to improve the safety of young drivers. The announcement includes the possibility of introducing graduated licensing, with curfews and controls which will prevent young people from gaining experience on the road.

The IAM will be recommending to the government the following changes to help improve young driver safety:

- A tougher test to include rural roads – where young people are most vulnerable;
- A new focus on treating driving as a skill for life – through continuous learning with post test checkups in the first six months of solo driving;
- A minimum driving period during learner stages to increase exposure to as a wide range of traffic conditions as possible;
- A relaxation of the rules allowing learner drivers on motorways.

IAM Director of Policy and Research Neil Greig said, "Continuous learning will do more to keep young people safe on the roads than restrictions. During and after supervised learning, new drivers need to gain as much experience as possible to prepare them for driving independently – something which curfews simply cannot deliver."

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Commercial vehicle registrations

Commercial vehicle (CV) registration figures for January have increased by 5.6% year-on-year according to figures released by the Society of Motor Manufacturers and Traders (SMMT).



● Sales of commercials like Ford's Transit Custom ECONetic are up on last year.

The total number of light commercial vehicles registered in 2013 so far stands at 16,049 – an 11.9% increase over figures from January 2012. Pick-up trucks boast a 34.5% increase in registrations for this year, while 2.5 tonne to 3.5 tonne van registrations are up 3.7%.

Larger vehicles have fared less well as a whole, with registrations of vehicles of more than 3.5 tonnes falling by 19.6% with 2,882 registered so far. Of these, 1,043 are articulated vehicles, a 21.3% drop compared with January 2012. The figures for rigid body vehicles up to 6.0 tonnes increased in January 2013, however, which saw a rise of 22.8% over the same period last year.

Volkswagen is dominating the light sector with a 46.2% increase in LCV registrations for 2013, rising from 1,632 units to 2,386. Mercedes registered 420 fewer LCVs in January this year – a reduction of 39.3% – but is sure to see increases in sales with its new Citan.

MAN has seen the best performance from the heavy CV sector, with a rise of 16.2%. This is in contrast to the majority of other heavy CV manufacturers, which largely reported a decline of new vehicle registrations. Renault Trucks suffered the hardest drop, with a 58.1% cut in registrations, but is embarking on a regeneration of its range which should also boost its sales.

According to figures from the European Automobile Manufacturers' Association (ACEA), the UK was the only EU market to show a growth in CV registrations in February.

The ACEA data show that the UK posted an increase of 4.2% while other EU markets were down for the 14th consecutive month. Demand in Italy was down 31.3%, Spain by 19.5%, Germany by 14.4% and France by 12.3%. In all, 109,331 new CVs were registered in February across all markets and sectors.

While the van segment up to 3.5 tonnes decreased by 13.3% across the EU as a whole, a 11.8% rise in their registrations in the UK forms the backbone of the positive CV performance.

It helped to offset an 11% drop in registrations of trucks over 16 tonnes in the UK which, although better than France, Italy and Spain, is slightly outdone by Germany where demand fell by just 8.9%.

Germany also did slightly better with vehicles between 3.5 tonnes and 16 tonnes with February registrations down by 15.6% compared with 17.7% in the UK, 26.1% in Italy and 27.0% in Spain.

Although the UK remains the largest market for bus and coach registrations in the EU, it also shows the biggest fall in numbers over the first two months of the year with a drop of 13.5% contrasting with an overall increase of 0.5% for all markets combined.

Reliability of journeys on the Highways Agency's motorway and A road network: January 2013

Motorways and 'A' roads managed by the Highways Agency are known as the strategic road network. These strategically important roads account for around 2% of all roads in England, but carry around a third of all traffic. The reliability of journeys on the Highways Agency's roads is measured by the percentage of 'journeys' that are 'on time', where:

- A 'journey' represents travel between adjacent junctions on the network;
- An 'on time journey' is defined as one which is completed within a set reference time, based on historic data on that particular section of road.

- In the year ending January 2013, provisional data shows that 78% of journeys on the Highways Agency managed network were 'on time'. This is 0.6 percentage points lower than the previous year, ending December 2012.
- Provisional data shows that 73.5% of journeys on the Highways Agency network during January 2013 were 'on time', down 7.3 percentage points from January 2012.

The data are based on journey times estimated using in-vehicle Global Positioning Systems (GPS) and flows estimated using automatic traffic counters.

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PROFILE: JOSEPH BAXENDALE

**A brief history
of the life &
achievements of**

**Mr.
JOSEPH
BAXENDALE**



**ARGUABLY PICKFORDS' MOST
INFLUENTIAL DIRECTOR, AND:**

**TRANSPORT
VISIONARY**



**HAVING BEEN RESPONSIBLE FOR
TAKING SAID COMPANY FROM A
FAMILY-OWNED REGIONAL CONCERN
TO A FULLY-FLEDGED**

**NATIONAL
BUSINESS**

**MANY OF YOU READING THIS WON'T HAVE
HEARD OF JOSEPH BAXENDALE, BUT AT
PICKFORDS HIS NAME IS WELL-KNOWN.**

Baxendale was arguably the most influential director at Pickfords, taking the company from a family-owned regional concern to a fully-fledged national business. Here's how he did it.

Joseph Baxendale came to Pickfords in 1817 at a time when the company was in need of new investment with James Pickford and Matthew Pickford II withdrawing their capital from the business. Whether due to too swift an expansion - the company added more than 30 depots and wharves between 1803 and 1817 - or a downturn in trading conditions precipitated the move by James and Matthew II isn't clear, but Baxendale's arrival, along with Zachary Langton and Charles Inman, saw the beginning of a new era for Pickfords.

The new Pickford & Company, registered on 1 April, 1817, was overseen by Baxendale in the Manchester office while Matthew Pickford and Langton ran operations in southern England from London, with Inman based in Leicester.

Baxendale set about assessing the company from top to bottom, touring every depot and the road and canal routes they used, observing every aspect of the business and making his view known in no uncertain terms. This fastidious attention to detail gave him a comprehensive overview of how the company operated; knowledge that was to be critical for the future of the company.

Shortly thereafter a new upheaval beset the carrying trade. Having negotiated the potentially damaging introduction of the canal system the newly-developed railway network introduced a new, potentially dangerous competitor to Pickfords.

Baxendale saw the newcomer similarly to the canals, wisely deciding to collaborate rather than compete. He met with the Liverpool and Manchester Railway first, and while attempts to win some of their goods traffic business were unsuccessful, he did negotiate special rates for the movement of Pickfords' vans.

Other railway companies were approached with the idea of them being used for at least part of the journey for goods consigned between the major industrial centres of Liverpool, Manchester, Birmingham and London. The route between Birmingham and London became particularly attractive to carriers using the railway for all or part of the journey for consignments, and Baxendale was keen to exploit such potential to the full.

He foresaw a great increase in traffic as the railway network continually expanded

and became more joined up with the rest of the country, and wanted Pickfords to have a stake in this future business. He authorised the building of a vast new depot in Camden Town which would take advantage of the expected increase in rail-borne traffic.

The new depot which included warehousing, stables and offices was built on the south side of Regent's canal opposite the existing Camden railway depot. A bridge was built over the canal to connect the two depots, and facilities installed for the easy transfer of goods between canal barges, the depot and railway loading bays.



● Joseph Baxendale.

Baxendale proudly opened the depot in 1841, but it didn't enjoy the success he had envisaged. A long and costly legal battle between Pickfords, other carriers and the Grand Junction Railway led to Pickfords not using that line for its traffic to and from the Manchester area, instead having to make use of longer, slower routes.

Baxendale ostensibly handed over day-to-day management of Pickfords to his children in 1847 but remained a partner and retained control of the business. He is listed in the 1871 Census, aged 85, as CEO of Pickford & Co. He died in 1872, aged 86.

A eulogy by an acquaintance of Baxendale's reads:

"In the conduct of the business Baxendale's energy and judgement were equal to the necessity. Night after night he traversed the roads in his special travelling carriage, on the look-out to see that none of his employees slackened in their duty, as often as not passing by by-roads so as to double back on the drivers, who in consequence never knew whether he was before or behind them; so, general vigilance thus became the rule of all."



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NEWS: PRODUCT



● The video on Multitrolley's website illustrates how easy it is to use.

Introducing Multi Trolley

According to the suppliers, Multi Trolley was created to provide an easier method of handling bulky goods such as tables, boards, beds and doors.

It's really clever but easy for movers to use enabling one person to move large bulky furniture by themselves, without the need for a second pair of hands. The trolley is simply mounted upon the item you wish to transport, which is then tipped through 90° and onto its side for easy movement and access. This means no heavy lifting, less risk of injuries and a much more cost effective way of working.

The suppliers say that by using Multi Trolley in their daily operations movers will:

- Stand a better chance of

successfully passing health and safety inspections;

- Show their customers that they operate in a safe and professional manner;
- Help reduce work-related injuries;
- Cut staff requirements;
- Improve productivity.

Work related injuries can be costly for moving companies. Multi Trolley does seem to be a practical and professional way of reducing those injuries while improving your crews' work rate and impressing your customers too.

- Visit www.multitrolley.se.

External storage units from Active

Purpose made external storage units from Active Supply and Design offer customers an attractive method of storing their goods whilst also enhancing the look of your site.



The units can be produced in your corporate colours and include a highly functional roller shutter door to provide easy access to the unit. Active Supply & Design are able to build their Active Storage Unit (ASU) in a variety of sizes and configurations (generally 75ft² to 200ft²) allowing for the most effective use of available external space to maximise your revenue.

A recent installation of ASUs to a leading self storage operator included the cladding of the main building around where the units are situated and the design and installation of a cost effective guttering system for the units. These minor building works have served to improve the look of the rear of the building and have increased the prominence of both the facility and its external units from the main road on which the operator is situated.

The guttering system allowed the pitch of some of the units' roofs to be altered so they could be sited in a more space-efficient manner. Active also provides mechanical, electrical and building works to offer a one-stop solution.

The units look striking and are a far cry from the standard shipping container offered by many operators. They have the added advantage that



● Active Storage Units.

the units can command a significantly higher rental than their container counterpart.

Removal and self storage companies who have added ASUs to their portfolio invariably report high demand for this versatile product with waiting lists for vacant units not uncommon. The units can be supplied in whatever quantity suits the operator and simply need to be sited on suitable ground. Lighting and an alarm system can be added by Active if required.

The versatility of the ASU has been the key to its success. Active's ability to manufacture varying specifications to suit differing locations has allowed units to be positioned in places where more standard offerings have proven unsuitable.

- Visit www.askactive.com.

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TheMover

PROFILE: LEKO



Traditional BHUTAN'S state of the art movers

Head to the eastern Himalayas and you will come across the small but unique Kingdom of Bhutan, a country which still maintains its traditional heritage whilst it continues to grow into a modernised country.

Bhutan's capital, Thimpu, only opened to visitors in 2001 and holds the headquarters for Leko Packing, Moving and Logistics, Bhutan's first packing and moving company. Bhutan is a small country with a population of only 750,000 and is situated inside the continent of Asia, landlocked between Tibet and the Meghalaya province. The pristine and unique environment of Bhutan shows how Bhutan's people, the Drukpas, are at one with nature, as their deeply-held Buddhist faith holds precious and sacred all forms of life.

Leko packing was founded only 22 years ago by Kencho Dorji, Managing

"My son is an expert in packing, driving, loading and unloading, preparing documents, customs clearance, conducting surveys, and marketing."
Kencho Dorji

Director of Leko. He first noticed that there was a gap in the market when working for the United Nations Development Programme in the 1980s. Packers were brought in from India, making it expensive and difficult. Kencho took this opportunity and began offering packing services to foreigners. He was later joined by his son after his

graduation from a university in India, making it a family business. One of the advantages of a family run business is the prospect of succession. "The company can grow from strength to strength to serve the requirements of our clients," said Kencho. "My son is an expert in packing, driving, loading and unloading, preparing documents,

customs clearance, conducting surveys, and marketing." The company is the only IAM member in Bhutan.

Leko Packing has only 20 employees and seven containerised trucks, trailers and vans for clients' needs, but is still the top choice for a variety of customers and is the cargo sales agent of Druk Air (Royal Bhutan Airline), the only airline operating in the country. Leko Packing is also the UPS agent for Bhutan imports via this airline.

Since Leko was established Thimpu has been quietly developed in to its very own version of the modern world. Keeping in line with this development, Leko is now the



● Top: some of Leco's fleet and its Managing Director, Kencho Dorji (inset); above Bhutan is a small, mountainous, land-locked country bordering Tibet.

leading moving company in Bhutan and offers state of the art facilities for its clients, in the fastest growing capital city in the world. The capital is home to 100,000 inhabitants including the royal family but although Thimpu has modernised in recent years, it is the only capital city in the world to not have a single set of traffic lights!



● The picture you see isn't necessarily the one that's being painted – *Trance*.

MOVING MOVIES

By Mary Jay

Title:

Trance

Director:

Danny Boyle

Starring:

James McAvoy, Rosario Dawson, Vincent Cassel

Running time:

101 minutes

Rating:

15

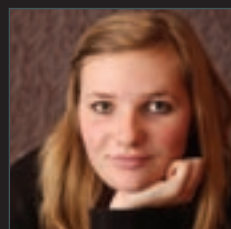
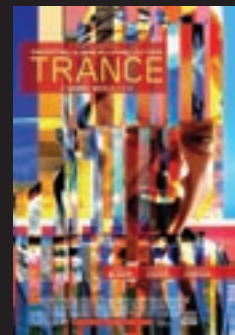
Genre:

Drama thriller

A Boyle masterpiece

The whole point of this film is that you don't fully understand what is going on until the very end. It tricks you constantly to make you think you know what's going on and you're smart enough to keep up with the plot, but then throws something into it that makes you have to think twice about what you think might be happening. However, don't let this put you off watching because once it does reach the end you feel glad to have been part of such a clever story. James McAvoy plays Simon, a fine-art auctioneer who gets involved with an art theft by a gang led by Franck (Vincent Cassel). After Franck's gang attacks Simon he develops amnesia, forgetting where he left the painting he was stealing for Franck. Franck makes Simon visit a hypnotherapist called Elizabeth (Rosario Dawson) to try and make him remember.

The clever and confusing plot doesn't distract you from the brilliant acting from all three of the leads. They all bring the dramatic tension that is needed in a thriller but James McAvoy's character adds the occasional unexpected moments of black comedy. You know you shouldn't be laughing but the unexpectedness of it means you can't help it. With all the clever twists, love triangles and violence, this is definitely a film that should be seen by all.



Mary Jay is a student of film at Redborne College in Bedfordshire.

Upcoming films

At the end of May the new comedy *The Big Wedding* is due to be released. As suggested in the name it has a big cast of very

famous faces including: Robert De Niro, Diane Keaton, Katherine Heigl, Amanda Seyfried, Susan Sarandon and Robin Williams. If you're in the mood for a good laugh, get to your nearest cinema and see this!

NEWS: PEOPLE

Happy retirement to Laurie Devlin

Williams Moving & Storage in Canada has announced that, after 20 years of loyal and dedicated service Laurie Devlin, Director of International, has decided to retire from the organisation. Laurie's last day at Williams was March 30th.

In a message to her many friends in the moving business Laurie said: "I have enjoyed working with you all and meeting most of you in person at various conferences over the years. I appreciate the friendships that have been forged and hope you will keep in touch. I won't say Good-Bye, I will say so long for now!"

Keep in touch with Laurie Devlin on LinkedIn.



Please direct all enquiries to Jim Froese, Senior Director of Business Development at jfroese@williamsmoving.com or reach him on his direct line +604-945-2500.

Terence Davindran joins Felix Relocations

Terence Davindran joined Felix Relocations in Malaysia in February 2013, as the general manager. His role is to oversee the Malaysia office including operations, sales, business development, and finance for the company's 20 office and 35 on road staff.

Before joining Felix, he worked for Crown Worldwide in Malaysia for six years, as the project manager. Previous to this he was with a hospitality group in Malaysia, and spent eight years in the hotel trade.

Felix Relocation was well known to Terence as for many years they had been a competitor and at one



● Terence Davindran.

point a subcontractor for Crown. "Long term we need to lift up the Felix brand, especially with agents and corporates. The brand is now beginning to get known. In terms of credibility, we are already there."

Martyn Dickinson joins Gliderol Self Storage Solutions

Gliderol Self Storage Solutions has appointed Martyn Dickinson as New Business Development Manager. Martyn will be working closely with Sales Director Graham Lomax to develop Gliderol's business in the self storage manufacturing sector.

Martyn has a strong background in the construction industry. He has worked in the self storage industry covering the UK and Europe for many years, focussing on sales and contracts and has also been involved in many projects from small unit only fit outs, right through to complete turnkey projects.

"I am sure they will make an exciting team and take Gliderol Self Storage Solutions further into the market place as a high-quality self storage manufacturing and construction company," said Managing Director Peter O'Loughlin.

Martyn said, "I consider Gliderol Self Storage Solutions as a company

that has great products backed up by great customer service. Within the self storage industry, we are still seeing new entrants, which is encouraging. Self storage is a very good investment business and has been very resilient in tough times. What I have seen over the last 18 months is existing operators starting to expand with second or third phases and also starting new projects. I would have to say the fit out market is not as buoyant in the UK as it was several years back, however the business in mainland Europe is quite healthy."

Martyn firmly believes self storage will continue to grow in the UK and in mainland Europe, as more and more people start to understand the concept of self storage. "It is still surprising to me the amount of people you talk to that still do not understand what self storage is, or how they can use it, but as time goes on this will change."



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Congratulations to Niall Mackay from ICM Gerson who correctly identified a very youthful Ian Waters, General Manager of OMNI, in last month's photo. This should come as little surprise as there was a fairly obvious OMNI sign in the background but, perhaps some things are just occasionally a little too obvious. Well done Niall, your White & Company 'Red and Black' watch is on its way to you. This month we just need to know the name of the chap with the fisherman's hands. Answers please to steve@themover.co.uk.

Apology to Daniel Kuss

The Mover wishes to apologise to Daniel Kuss whose move to MovingJapan.com was reported in our March issue. Unfortunately we used the wrong spelling of his name. It was just a typo but annoying nonetheless. Sorry Dan!





● MS Move Management.

Urs Konrad and Hugo Kundert join MS Move Management

MS Move Management in Geneva has appointed Urs Konrad to be responsible for the supervision of moving operations and Hugo Kundert as a Sales Representative.

Urs has been working in the international moving industry for 23 years including ten years as branch manager for Lavanchy SA. He has also worked as quality & claims manager Switzerland for Crown Relocations for three years, and as senior business development and key account manager at Packimpex SA over nine years. Urs has lived in Kuwait and Tanzania for three years so understands the worries and fears of transferees first hand.

care and teamwork are his top strengths. The company said that Urs pays particular attention to listening to feedback from his team and clients, and always does his best to resolve any problems. "We are convinced that his approach of diplomacy and kindness will make a very positive contribution."

Hugo has ten years' experience in the moving industry as a sales representative and director and has worked previously with Lenny Madussi and Reto Ackermann, the company's directors. He has also worked in the shipping industry.

Hugo said that the adrenaline rush he gets from working in the moving industry has brought him back. He values Lenny greatly as a visionary who strives to grow his business through countless projects. It is for this reason, among others, that Hugo decided to join MS Move Management.

MS Move Management said that Hugo is an excellent negotiator with highly developed communication skills. He is a proactive, dynamic and flexible person who knows how to adapt to the needs of clients and to the inner workings of the company. He is also accustomed to working in a multicultural environment.

Urs pays particular attention to listening to feedback from his team and clients, and always does his best to resolve problems.

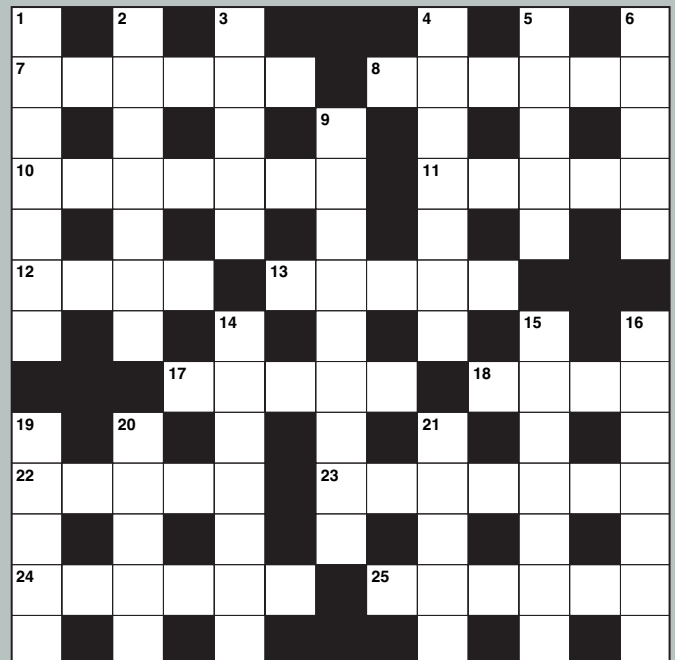
Urs said that he is very pleased to join MS Move Management and is looking forward to becoming involved once again in operational missions after nine years in sales and account management departments. Customer

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Puzzles

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ACROSS

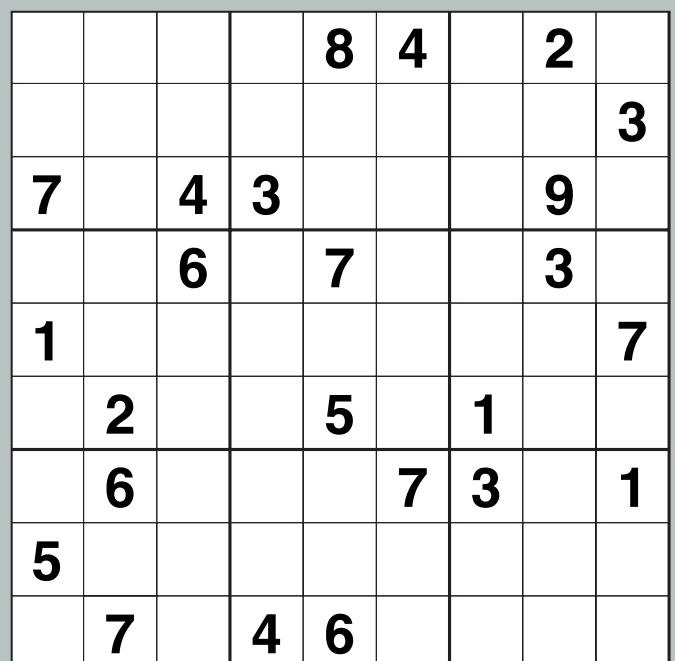
- 7 Entertains (6)
8 Capital of the Bahamas (6)
10 Water container (7)
11 Unpleasant giants (5)
12 Midge (4)
13 First appearance (5)
17 Spiritual being (5)
18 Destiny (4)
22 Plantain lily (5)

- 23 Resembling a fox (7)
24 Curving outward (6)
25 Spreads out (6)

DOWN

- 1 Charles ____: English mathematician (7)
2 ____ and brush: used for cleaning (7)
3 Low value US coins (5)

- 4 Style of architecture (7)
5 High lending practice (5)
6 Hard to please (5)
9 Purpose (9)
14 Free from tension (7)
15 ____ City: papal state (7)
16 Go backwards (7)
19 Sudden surprise (5)
20 Utilising (5)
21 Run away with a lover (5)



DIARY DATES

DiaryDates

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nikki@themover.co.uk

OMNI Annual Conference
7 – 10 May, 2013,
Monte Carlo

FIDI Annual Conference
12 – 16 May 2013,
Athens, Greece

BAR Annual Conference
16 – 18 May 2013,
Newcastle, UK

Young Movers Conference
16 – 19 May, 2013
Amsterdam, Netherlands

Annual General Meeting of CSD
17 – 19 May, 2013
Paris, France

EUROMOVERS Conference
22 – 26 May, 2013
Istanbul

MöLo International Fair
19 – 21 September 2013,
Kassel, Germany

AMÖ General Assembly
21 September 2013,
Kassel, Germany

IAM 51st Annual Meeting
7 – 10 October 2013,
Vancouver, BC, Canada

**SSA UK European Self Storage
and Trade show**
14 – 15 October, 2013
London, UK

**The Movers and Storers Show,
including The Mover Conference**
22 – 23 October 2013,
Silverstone Circuit, UK

FEDEMAC General Assembly
25 – 27 October 2013,
Sofia, Bulgaria

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Send in your stories too

Although *The Mover* is published in the UK it tries to include as many stories from around the world as possible. So, don't be shy. If you have something to say about what's going on in your country or a message for the members of the global moving industry, just tell *The Mover* and we'll tell the rest of the world.

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Did you know?

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

Giraffes can go without water for longer than a camel.

You can give change for a dollar in 293 different coin variations.

If you spelt out every one of the states in the United States the only letter you would never use is Q.

Less than 2% of all the people in the world can lick their elbow.

Isaac Newton invented the cat door.

The makers of the board game Monopoly print over 50 billion dollars worth of Monopoly money every year.

Scientists say that an Earth day had around 20 hours a few million years ago and that a million years from now it will have 27 hours.

Dreamt is the only word that ends in mt.

The first photo camera took eight hours to take a photo, during which you would need to remain still.

An average person will spend 25 years asleep.



Wake me in another five years.

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

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

Copy dates

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

Enquiries

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

PLEASE NOTE:

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

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

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