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TheMover

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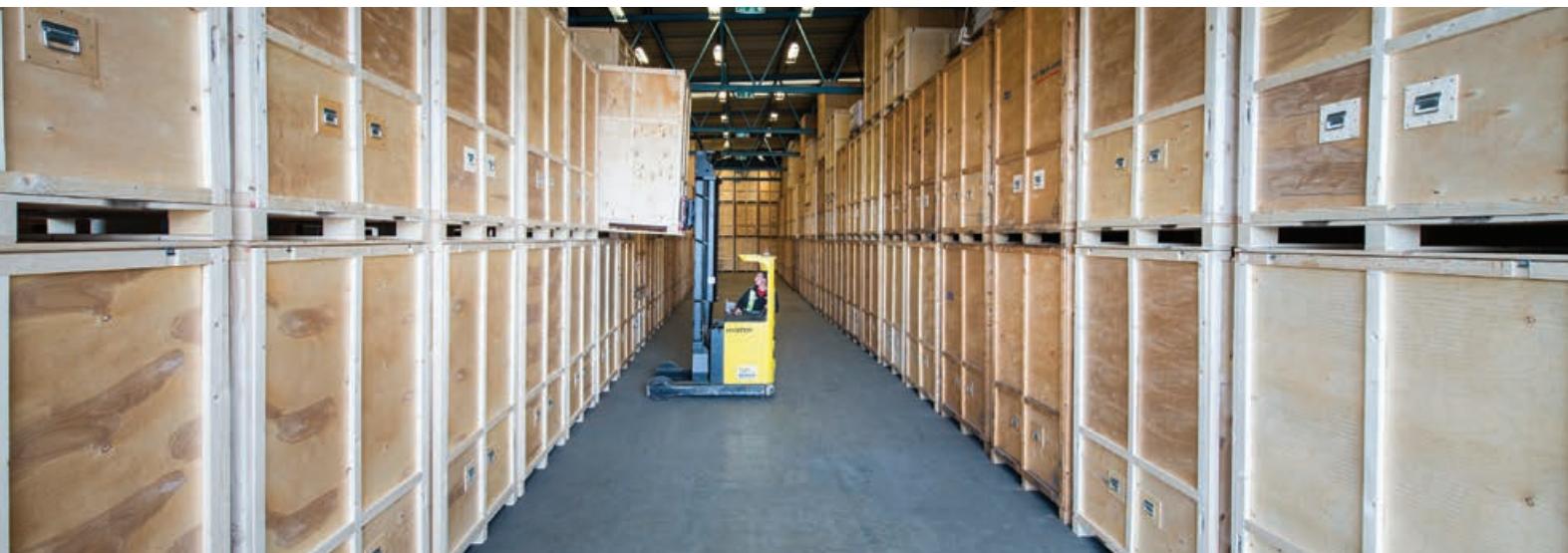
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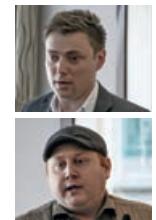
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LEADER**A balanced view****Steve Jordan, Editor**

As I write this I have just finished checking my travel itinerary for my trip to Long Beach for the PAIMA and IAM conferences. Long Beach, I don't particularly care for (despite the *Queen Mary*, which is magnificent) but I confess to always being a little excited on the eve of a convention. After all these years some might think that the novelty would have worn off; but not for me. The chance to meet the people I have shared that last 40+ years with once again, and pass even part of the day, is always a joy.

One of the big advantages, I feel, of embracing the conference scene, is the opportunity for an injection of realism. We all learn about what's going on in each other's countries through the media. No matter how hard it tries, and some media does not try very hard, the view through a newspaper or TV screen is somewhat polarised and sensationalised. Occasional glimpses through social media are even more distorted. But a conversation with a friend in a bar is not. It's real.

This month we have tried to project a little of that realism through these pages for the benefit of those who are not able to get the news first-hand. My interview with Joseph Song, I knew, would be calm, measured and sincere – because that's what he's like. It would cut through the agendas of CNN and, dare I say, the BBC, and present a simple assessment of a tragic and worrying situation through the eyes of one of our own who has lived with the north-south posturing day-to-day for his whole life. He knows it's serious, but he's also seen it before, in various guises, and can assess the apparent madness of today with the benefit of history.

So, I will once again be boarding a 777 in a few days in search of new stories with which to entertain and inform you. I know that I will be successful because this industry is so awash with well-informed, interesting people it is virtually impossible not to stumble upon something intriguing even during a quiet glass of Budweiser with friends. What I will discover, I have no idea. I do promise though to bring them back and share them with you – some of them anyway. All that's fit to print, you might say.

Steve Jordan



● Leatherbarrows' staff enjoying their new bikes.

Britannia Leatherbarrows' staff take to two wheels

Leatherbarrows is now offering its staff members a government approved cycle scheme that allows them to purchase a bike through their wages. This means they don't pay tax or National Insurance on the bike, which essentially gives them a third off the purchase price!

Through the scheme, they pay for the bike in 12 instalments over the course of a year from their wages; the majority of staff will pay on average just £30-40 pounds a month.

So far ten members of staff have enrolled on the scheme.

Leatherbarrows has also taken up the Dorset County Council's Workplace Travel Grant, which has helped provide a secure bike park to keep the bikes safe, dry and ready to ride home at the end of a busy day.

Assuming an average of only five miles per day each to and from work, the staff would clock-up 26,000 miles a year, that's more than once around the world!

Pickfords voted winner of the Technology Innovator Awards 2017 by CV Magazine

Now celebrating its third year, the Technology Innovator Awards celebrate the talented individuals, teams and firms that demonstrate innovative thinking and commitment to technology to improve business and industry today and in the future.

The award reflects Pickfords' recent investment in video survey technology that has revolutionised the process of moving home.

The award was received by Business Improvement Manager Paula Bunting who championed the project and managed the implementation of the new technology within the business. To date, Pickfords has conducted over 7,000 video surveys.

Network Director Mark Taylor said, "We are delighted to have won this award. Change is always a challenge to any business. This award is a reflection of the hard work and dedication that our sales managers and sales teams have put in to provide our customers with a faster and more convenient service."

● Paula Bunting.



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NEWS: UK

HARROW GREEN JOINS NHS FRAMEWORK

Business relocation specialist Harrow Green has announced its appointment to the NHS Shared Business Services supply chain framework agreement. As part of the agreement, Harrow Green will offer removal services to sixty-four participating authorities across twelve UK regions.

The appointment comes following a six-way competitive tender process with a detailed analysis of each suppliers' services based on quality and price. Harrow Green scored highest against all its competitors for quality across every region.

The aim of the framework agreement is to provide the NHS's estate, facilities and capital teams with 'a compliant route to market' for the provision of services. Harrow Green's contract will run for two years with the option to extend for a further two years at the end of that period.

Nigel Dews, Managing Director of Harrow Green said, "Being added to the NHS framework is a great milestone for us as a specialist supplier. This accolade serves as a testament to the consistency of Harrow Green's removal services as we head towards 35 years in the industry. We are looking forward to the opportunities that this will create with healthcare providers across the UK in the coming years."



● Nigel Dews.



● Brexit Secretary David Davis.

Blockchain could achieve 'frictionless' EU border

The Brexit Secretary David Davis recently said that a new customs system will be in place by 2019.

Companies that rely on high-traffic routes on the Irish border and channel ports such as Dover are worried that new bureaucratic measures will cost both time and money as they continue to do business with EU Member States. However, it's possible that blockchain technology (see *The Mover*, July 2017, Page 8) could be the solution.

Jody Cleworth, CEO of Marine Transport International, has recently overseen a successful project linking shipping supply chains using blockchain technology (see page 20). He feels that the same technology can enable the UK to maintain the same 'frictionless' border that it currently enjoys with the EU.

"Blockchain offers a better way of recording customs data in a way that can be shared both securely and

transparently with multiple parties," said Jody. "In the marine supply chain we have seen how a blockchain-enabled system can greatly reduce associated administrative costs and time delays."

"The challenges posed by a new UK/EU border must be dealt with using the best technological means at our disposal ..."

Jody Cleworth

"Blockchains can be set up to give border officials automatic access to data and documents linked to the vehicle as it reaches the border," he added. "The bonus is an immutable record of provenance, meaning that supply chains or goods can be traced to

source and destination." Jody said that this will give agencies a real-time view of what cargo and people are arriving or departing from a specific port. For example, potentially hazardous cargo can be easily

tracked without fear of going missing due to an administrative error.

"The challenges posed by a new UK/EU border must be dealt with using the best technological means at our disposal," he said. "Blockchain represents one of the best options at present."

BAR's Western Area honours long-standing member

Area Chairman for BAR's Western Area, Adam Chudley, has presented a commemorative plaque to the family of the late Keith Bartlett in recognition of his 70 years of continuous service in the removals industry and his long-standing involvement with BAR and its forerunner The National Association of Warehousemen and Furniture Removers (NAWFR). Adam presented the plaque to Keith's widow Irene

and his son Alistair at the Area meeting on 5 September. The plaque shows two sides of a coin specially struck for BAR at the Royal Mint.

Keith joined the family business - started by his father Ernest in the 1930s - in 1947, aged 17. He worked with the company all his life and was still visiting customers' homes to give quotes until late 2016. He died on 14 April aged 87.



● Left to right: Adam Chudley, Irene Bartlett and son Alistair.

What's to become of the Irish border?

At the end of March 2019, when the UK leaves the European Union, the border between Northern Ireland and the Republic of Ireland will be the only land border between Britain and the European Union.

So what will become of it? Will this mean passport checks? "Currently, this seems unlikely," said Road Haulage Association (RHA) Director of Policy, Rod McKenzie.

"The EU has already indicated that in the final deal it would like to see a codified version of the 1920s common travel agreement – which means passport-free travel for Irish and British citizens between the two islands. Since the Good Friday agreement ended the Troubles almost 20 years ago, the border has become invisible. However, as the UK has said it will leave the EU internal market, it is inevitable that there will be customs controls imposed."

Trade and services between both sides now flourish with over 30,000

people crossing the Ireland-Northern Ireland border daily. The RHA said that automating customs controls so that goods can move without delay at the land border is essential. "Achieving this will be difficult," said Rob. "The RHA is urging the governments to reach an agreement for customs formalities to be done away from the border itself. This will be possible, but will need a significant investment in time and money for companies moving goods over the border. We need an implementation period to give customs and businesses the time to put in place the systems to manage any new system. Any agreement must ensure that Ireland does not become a back door for unauthorised migrants, desperate to reach the UK."

Kite Packaging adopts PALLITE range

Kite Packaging has recently added PALLITE products from The Alternative Pallet Company to its range, as an alternative to wooden pallets.

The PALLITE range is made entirely from paper and glue formed into honeycomb cells. The material is easier to use than timber and avoids the need for fumigation at destination.

Kite has adopted two products from the PALLITE range: PALLITE Pallets; a honeycomb-board pallet with the capacity to hold a load of over 1.2 tonnes provides a strong, clean, light, and hygienic alternative to wood. The other, PALLITE Pallet Feet, comprise two laminated 'U' profiles glued together to encase load-bearing tubes. They can be manufactured to suit all standard pallet sizes and requirements. The height being 120mm, 90mm wide with lengths to suit the application.



● PALLITE Pallet Feet.

Gavin Ashe, Managing Partner at Kite Packaging said, "Kite believes that the PALLITE range offers our customers great opportunities for savings both, hard and soft, and offers a unique alternative to traditional timber and heavy-duty composite packs."

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MADE IN BRITAIN

MOVING RATES: THE MATT CLOUD

The MATT Cloud gives movers free access to destination rates worldwide

MATT Moving Systems is opening up its unique online quoting platform to users, through its new, free, cloud-based service: The MATT Cloud.



● www.mattmovingsystems.com

The system could allow moving companies anywhere in the world to quote international work door to door, instantly, without even leaving the customer's home.

The company launched its online quoting platform back in 2012. Its founder, Paul Farthing, had significant experience in the moving industry and concluded that making origin agents wait for e-mailed destination quotes was not sustainable in a digital world. Instead he used his knowledge of the industry to develop an online platform on which subscribing companies could upload their tariffs and make them available to their agent clients worldwide. Using the system, agents can get detailed quotes for destination services, to specific inland locations (not just within 30/100 miles of the port) in seconds. "It's much faster than even writing an e-mail," said Paul, "let alone waiting for a reply."

Quotes provided every day around the clock

The MATT system is virtually invisible behind the subscriber's own branding but drives an efficient mechanism that provides quotations 24-hours a day, every

day. There are currently 61 companies using the system in 59 countries with each one able to upload its own rates, set discounts for each customer, or block customers if it chooses. Rates cannot be viewed by local competitors. When it's busy the MATT system is handling around 1,000 quotes a day completely automatically. No need to worry about time zones, public holidays or sabbath days.

The MATT Cloud is free for users

The new MATT Cloud version is free to use for all enquirers and provides even easier access. If you want to try out the system you simply need to visit www.mattmovingsystems.com and click on the 'Create profile' tab. After a short vetting process participating companies will begin to accept you as a user and you can start obtaining quotations for destination and origin services straight away. Paul said that there is, and never will be, any charge to users for the service.

From \$95/month to subscribe

"It would cost users nothing to send an e-mail requesting rates, so I won't ever charge them to use The MATT Cloud,"

said Paul. He simply charges a flat monthly fee, starting at \$95, to companies that wish to upload their rates. "I will build anybody a test system to put their rates in and if they don't like it they can walk away. It makes no difference how many quotes are given or how many users they have. I don't want to penalise people for being successful."

Compare rates in seconds

Paul said that the new cloud system provided users with access to all the system's subscribers at the same time. "With the original system users had to remember different passwords for each agent from which they requested rates," said Paul. "Also, the system would not allow users to compare rates directly as only one tariff could be accessed at a time. The MATT Cloud allows users to interrogate as many users' tariffs as they wish and so compare rates in seconds."

Brings back the art of selling

There is another aspect to this. The MATT Cloud will enable users to get destination services rates for virtually any destination, on a smartphone or tablet, in seconds. This means that there is no excuse for not working out the total cost of a move while still face-to-face with the customer. It's only when a price is given that the selling process begins.

Sales people will easily be able to judge a customer's reaction, sell the benefits of their own company's offering, justify price differentials and, if appropriate, close the sale. Using old manual systems this was more difficult to achieve therefore the closing process often had to be done over the telephone at the follow-up stage. Some companies even purposely separated the surveying and costing processes, to prevent errors, thereby actively preventing the salesperson from completing the job on-site. Using The MATT Cloud reduces the opportunity for human error and puts the salesperson in a much stronger negotiating position.

"The future is Internet-based," said Paul. "You wouldn't expect to wait for a price from Amazon or an airline. Why should it be acceptable for customers to wait for a quote when they are moving abroad?"

The MATT Cloud is in continual development and Paul is currently extending the service to include more origin rates. When combined with video survey technology this will allow users to build full door-to-door quotations, even for third-country moves, without leaving their offices or having to send a rate request.

For more information visit:
www.mattmovingsystems.com.

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NEWS: UK

Movecorp posts record turnover in tenth year of trading

Midlands-based international removals firm Movecorp plans to expand its business after posting a record turnover of £6.8 million in its tenth year.

Movecorp has enjoyed phenomenal growth since its inception, with its workforce expanding from three employees to more than 100 in the last decade and turnover growing by £2.2 million in the past five years.

Movecorp is gearing up for its tenth anniversary and to celebrate bosses have announced a number of exciting new plans for the future. Among them is a new warehouse and office complex of 38,000ft² to be opened within the next 12 months, enabling the business to deliver a new range of services aimed at helping online retailers distribute stock across the UK and Europe.

Bosses have also set their sights on a new depot close to the M25 within the next three years, which will continue to drive growth and deliver new services alongside the firm's current transport and storage operations.

Founder and Company Director James Tennant said the expansion plans are a testament to the impressive growth of the business and the continuous focus on delivering a first-class service to its growing portfolio of clients.

"It's hard to believe that we are about to celebrate our tenth anniversary," said James. "The past decade has been exciting and incredibly rewarding, but also a real challenge. I believe a lot of our



● The Movecorp team.

"The past decade has been exciting and incredibly rewarding, but also a real challenge."

James Tennant

success is down to continuously reviewing our product and service offerings to suit our customers' requirements and budgets. It is our aim to provide same-day quotes for all European and international destinations for any size shipment. One major game-changer for us

came in 2012 when we were able to buy our first warehouse with the help of a grant from the Regional Growth Fund. This helped us expand and create over 30 jobs in a two-year period."

Despite the company's impressive success, the past ten years have not been without their challenges, with customers' expectations and demands increasing considerably.

"Private clients now have the facility to compare more companies online and are therefore more educated and informed when they speak to us about their moving requirements," said James. "This means that it is incredibly important for us to remain competitive in price whilst still

delivering the highest standards in customer care."

Movecorp delivers around 1,200 shipments each month of varying sizes across the UK and overseas – with 60% of its business abroad. The business counts America, Australia, New Zealand, France, Germany and Switzerland as its most popular destinations. In 2007, the most popular country was Dubai – but today the biggest route is to the USA.

With Brexit on the horizon, James says they are expecting more changes for the business – and with those changes a few more challenges.

"The private market has shown some decline across Europe, especially from people considering buying holiday homes. It's our belief that people are waiting to see how Brexit will affect them as there is still so much uncertainty around us leaving the EU. However, our corporate relocation enquiries have increased, especially from banks and financial-related companies."

James continued: "We are expecting moving costs across Europe to increase between 20-30% due to the cost increases of customs clearance and process fees when we leave the EU. This will be a challenge, but we have always prided ourselves on delivering a quality service at an affordable price and that won't change."

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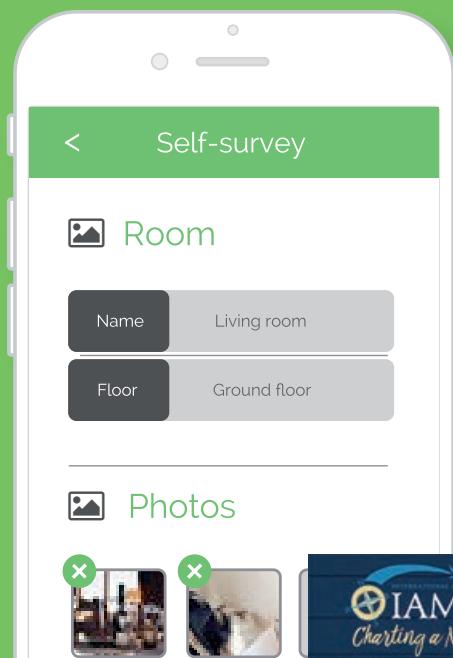
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PROFILE: MAXI MOVER

Keeping the customers happy

Deputy Editor David Jordan takes a road trip to rural Lincolnshire to meet Mark Harris, the man behind the famous Maxi Mover low loader.

As I passed to the north of Lincoln on the A46 I was dazzled by the sight of one of England's most magnificent buildings: Lincoln Cathedral. William the Conqueror ordered its construction - along with the equally impressive Lincoln Castle - in 1068 as a way of taming the defeated but still defiant Brits following the Battle of Hastings. The construction of the buildings brought an army of craftsmen

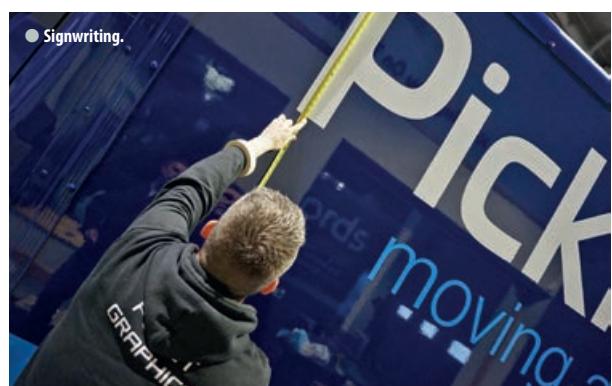
and labourers to the city and with them came trade and prosperity. The castle symbolised Norman power, while the cathedral provided an awesome place of wonder for the people to pray to God and secure a place in the next world. William was clearly no fool.

Mark Harris may not have built a castle or cathedral, but he has nevertheless achieved a great deal in the village of Scothern, six miles north of the city,

where the Maxi Mover lightweight low floor Luton vans are manufactured.

As we sat in a meeting room next to the company's smart reception area, I asked Mark how it all began. "After leaving school, I trained as a plumber and also bought and sold several commercial vehicles," said Mark. "I managed to save a little bit of money from the van sales and the plumbing; I must have been working about 100 hours a week at that time. I had vans on my parents' drive and a small lock-up, but I needed somewhere bigger and by that time I was determined to make the van business a success," said Mark.

One day, back in 1997 while driving between plumbing jobs, 19-year-old Mark noticed a 'For Sale' sign outside an old run-down stable in Scothern and decided to make an offer. "I think the price was £65,000, which was far more than I had saved at the time, so I had to go cap-in-hand to the bank manager to ask for a loan and amazingly, given my age at the time, he said yes!"

PROFILE: MAXI MOVER

"Dad and I were a good team. While I had the drive and ambition to move the business forward, he had the man-management skills needed to get things done."

Mark Harris



● Mark and his Dad, Ron.

Mark's plumbing and building skills proved useful in renovating The Old Stables – now the company's head office - during the next few years and with the help of his late father Ron, the fledgling business began to take shape. "I gave up the plumbing at that point to concentrate solely on buying and selling commercial vehicles. For four years I lived in one room of the old building to save money. It's an office now, but at that time it was my lounge, bedroom, everything, I can hardly believe it now looking back," said Mark.

"Dad and I were a good team. While I had the drive and ambition to move the business forward, he had the man-management skills needed to get things done. He'd been a Sergeant Major in the army and was brilliant with people. He often used to say, 'You have to be just like Marilyn Monroe, firm, fair and friendly,' which he was and the men respected him for it. My Mum, Karin, was also an important cog in the wheel and helped in many ways."

At this stage, the company was dealing in new and quality used commercial vehicles. Customers began asking for specialist vehicles built to their own requirements. "We would design the vehicles exactly the way the customers wanted them. The problem was the outsourced coach builders were very unreliable and would almost always deliver late and often the final build wasn't to the original design. This was very frustrating and meant we couldn't keep our promises to our customers. I really disliked that, it went against the grain as we have always been about delivering our vehicles on time, first time, every time, so we decided to start building our own coach-built vehicles to overcome the problem."

Mark and his team invested time and energy researching and talking to leading UK transport and removal companies to find ways to overcome the day-to-day challenges they faced with their traditional type 3.5T Luton vans and HGV trucks.

continues over

PROFILE: MAXI MOVER



continued from previous page

"Over time we continued investing in our premises and staff to meet the demands and expectations of our customers," explained Mark. "We now have a skilled team of over 50 employees and every aspect of the Maxi Mover van is produced on-site, including signwriting and professional paintwork. We've even invested in a new Dalby spray booth, the same as those used by Bentley and Rolls Royce. This means we can achieve a car-quality finish, keep control of our production and quality standards and deliver vehicles on time, fully liveried and ready for work."

The company introduced the Maxi Mover range in 2010 and it now accounts for about 80% of production, with many orders coming from the removals industry. All are built individually to the customer's exact specification. There is no standard model, as Maxi Mover is always developing and implementing the latest design principles, materials and technology.

Today, The Old Stables' immaculate décor and water feature that greets visitors to the factory is a far cry from the semi-derelict building Mark bought all those years ago. As we walked around the now extensive site, accompanied by Mark's beloved rottweiler, Max (the

"I really like to see our customers, driving out of our yard more than happy with their new Maxi Mover van - it's as simple as that."

Mark Harris

company cat as Mark fondly calls him) I was impressed by the quality of the buildings, the friendliness of the people, and the feeling of efficiency and orderliness. Perhaps Ron's influence still lingers?

I asked Mark what he thought was the key to his remarkable success. "I've always been driven to be and deliver the best at what I do," he said. "It's not necessarily about money, fame or shouting about what we have or haven't got, it's about working as a team. I really like to see our customers, driving out of our yard more than happy with their new Maxi Mover van - it's as simple as that."

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NEWS: UK

HOUSE SALES, MORTGAGE APPROVALS AND HOUSE PRICES ALL UP IN THE UK

According to the Halifax House Price Index, the rate of house price growth in the UK increased in the year to August 2017.

Monthly home sales in the UK have edged up to 104,760, the highest level since March 2016 with the three months to July 2017 seeing activity 10% higher than the same period last year.

The number of mortgage approvals for house purchase also grew sharply, by 5.2% to 68,700 between June and July 2017.

"The annual rate of growth increased from 2.1% in July to 2.6% in August with the average house price now £222,293, which is just above the previous high of December 2016 (£222,190)," said Russell Galley, Managing Director, Halifax Community Bank. "Recent figures for mortgage approvals suggest some buoyancy may be returning, possibly on the back of strong recent employment growth, with the unemployment rate falling to a 42-year low. However, wage growth is still lagging increases in consumer prices, which is likely to add pressure on household finances and increase affordability challenges for some buyers."

Mr Galley added; "House prices should continue to be supported by low mortgage rates and a continuing shortage of properties for sale over the coming months."



● Herbert Davis Removals.

Gloucester's Herbert Davis Removals joins Britannia International

Gloucester's longest standing removals company, Herbert Davis Removals, has become the latest recruit to the ranks of Britannia International.

Herbert Davis began trading way back in 1919 and is now owned and run by Kathy Lugg and Andy Ford who bought the well-known family business in 1998 when the previous owner retired. "I'd joined the company in 1990 as an administrator and Andy joined

three years later as an HGV driver," said Kathy. "We were both given the opportunity to buy the business, but neither of us wanted to go it alone, so we decided to join forces. Andy is brilliant with trucks and with my admin skills we made a pretty good team and we went from strength to strength."

Last year Kathy had a call from another Britannia member who said there was something of a gap in Britannia's coverage in the Gloucester area. "We made some enquiries and made an application to join," said Kathy. "We were both delighted when we were accepted, although we did think carefully about changing our company name after nearly 100 years in the area; but we believe the benefits of being part of a large organisation like Britannia outweigh any of the disadvantages. Also, things like changing the livery of the trucks is done in phases over a period of time, so the familiar red and cream lorries won't disappear overnight."

"Andy is brilliant with trucks and with my admin skills we made a pretty good team ..."

Kathy Lugg

Soon Herbert Davis Removals will celebrate its centenary and Kathy and Andy are looking forward to this next phase in the company's long history. "Sometimes change is good," said Kathy.

Hamiltons Removals expands 'Safe N' Stored' in East Anglia

Norfolk-based Hamiltons Removals has opened phase two of its 'Safe N' Stored' development by installing 78 modern self storage rooms at its Harleston depot in Norfolk. Phase one of the company's entry into the self store market was completed in 2016 with the opening of a 6.5-acre site offering shipping container storage at Aldeby near Beccles in Suffolk.

The self storage rooms range in size from 25 to 200ft², while the containers range from 5ft to 20ft. Managing Director Michael Sawyer said, "With Hamiltons now being able to provide storage solutions across the two depots we can cater for any storage requirements. We have clients that use containers to ease the running of their businesses, and

people who require a unit they can drive right up to and offload."

Hamiltons is also offering caravan, motorhome and boat storage at its Beccles depot. Both sites are completely secure offering 24/7 CCTV monitoring, sophisticated alarm systems and access for clients at both sites by an automated key fob entry system.

The sites have been inspected and approved by both the Self Storage Association (SSA) and the Caravan Storage Site Owners Association (CaSSOA).

Early next year will see the completion of the project's next stage of development with the installation of a further 87 rooms at the Harleston depot.

"This service seemed like a natural progression for our business," said Michael. "Having



● Michael Sawyer.

offered removals and storage services for the past 24 years, we were receiving more and more enquiries about self storage with its more flexible 'come and go' benefits."

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THE MOVERS & STORERS SHOW: THE FIRST TEN YEARS

● The Wing at Silverstone.



● Charlotte, Tim Oliver and Keith at the first show.



**The
Mover**

● Steve Jordan at The Mover conference, 2013.



● The Lounge, Bruntingthorpe, 2016.



Ten years of The Movers & Storers

Reflections on ten years of staging The Movers and Storers Show, by show organiser Charlotte Parslow.

The UK's biggest trade event for the removals industry was born back on 22 February, 2008 in the echoing concrete halls of the NEC. The brainchild of me and my Dad, Keith: it's a family-run show, and we love it. What some people don't realise is that half of my childhood was spent sat in the cabs of lorries or filing invoices on a Saturday morning, because Dad ran a removals firm when I was a kid. That's why even though we run an events company now, a trade show about the industry was a natural fit for us and we've had lots of fun developing it over the last decade.

Having said that, not everyone appreciates the work that has gone into the event. I was on a Facebook removals page recently, and spotted a post asking who was planning to attend this year. Alongside plenty of positive comments, there was one from a mover (who shall remain nameless) which said "Too far for the same old s**t".

The content is totally different each year, and it's genuinely useful; we simply don't allow exhibitors to just stand up and promote themselves.

That got me thinking. Is it really a worthwhile day out of the office, or are we producing the same old stuff every year?

We've always had trade stands and vehicles on display, but we're always on the lookout for fresh new exhibitors, and the number of trucks being shown has grown massively. We've always had a café and networking lounge at the centre of the action, which is a popular feature.

However, we've also added competitions to try and spice things up a bit – first the Packer of the Year and more recently Britain's Strongest Removalist – and these provide plenty of entertainment. A few years back we also created the Web & Social Media Clinic where movers can get free expert advice on navigating the online world, and this feature was really popular last year.

We've tried out lots of different venues: the NEC, the Telford International Centre, Silverstone and now Hangar '42 at Bruntingthorpe. We'll be moving again

THE MOVERS & STORERS SHOW: THE FIRST TEN YEARS



● A panel discussion, Bruntingthorpe, 2016.



● Hanger '42 at Bruntingthorpe.



● Britain's Strongest Removalist, 2016.



● The first ever Packer of the Year contest in 2011.



● The big debate, Telford, 2010.

Show

in 2018, further north this time.

The thing that struck me though, the main thing that our eloquent mover on Facebook was forgetting, was the nugget of gold at the heart of the whole thing. The Seminar Theatre. Every year for the last decade, we have produced a diverse programme of free presentations, seminars and panel discussions about hot topics in the industry. We have spent hours online listening to movers in order to find out what their problems are, and hours finding relevant experts and persuading them to come and speak. We spend weeks each year researching topics and preparing slides. And then it all gets delivered at the show, completely free of charge.

The content is totally different each year, and it's genuinely useful; we simply don't allow exhibitors to just stand up and promote themselves. I have personally researched and delivered talks on networking skills, marketing to different generations, and handling complaints on

We have spent hours online listening to movers in order to find out what their problems are, and hours finding relevant experts and persuading them to come and speak.

social media, and we've hosted dozens of experts talking about everything from tax law to association memberships. This year we hope to include sessions on - among other things - new data protection rules, deposits and cancellations, how to value your business, video surveys, subbing out work, and measuring the effectiveness of your advertising. And thanks to our sponsor *The Mover* magazine, it's all free. That's a huge information download available to you.

So if you discount the new exhibitors, changing venues, new competitions, extended truck display, and up to date seminars, yep, I suppose it is the same old 's**t'. At least it's free.

The Movers & Storers Show takes place at Bruntingthorpe on 8 and 9 November. Tickets are free provided you register by midday on 7 November. You can register online at www.themoversandstorersshow.co.uk, or call 02392 736539.

NEWS: INTERNATIONAL



● Blockchain technology will have far reaching consequences for the logistics industry.

Marine Transport International pilots blockchain technology

A successful pilot programme delivered by logistics technology company Marine Transport International (MTI) has demonstrated that the logistics industry will see improved connectivity, efficiency and security thanks to blockchain technology (see *The Mover*, July 2017, Page 8).

MTI and Agility Sciences have recently released a whitepaper detailing the deployment of their Container Streams system in a supply chain environment. The results of the pilot have been verified by scientists at the University of Copenhagen and maritime technology leaders at Blockchain Labs for Open Collaboration (BLOC)*.

"As the interface is easily adaptable to existing systems there is a very low barrier to entry."

Jody Cleworth

The project, which has connected supplier, shipper, load point, customs and terminal on a shared blockchain ledger, has far reaching consequences for the logistics industry as it seeks new ways of improving security and profitability. All parties involved in the supply chain benefit from automated data

flows as the system allows complete interoperability of data sources, even including legacy systems.

Jody Cleworth, CEO of Marine Transport International said, "The results of this successful pilot demonstrate the strengths of blockchain technology when deployed to link the various actors in the supply chain. We are confident that firms throughout the logistics industry will see a broad spectrum of benefits stemming from blockchain deployment."

Jody explained that the blockchain has proven to be an excellent way of connecting the different parties involved in any supply chain environment due to the transparency and security-by-design of the technology. In recent months the shipping industry has fallen victim to industrial-scale cyber attacks that have left large shipping lines, such as Maersk, completely paralysed and unable to serve clients. A blockchain-enabled supply chain is highly resilient to cyberattack – a copy of the essential shipping data is stored on each node on a decentralised network, meaning that even if one node is compromised, the data remains safe.

"The business case for connecting supply chains using blockchain is very strong," said Jody. "As the interface is easily adaptable to existing systems there is a very low barrier to entry. Any type of supply

chain business, be it marine, air, or land-based, can take advantage of such a system – the cost savings that we envisage are as high as 90%, as a result of substantially streamlined processes."

Karim Jabbar, from the Department of Computer Science at the University of Copenhagen added, "This pilot demonstrates the great potential for distributed ledger technologies to be used in improving supply chain processes. The Container Streams system is unique in the fact that it does not require the complete replacement of existing systems - instead, MTI's solution allows complete interoperability with existing legacy infrastructure."

Deanna MacDonald, CEO of Blockchain Labs for Open Collaboration said, "We have documented the first phase, its implications for the maritime industry and the resulting development of a turn-key application ecosystem for global supply chain logistics. However, the future potential of this ecosystem platform will rest upon collaboration from the different actors in these supply chains to clearly identify the problems and co-create applications that solve the collective challenges they are facing today."

***BLOC** is a network of public and private participants and large talent pools that have come together to build end-to-end blockchain solutions that meet common needs and create shared value.



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TECHNOLOGY: VIDEO SURVEYS

Putting people before process

How Gerson Relocation is deploying video survey technology to offer even more value to its clients.
By Damien Seaman, Head of Brand at Buzzmove.

With the impact of Brexit and global terrorism, the international relocation market is tougher than it's been in years. For example, one recent poll by Ipsos for the Canadian Employee Relocation Council found that only 18% of employees would move abroad for work. That's a drop of 7% since 2012.

Can technology help relocation companies to compete and thrive in this challenging market? I talked to Mark Rising, Group Sales and Marketing Director at AGM Group about this topic – and particularly how Gerson Relocation are planning to use video survey technology, but also how the other AGM companies, i.e. Momentous and Abels, can use this technology.

I asked Mark how important technology was for his business. He said that it has changed the landscape not only from a supplier but also a customer perspective, without doubt it has been a force for good, however it depends how it is used.

"As a supplier technology does enable us to be better, more efficient and more streamlined, but that's not all it is," he said. "It's the combination of good technology and highly trained people that enables us to be 'phenomenal'. If we explore the changes the video survey has brought to the moving marketplace it would be very easy to use this to simply reduce costs, however we are looking at how we can use this, along with other technology tools, to help us provide a better solution for our customers."

So, does that mean that technology is increasingly important to clients too? "Absolutely," said Mark, "but it depends on the client you're talking about." He explained that this could be the corporate multinational business, the HR or mobility team in that organisation, as well as the



EVERYTHING IN ONE CONTAINER CAN BE CHALLENGING



"Video technology if used effectively can assist with service efficiencies, it allows us to provide a service equal to a face-to-face personal pre-move survey in a more flexible way..."

Mark Rising

family that is moving. "Technology enhances the level and speed of support in all these cases. It helps provide data for the reassurance towards compliance, risk and security to everyone involved. The right data can give various stakeholders including mobility, reward and procurement departments, better insights into costs, service usage, performance as well as helping mobility to develop the right policies for their mobile population."

Mark said that all technologies can be used to drive value through to the end user and that doesn't just mean charging less than someone else. "It's how you communicate, how efficient you are, and how you can assist people to have a better relocation programme and families a better move. It's about creating a value proposition that has a positive impact on the business and the individual."

"Video technology if used effectively can assist with service efficiencies, it allows us to provide a service equal to a face-

to-face personal pre-move survey in a more flexible way," Mark explained. "For instance, imagine a situation where a customer is in a remote or inaccessible location, is time poor through work or a short notice requirement, has a multilingual requirement or simply does not want to meet on a face-to-face basis or if they are only moving a small volume of personal belongings – do these customers deserve any less of a service? Absolutely not. So, we can now use video surveys to remedy that."

Gerson Relocation recently won the award for International Relocation Company of the Year at this year's Re:locate Awards. I asked Mark why he thought his company had won. "This may sound corny, but it's not just because we have such a low insurance claims ratio, or because we have better than 98% customer satisfaction rating: it's because we proved how much we invest in the training of our people. Technology is great, but it's nothing unless you can merge the contributions of the right technology with the right people."

Re:locate said: "Gerson Relocation was

an example of a firm that put people before process, and its commitment to a people-centred approach shone through in this entry. The efforts made by Gerson Relocation to improve service provision had provided a highly responsive approach to its clients' needs. Integration between companies in the [AGM] Group is demonstrated so as to provide a seamless and consistent level of service delivery. A clear winner!"

I wondered what extra services Mark expected to be offering in the future through the use of video technology. "We are looking closely into how we can use and develop the technology more widely," he said. "I feel strongly that we keep developing technology as a tool to drive greater value to our customers. I also believe, virtual reality and artificial intelligence applications potentially have the power to transform our industry sooner than most of us think, and that's where I believe we're ultimately heading. Today, with our eyes and ears wide open we are learning where and how. We are also talking to other industries and seeing how they are using technology intelligently to add value. Our ultimate goal is to continue to give customers what they need, and ensure we can be market competitive in a world that embraces and invests in technology and people."

Technology in the removals industry is the theme of this year's Movers & Storers Show on 8 and 9 November. Buzzmove will be there, exhibiting its Gobuzzsurvey video survey tool at stand B1.



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NEWS: INTERNATIONAL



● The CMA CGM Theodore Roosevelt.

WHAT A WHOPPA!

On August 22, the Panama Canal welcomed the largest capacity vessel to ever transit its expanded locks, the *CMA CGM Theodore Roosevelt*. The Neopanamax containership was on a voyage from Asia to the US East Coast.

The *CMA CGM Theodore Roosevelt*

has a Total TEU Allowance (TTA) of 14,855 and measures 365.9 metres in length and 48.2 metres in beam. To put the scale of this huge ship into perspective, its length is roughly the equivalent of laying end-to-end two Great Pyramids of Giza, four Big Bens, or eight Statues of Liberty.

BGRS opens in Dubai

On September 4, BGRS opened a new office in Dubai to service the Middle East. Hannah Richardson, Senior Vice President of Client Services for EMEA and APAC said: "Many of our clients are moving talent into the Middle East region.

We recognised an opportunity to form a presence in Dubai to be well-situated with resources to support the needs of our clients and their relocating employees. We're thrilled to add this important office location to our global presence."

Arpin earns EU-US Privacy Shield status



Arpin International Group has obtained approval from the United States Department of Commerce for the EU-US Privacy Shield Framework for meeting US and European Union data privacy and protection standards.

Bob Sullivan, Senior Vice President of Corporate Accounts at Arpin International Group said, "Becoming certified under the Privacy Shield is a validation of everything we do internally to secure and protect our customers' data. Complying with data protection regulations has always been a top priority for Arpin."

The EU-US Privacy Shield Framework was designed by the US Department of Commerce and European Commission to provide companies on both sides of the Atlantic with a mechanism to comply with EU data protection requirements when transferring personal data from the European Union to the United States in support of transatlantic commerce.

Arpin International Group has taken numerous measures to ensure the protection of its data, including hiring a regulatory compliance manager and undergoing periodic cyber security penetration tests to bolster its defences against would-be hackers.

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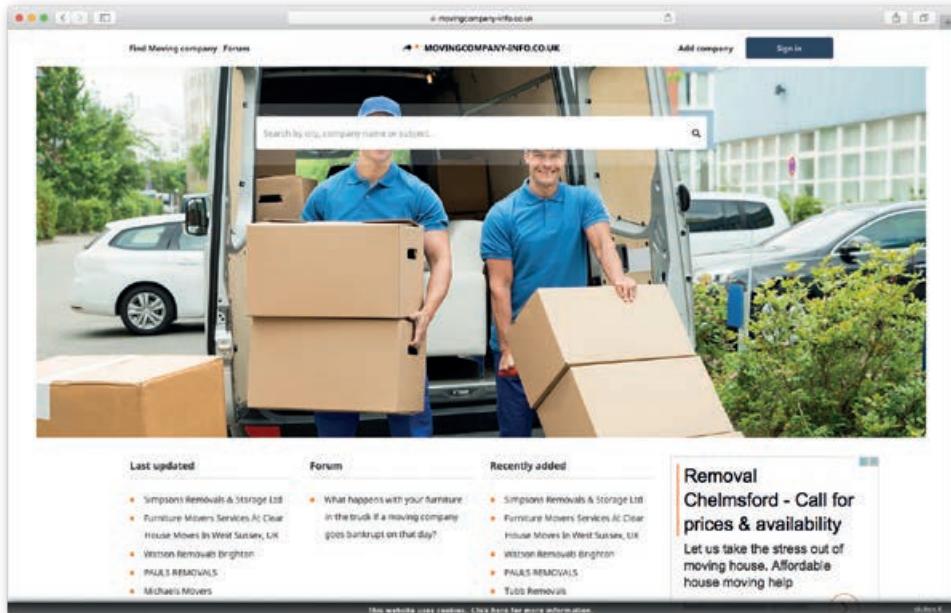
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● www.movingcompany-info.co.uk.

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A company from The Netherlands has launched a new online directory that, it claims, will help moving companies reach hard-to-find customers.

The platform, movingcompany-info, was first launched successfully in The Netherlands and has now been introduced in the United Kingdom.

Movingcompany-info is a business directory, customer forum and company blog, all in one spot. It allows removal companies to create a customised listing which can be found on the website and in search engines. The website's forum offers the opportunity for customers and

prospects to ask questions that enlisted removal companies can answer. Companies can also add articles related to the industry as an interesting way to offer valuable information to customers and show their expertise and knowledge, while promoting their businesses.

"Our goal was to create a platform that encourages small- and mid-sized removal companies to be active and to engage with customers and prospects online," said Marijn Otte, co-founder and

CEO of e-Active. "It does not take a complicated website or system, or a lot of time to do that, and movingcompany-info shows that really well."

Removal companies can be listed free on the website which, the company says, enables them to be found online within three minutes. Movingcompany-info also offers low-cost listing plans that include several useful features and allows for more business information to be added.

Arpin Van Lines ranked number one for second year in a row

For the second year running, Arpin Van Lines has been rated number one among the ten largest suppliers of household goods shipment services ranked by 'customer satisfaction,' according to the 23rd Annual Nationwide Relocating Employee Survey carried out by independent research firm Trippel Survey & Research, LLC. In May 2017, Arpin Van Lines and Arpin International Group were ranked first in supplier satisfaction by a separate Trippel survey.

Arpin Van Lines earned the highest moving industry score with an 8.62 out of 10 for customer satisfaction, showing a slight improvement over last year's score of 8.47. The company also garnered the number one rating in 'top block percentage' and 'net satisfaction' scores.

"Being named number one in customer satisfaction among the ten largest moving companies for the second year in a row is a great honour and testament to the hard work of our employees," said David Arpin, President and CEO of Arpin Van Lines. "We are still the only family-owned and operated franchise-system represented in this survey and we treat our customers with the same level of care and attention as we would our own family members. That heritage and philosophy are a big part of our success."

A total of 6,647 employees were surveyed covering a range of moving industry providers including household goods shippers, relocation management companies and relocation mortgage entities.

The 23rd Annual Nationwide Relocating Employee Survey was conducted over a six-month period ending on June 30, 2017. The overall purpose of the annual survey is to collect and report objective, unbiased evaluations from transferees or assignees moving within the USA regarding their level of satisfaction with external relocation service providers.

IOR in top 5,000 in USA

IOR Global Services in the USA has been recognised as one of the nation's fastest growing private companies in the Inc. 5000.

This year marks IOR's first appearance on the list which ranks independent organisations based on their percentage revenue growth over a three-year period. IOR was ranked 4,812 on the list with over 45% growth and a revenue of US\$5.2m.

"Being named to the list is the direct result of the unwavering commitment the IOR team has to providing our clients with outstanding quality, service, and value," said Rob Burns, CEO. "We are honoured to receive this recognition and want to extend our gratitude to all of our clients and partners who have helped us achieve this milestone."



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COVER STORY: NORTH AND SOUTH KOREA

Living in the shadow

Steve Jordan talks to Joseph Song in Seoul about living and working in the shadow of the Kim Jong-un threat.

It seems that every day we have another report from North Korea detailing the latest show of strength from its leader, Kim Jong-un. For most of us this tension is worrying, if not frightening to some, but what's it like living and working under the shadow of this Korean threat? And what has been the effect on the moving industry in its southern neighbour?

Joseph Song has lived with the tension between North and South all his life. Since the cessation of hostilities in 1953 there has been a war of words, and sometimes more, between the two sides. Of course, as there was no official peace treaty,

"People who live outside Korea see this in a totally different way. We have lived with this for seven decades."

Joseph Song

North and South Korea are, technically, still at war.

Joseph started his moving business, Transpack, in 1984; it has since become a part of Asian Tigers under the name of Asian Tigers Mobility - Korea. Ironically, it is to the Korean War (1950-53) that the Korean moving industry owes its very existence. US troops were stationed there and by the 1960s the industry was growing fast with an increased flow of diplomatic staff and multinational businesses flooding into the peninsula. The next three decades saw an economic boom with the rise of the banking sector, the entry of oil and chemical companies into



"Kim Jong-un is not stupid. He talks a lot like Trump, with bellicose rhetoric, but unless he wants to commit suicide, it will just remain as posturing."

Joseph Song

the market, major expansions of the country's automobile and ship building industries, and the increase in emigration as Korean people began to spread their wings.

Surprisingly, despite all the rhetoric coming out of Washington (or at least from Mr Trump's mobile phone) and Pyongyang, and rockets flying over Japan and those targeted on Guam, life continues more or less as normal for Joseph and his team in Seoul.

"People who live outside Korea see this in a totally different way," he said. "We have lived with this for seven decades. Right back to the ceasefire in 1953 we

have had problems with Kim Jong-un's father and grandfather before him."

There has been no shortage of aggressive attacks by the North in that time, any of which could have sparked an escalation, but didn't. The sinking of the South Korean *Dangpo* in 1967 with the loss of 39 lives; assassination attempts of South Korean presidents; the 'Axe Murder' incident in which two US servicemen were killed while chopping down a tree in the demilitarized zone; the bombing of Korean Air flight 858 in 1987 with the loss of 115 people; and the sea battles and subsequent bombardment of the island of Yeonpyeong in 2010.

The relationship between North and South Korea ebbs and flows. There are times of extreme tension, and times when an element of cooperation returns. Back in 2002, for example, the Kaesong Industrial Region was formed. This is an industrial park located in North Korea, just six miles across the border, within an hour's drive from Seoul. As a collaborative economic development between North and South the park employed over 50,000 North Korean workers making goods for sale in and export from South Korea. The staff wages were all paid to the North Korean government.

The Kaesong park worked well for over ten years, despite the North restricting access from the South during periods of tension. But it did seem that the North used the money raised to continue its military development and further threaten the South and its allies. In 2013, when crisis struck again, the North blocked access from the South and recalled all its workers. This effectively shut down all activities but both sides agreed that it should re-open when possible. With the increasing tension, it seems this is unlikely to happen any time soon.

Not only did this cut off the economic benefit to both sides, it also silenced any real dialogue between them. "Since we closed the border there are no direct channel talks," explained Joseph. "That communication doesn't exist now."

Of course, everyone worries that a war between the South and North would escalate into something unimaginable
continues over

COVER STORY: NORTH AND SOUTH KOREA



continued from previous page

involving China, the USA, Japan and allies of each. "The current situation is very high risk, but the reality is different," said Joseph. "Kim Jong-un is not stupid. He talks a lot like Trump, with bellicose rhetoric, but unless he wants to commit suicide, it will just remain as posturing. He knows that all the high-ranking people in North Korea will not survive a military conflict. He and Trump can have a war of words but, behind the scenes, there are people working on both sides to resolve this. The Americans are not stupid either."

"Of course, the problems in the North are worrying, but we have seen it all before and life on the streets of Seoul continues just as normal."

Joseph Song

So why does Kim Jong-un insist on flexing his muscles in this way? Joseph believes that it's just his chosen survival tactic. It's just a way of getting his voice heard. North Korea is a small country with a poor economy that is wedged between, Russia, China, Japan and the USA. It wants to have a voice. "But the US

chooses not to listen and always talks within six-party negotiations that include China, Russia, Japan, North and South Korea and the US."

Joseph does not believe that North Korea will give up its nuclear programme. "That's their core power tool to talk to the rest of the world. Nobody would listen to them otherwise. But they can't easily use it. They are trying to get attention like a spoilt child. There are many ways to stop a child crying."

But quite how the situation can be resolved, Joseph does not know. "Our new government has tried to re-establish trade and the Kaesong manufacturing complex, but there are a lot of difficulties. In the end, it will all depend on the pressure put on Pyongyang by China and the USA."

From a business point of view, however, Joseph said that there has been no increase in the number of people leaving Seoul. He said that some people, who are near the end of their contracts might choose to move a little earlier. But the flow of business through South Korea continues undimmed and, therefore, the flow of global transferees. "There might be some transferees who are hanging back, waiting to see how things develop, but it's not had a major effect yet."

"Koreans," he said, "are very optimistic people. Just like the Italians and Greeks, we love to sing and love to be joyful. Of course, the problems in the North are worrying, but we have seen it all before and life on the streets of Seoul continues just as normal."



European Chamber of Commerce meets to discuss North Korea

On 6 September Joseph attended an information session, presented by the European Chamber of Commerce in Korea, on the subject of North Korea – *What's Next?* Its conclusion mirrored Joseph's own opinion that there are no good options, North Korea will continue its nuclear programme until it gets the recognition it feels it deserves, the situation will remain high risk but it's unlikely that it will dissolve into military confrontation.



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NEWS: ON THE ROAD

Non-UK drivers dodging the Dart Charge

Over one million non-UK drivers have managed to avoid paying the Dart Charge when travelling over the Dartford Crossing.

Road Haulage Association (RHA) Policy Director Duncan Buchanan said, "This issue was identified from the moment the Freeflow system was introduced, and it is still a problem. Foreign drivers should pay: it's as simple as that. It is very concerning that there are still hauliers making the crossing for free."

Fines totalling more than £81 million have been passed on to a European debt recovery agency since the Dart Charge began in 2014. Highways England has stated that non-UK drivers not paying their charge make up less than 1% of total crossings, but it can still amount to an enormous loss.

Duncan concluded, "We need enforcement to ensure that the

appropriate Dart Charge is collected from all crossing users and the RHA considers it to be totally unfair that there are still many who are making the crossing free of charge. It is a great concern that we just don't know how many crossing users are dodging the charge."



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Sales of dash cams were reported in the press in 2015 as having increased by 918%

Official dash cam guidance urgently needed

The UK's biggest road safety charity, IAM RoadSmart, has warned that the rush of drivers investing in dash cams may not yield any increase in prosecutions for dangerous driving as many hope and may also lead to fewer visible traffic patrols as officers spend more time analysing amateur footage.

"Our main concern is that dash cams must not become a replacement for fully trained officers undertaking high profile road policing."

Neil Greig

in fact the opposite might be the case.

Neil Greig, IAM RoadSmart Director of Policy and Research, said dash cam footage often does not show the full picture of a crash, often being too short, of poor quality and failing to show how a crash developed. There is no consistency over which police forces would accept dash cam footage – on Monday, 21 August both North and South Wales Police were widely quoted in the media as saying they would welcome footage through their Operation Snap, but the situation is vastly different or unknown in many areas across the country.

Neil added, "IAM RoadSmart is calling for consistent national guidelines on the standard of dash cam footage required for prosecutions, what the police will do with it and how to submit it in the correct way. Our members are very supportive of high profile policing but it takes time for police to evaluate the footage, decide what to follow up, trace the driver, serve paperwork and then obtain a successful prosecution within legal time limits. Our main concern is that dash cams must not become a replacement for fully trained officers undertaking high profile road policing."

In 2015, *The Daily Telegraph* reported that sales of dash cams had increased by 918%, with many insurance companies now accepting footage as part of insurance claims.

But IAM RoadSmart has urged caution, as drivers are potentially lulled into a false sense of security in thinking a dash cam will protect them or exonerate them from all blame in the event of a crash, when

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BUSINESS: MOVE24

Move24: the way ahead?

Steve Jordan reflects on the offering of Move24 that seems to have become a driving force in the European moving industry in the last 18 months.

I recently attended the EUROMOVERS conference in Edinburgh. One of the guest speakers was Jarek Brostowicz, Head of Business Development for Move24 assisted by Travis Pearce, Head of Cross Border Moves for the company. For me, the presentation created more questions than it answered, but it was intriguing. I wanted to know more.

Jarek said that Move24 was set up 18 months ago in Berlin (it recently changed its name from Movinga). He claimed that his company had performed 28,000 moves with a total order value of €23 million; employs 220 people and has 2,000 moving partners in Germany, France, Sweden and the UK. It has received €35 million in funding from corporate investors. Impressive stuff, particularly when compared with the average family firm in which mum, dad and sons graft day in, day out, and don't make that in a lifetime.

Not competition to movers

But Move24 does not consider itself to be competition to the traditional moving industry; it is a facilitator helping movers to fill back loads and order books with profitable business when they need it most. That might be true, but the company is not convincing more people to move home so, if it were not trading the moves would inevitably have been performed by the moving community anyway; this makes it hard not to consider such intermediate organisations as interlopers who just take the business and then sell it back to the traditional movers who do all the hard work, for less money.

It's not that simple though, is it? We are living in a digital world where customers want to operate digitally. They don't want to take a day off work to be sold to by moving company representatives in smart suits (or scruffy ones) who drink their tea, eat their biscuits and baffle them with science in the hope of getting the price up. They want a straightforward price now, online. Job done! But, the traditional moving industry has been characteristically slow in adapting to

change in this respect so nobody should be surprised that some enterprising people, with financial backing, have moved into the space. Move24 was not the first; there will be others.

Everything done online

Jarek explained in his presentation that customers are quoted and book online. "We then put the move with a pool of other moves that we have sold, and match them to create bundles," he said. "We then put the bundles (or single moves) in our online shop. All our partners are connected to this online shop so they can filter the moves that they want and buy individual moves or bundles with one click."

Move24 has invested heavily in getting the technology right so that prices are given instantly based on information provided by the customer on an online check list. It also provides dynamic pricing that takes into account busy or quieter periods, and is transparent so people can see exactly what is or is not included. Insurance is provided automatically for 125% of the cost of the move; customers are encouraged to take out full replacement insurance when booking. This is provided by Oskar Schunck.

I tried it (sorry guys the enquiry from Milton Keynes was just me digging). The system works fine but, as with all these systems, seems overly simple. A large proportion of any household is small items that require packing. The system asks the customer to say how many boxes are required for books, clothes and general packing. How could they possibly know? Nor does the system appear to identify separately the fragile items and everyone knows that china takes longer to pack than utensils. I know that they can charge extra for additional items but that doesn't help the mover much when they turn up with a van that's too small, or the job takes ten hours not six.

Getting the volume right

I asked Travis how Move24 handled this problem. He said that most customers have moved before and have a rough



"Our best partners are categorized as gold partners and have special privileges. This incentivizes them to become even better..."

Jarek Brostowicz

idea of how many boxes they will be moving. If they have no idea they ask how many people live in the home, how long have they lived there, etc. to try to establish the likely volumes. "With this, paired with photos and the extensive data set we have compiled, we are able to estimate the number of boxes. In the majority of cases our estimation is on point. Also, if the client begins packing and notices they have more or less they can always adjust the amount before the move."

Move24 deals with identifying the fragile items in a similar way. "It's not that difficult to compile a list of glassware that needs to be wrapped and packed," said Travis. "98% of the time you have standard glassware that poses no problem, for the other 2% ... that is why we finish that list by asking if there are any non-standard items that need special wrapping or protection. This helps us avoid any issues on the day of the move."



"We have allocated a large portion of our resources into developing our volume calculator to be as accurate as possible ..."

Travis Pearce

This is all very well in theory but, what happens if the volume turns out to be wrong? "We have allocated a large portion of our resources into developing our volume calculator to be as accurate as possible, however there are times that it is a bit off," said Travis. "For those cases we allow a buffer to the client just in case items are a bit larger than expected."

As someone who spent the best part of 20 years on the road estimating removals, I find all this a bit of a stretch. But it's easy to be cynical about something new and reports from companies that have used the service confirm that it does work. Rather than just being picky about the limitations of these systems we would all do better if we focussed on the benefits and how we can work them to our advantage.

Investment in technology

Move24 invests heavily in online marketing, search engine optimisation and even TV

advertising that no ordinary moving company could possibly afford. Working with a company such as Move24 does give a mover access to work that would not have otherwise been available without the need to invest in its own lead-generation technology. If this truly is the way most household moves will be done in the future, there's no point in hanging around hoping it will go away. As the bandwagon drives slowly by, you'd better hitch a ride before it disappears out of site.

No fixed contracts

Jarek said that partners are not locked into an exclusive contract. "Partners simply sign the partner agreement and then, after a little onboarding process, get access to our Online Move shop," he said. "If they like what they see they buy a move. If not then they don't. There is no obligation to do anything except provide a good service once they have signed up to do a move."

He said that the first approach usually comes from the moving company. To become a partner they just need to provide their business registration and insurance documents and sign the partner contract. They will first be allocated 2 – 3 easy moves so the quality of their service can be assessed before getting full access to the Online Move shop. Once moves are completed and signed off by the customer, Move24 pays the partner company within five days. "We recently launched the Partner app," said Jarek. "Partners received tablets from us with an app where they fill out the move protocol digitally right on the spot. This will be sent to us directly after the move. This should decrease even further the average time until our partner gets paid."

Maintaining quality

The quality of the service provided is tracked with a KPI (Key Performance Indicator) score card. "Our best partners are categorized as gold partners and have special privileges. This incentivizes them to become even better," said Jarek. If partners do not perform well the account

managers talk to them to try to improve the service. "If a partner continues to deliver bad service we would have to cancel the cooperation with that partner."

Travis said that Move24 set agreed guidelines for partners to help ensure quality and standardisation. "If, these guidelines are not followed, in certain cases it can lead to a modest penalty for the partner."

No charges to partners

Move24 does not charge partners an annual fee nor does it charge for the use of its online tools. It simply makes a margin between what the customer pays and what the partners charge. There are also other potential revenue streams as Jarek explained that his company is also renegotiating energy contracts for customers and is considering offering personal transport for the family, accompanying the household goods in driverless vehicles, as soon as the technology is available.

Stepping back in the UK

During my research I was told that Move24 was no longer trading in the UK. According to Jarek that's not strictly true. "At the moment, growing in the UK is indeed not our highest priority," he explained. "Thus, we shifted many of the resources to our other core markets of Germany, Sweden and France. However, we still have some minor operations in the UK and, once we have reached our goals in the other three core markets, our focus will for sure shift to the UK again at some point."

Your choice

As a mover you have a choice: to join an organisation such as Move24, or not. There will be many reading this who would rather control their own work, set their own prices, work with their own customers. But others, who might not have such a sophisticated marketing and sales machine, particularly online, that would consider it a lifeline – the way ahead. It's your choice.

NEWS: PRODUCT

PALLITE to showcase revolutionary honeycomb boxes at The Movers & Storers Show

The Alternative Pallet Company, manufacturers of the award-winning paper pallet range, PALLITE, will be exhibiting at this year's Movers & Storers Show for the first time.



● David Rose with a heavy-duty collapsible box. Inset: the honeycomb fiberboard.

As well as its range of paper pallets the company will be showcasing its revolutionary new heavy-duty collapsible box concept, which is expected to attract a lot of interest from the moving and storage industry.

The new generation boxes are manufactured from 25mm honeycomb fiberboard with the larger versions incorporating a paper pallet to aid handling by a

pallet truck or fork lift. When not in use, the boxes can be easily collapsed flat for easy storage. The idea was inspired by an enquiry in 2016 from a moving company that had been contracted to remove and store a large quantity of archive files for a government department during a refurbishment programme.

PALLITE's Sales Director David Rose explained. "There were hundreds of documents that had to be moved from an office in Wales to

the moving company's warehouse in Oxfordshire for temporary storage. The documents needed to be put into boxes for the journey, but once full they would be too heavy to lift safely and would have to be loaded onto a pallet and wheeled out using a pump truck. During the pre-move survey, it was realized that the doors in the building were too narrow to allow a standard pallet to pass through, so it would have to be unloaded and restacked at every

doorway. Also, the corrugated boxes, once filled, would be so heavy, stacking in the removal vans would be difficult and likely to result in an unstable load."

The team at PALLITE's Wellingborough factory studied the problem and came up with a simple solution. Using the same 25mm board they manufactured for the paper pallets, the team designed a heavy-duty box that would just pass through the doorway and importantly, incorporated a paper pallet to allow it to be moved using a pump truck.

David continued, "The customer was delighted. Not having to man-

handle the boxes through the narrow doorways saved an enormous amount of time and effort and in the end, money. The boxes were also very strong and this meant they could be stacked two-high during transport and while in storage. This resulted in fewer trips to and from Wales and saved valuable space in the warehouse."

Since then, David and his team have met a number of moving companies to discuss how the PALLITE concept could be further developed for the industry, and so far, their reaction has been very positive. Already a box has been produced to ship and store a four-seater sofa, and other designs are in the pipeline.

Several examples of the new PALLITE boxes will be on display on the company's stand at The Movers & Storers Show on 8-9 November.

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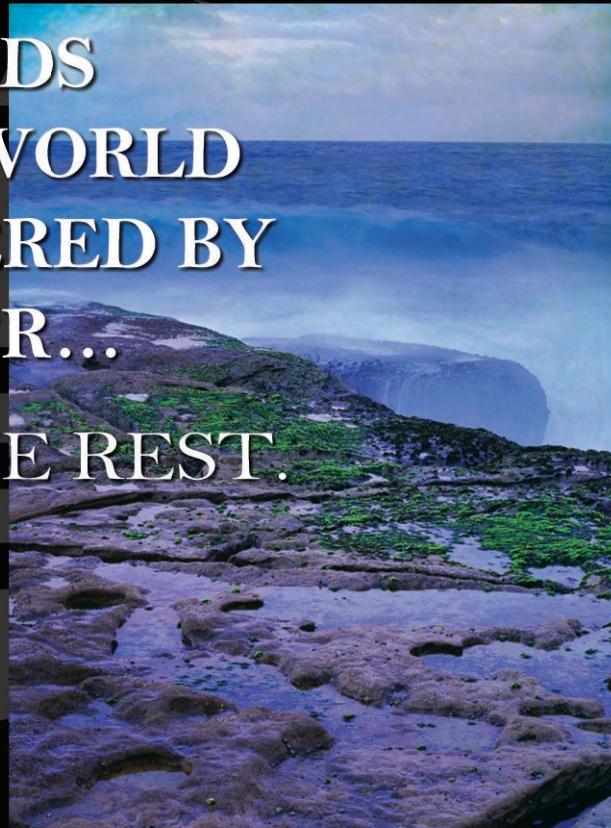


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NEWS: PRODUCT

● Hyster's object sensing system uses multiple sensors.

Hyster developing systems to improve driver awareness

Hyster is exploring and developing an increased range of options for truck-to-truck, truck-to-object and truck-to-pedestrian detection systems.

Combined with cameras, telematics and other technologies, 'connected' Hyster fleets are delivering greater productivity and visibility for the operators of tomorrow.

The system automatically detects objects, with multiple sensors that adjust their range with the vehicle speed. It detects objects while driving in a straight line as well as during turning manoeuvres where the tail of the truck is either leading or swinging. When an object is detected, the operator is warned through haptic and audible alerts like a vibration and buzzer. The driver can then react accordingly. "Lift truck drivers and pedestrians need to maintain proper awareness of each other," said Ed Stilwell, Functional System Leader for Hyster. "Technology can help with this, but to be effective it must meet the specific needs of the handling application."

"Lift trucks, for instance, manoeuvre in many different directions, but often have reduced visibility for the driver, compared with a car," said Ed. "Existing technologies from the automotive sector are often not advanced enough for these complex needs." Larger material handling machines,

such as those used in ports and in some moving companies for handling containers in the yard, require significant space to operate, needing ample room to accommodate the 'tail swing' of the rear end. Furthermore, the load at the front of the truck when travelling forwards and backwards needs extra space and can inhibit the driver's view.

In addition to detection systems, Ed Stilwell says that cameras can also help to improve visibility in certain applications, making it possible to view the immediate area surrounding a truck and the load. To keep operators focussed on the load and the path ahead, cameras can be set to activate only when an object is detected and then display an image on screen.

Cameras can be used to assist with container engagements and multiple camera views can be stitched together into one image so the operator doesn't have to spend valuable seconds trying to figure out what view a camera is displaying.

Hyster maintains that although the operator must always be responsible for the safe operation of the machine, technology can assist where visibility may be limited.



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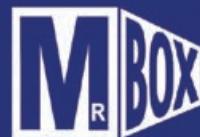


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NEWS: PEOPLE

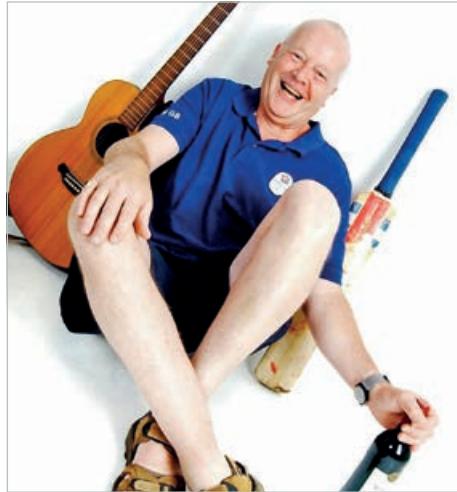
The passing of a gentleman

The Church of St Nicholas in the idyllic village of Cublington in Buckinghamshire would probably not have seen such a packed congregation in the whole of its 600-year history as it did on 30 August, 2017 for a celebration of the life of Niall Mackay, who passed away just eight days earlier. So many friends and colleagues, some having travelled half the globe to be there, gathered in mutual sadness and respect to honour the passing of a true gentleman.

Niall had been diagnosed with pancreatic cancer at the end of July. He started his career in the moving industry with Giltspur Bullens in 1975 where he became operations manager. In 1980, he left the company to join Amertrans, also as operations manager where he remained until 1982.

In 1983, Niall joined Michael Gerson Ltd as an account manager at the head office in Whetstone; in 1995, he took up the vacant position of manager of the Daventry branch.

In 2002 Niall was part of the management team that bought the business from the Gerson family and spent the rest of his career as managing director of the company.



● Niall Mackay.

Niall served a term as chairman of the One Group network of companies and he also sat on the FIDI Experts Panel.

Chris Mackley, with whom Niall worked for over 30 years, said: "We have been inundated by messages of condolence from friends and

colleagues from the UK and around the world. All of these have been passed on to Niall's wife Jenny and she has asked us to pass on her thanks."

"Please pass on thanks from me, our children Calum and Georgia, and Niall's sister Moira to all those who attended and sent cards and good wishes," said Jenny. "There were so many that I won't be able to thank each one individually, but I would like all to know how much it meant to us that so much effort was made by so many and how comforted we are to know how well loved and respected Niall was. We were bowled over by how many attended and how far some travelled."

As well as his family and his work, Niall had three other passions: supporting Leicester Tigers, playing his guitar and the local cricket club where he was an inspiration, especially to the younger members whom he aided and encouraged. He also had a great sense of humour and liked to have fun as the picture, taken from the church order of service, clearly shows.

As Chris Mackley said, he will be sadly missed by all his colleagues at Gerson Relocation Ltd. There are many others around the world who will remember Niall with fondness, respect and, of course, a smile.

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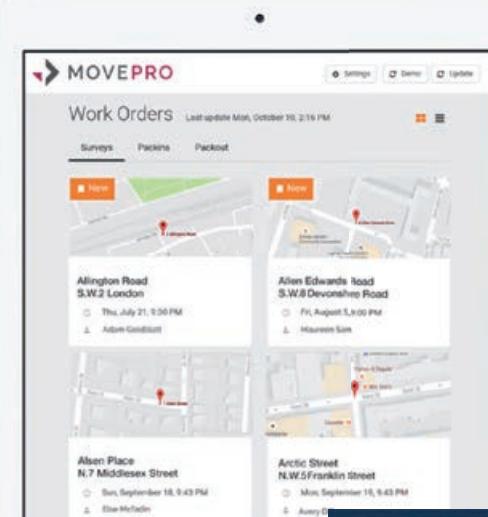
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NEWS: PEOPLE

Johanna Lindström joins Aspire Mobility in Sweden



● Johanna Lindström.

Johanna Lindström has joined Aspire Mobility Group as senior move coordinator in Sweden. She will join the customer care team servicing clients in Sweden

and Denmark, as well as the Group's international partners. Johanna started out in the international moving industry in 2005. She is an EiM graduate from the FIDI Academy and joins Aspire Mobility from a similar position with a fellow Swedish moving company. In her new position Johanna will be reporting to Matthieu Odijk, Aspire Mobility Group's General Manager Moving Services.

Johanna holds a Master's degree in Business Administration from Jönköping University having graduated as International Baccalaureate from the American School in The Hague, The Netherlands.

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The White & Co Mystery Mover

Congratulations to Joseph Song who spotted Peter Naylor from Tippet Richardson in last month's photo. He also correctly identified himself and Anil Mithal in shot too. Well done! This time there's just once face to name. Who do you think this is? Answers to editor@themover.co.uk for a chance at winning the White and Company Black and Red watch.

Crown appoints new director of Workplace for UK and Ireland

Crown Worldwide Group has appointed Simon Gammell as the new director of Crown Workplace for UK and Ireland. He joins Crown Workplace from Modus where he was projects director.

As part of his new role, Simon will oversee the restructure of Crown Workplace and its strategy for growth in workplace design and fit-out, the development of bespoke working environments, office relocation and move management, furniture supply, and information and data management.

Simon has more than 20 years' experience in management, sales and marketing within the commercial property sector, specialising in design and build. He has successfully advised corporate and occupier clients across all business sectors through their relocation, refurbishment and interior design projects, paying particular attention to project management and building long term relationships.

Commenting on his appointment, Simon said, "I am excited to join Crown Workplace at such a pivotal time, as we look to scale up and revitalise the business. I look forward to working with the team to develop and grow the business in the UK and Ireland."



● Simon Gammell.

Fernanda Viana joins GIinter

Ginter (Granero International) in Brazil has announced the appointment of Fernanda Viana as the company's international sales manager focussing on the company's offices in Sao Paulo, Miami and Rio de Janeiro. Fernanda has ten years of experience in the mobility industry.

Worldwide ERC appoints new Board members

The Worldwide ERC Board of Directors has appointed Erik Eccles, CEO and Co-Founder, Urbandoor, San Francisco, CA; Kerwin Guillermo, Director, Global Employee Mobility, Hewlett Packard Enterprise, Singapore; and Andrew Walker, GMS, Global Mobility Leader, EY, New York, NY to its Board of directors to serve a three-year term from 1 January, 2018.

"The Worldwide ERC Board has set a strategic course to engage, educate and inspire mobility professionals through our

organisation," said Worldwide ERC Chairman Robert J. Horsley. "We're expanding our global reach, multiplying our opportunities to connect and engage with one another, and dynamically changing the ways we make information and knowledge available. The unique skills that Erik, Kerwin and Andrew bring will accelerate our transformation and help to shape and drive the execution of our strategic plan. We are honoured to have individuals of their professional calibre joining our leadership team."



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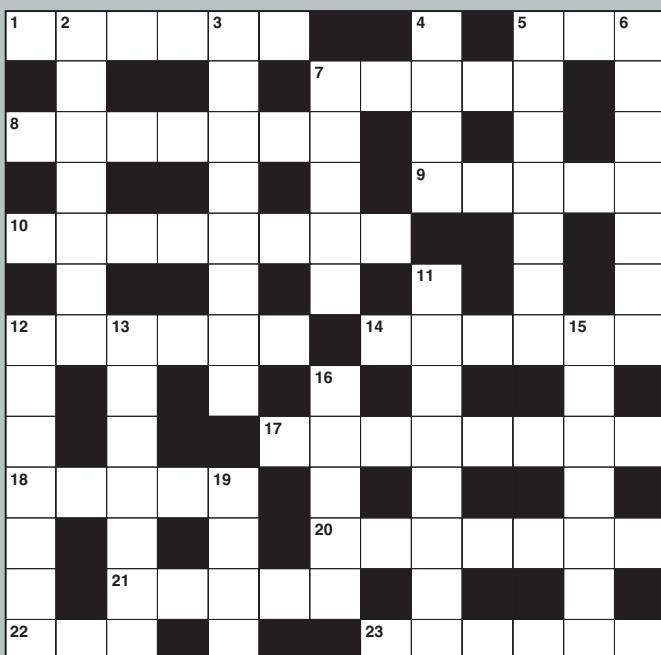
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Puzzles

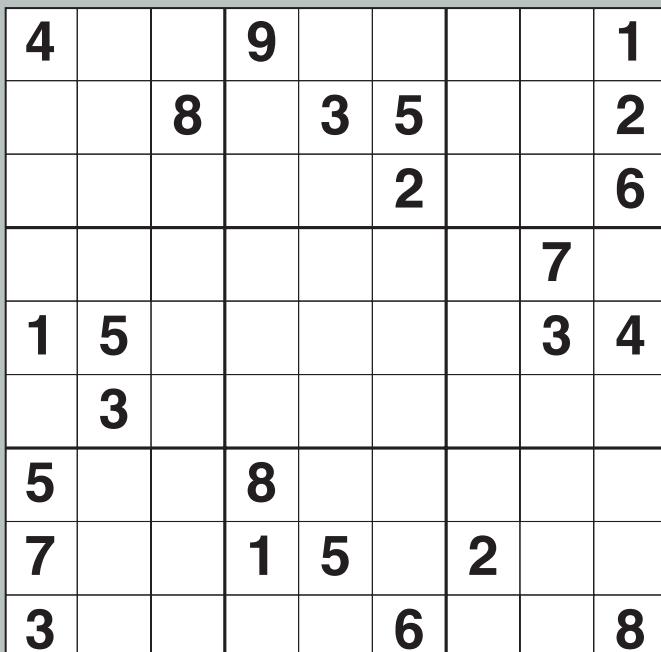


ACROSS

- 1 Low background noise (6)
- 5 Large vessel (3)
- 7 Grasslike marsh plant (5)
- 8- Not ethically right (7)
- 9 Involuntary muscle contraction (5)
- 10 Increase (8)
- 12 Country in the Middle East (6)
- 17 Slip up (3)
- 18 Happen again (5)
- 20 Expressed gratitude (7)
- 21 Wipe (5)
- 22 Faraway (6)
- 23 Interruption of service (6)
- 17 Kitchen sideboards (8)
- 18 Do repeatedly (7)
- 19 ___ Giggs: former footballer (4)
- 20 Uncovers (7)
- 21 Unfurled (8)
- 22 Parasol (8)
- 23 Faraway (6)
- 24 Do repeatedly (7)
- 25 Farmer (7)
- 26 Article of clothing (7)
- 27 Beast (5)
- 28 Giggs: former footballer (4)

DOWN

- 2 Uncovers (7)
- 3 Unfurled (8)
- 4 Totals (4)



MARKETPLACE

MarketPlace

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



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Enquiries

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It stretches over 56,000km with more than 90% of it lying in deep ocean.

The world's heaviest pumpkin weighed the same as a Ford Fiesta car.



Puzzle solutions

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

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



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AND FINALLY ...

Tony Allen: And finally...



Watch your language!

I was recently having a feel of a cucumber. I know that this sounds like the opening line to a *Carry On* film, but I just couldn't work out why we used the term 'as cool as a cucumber'; it really didn't feel all that cool to me. Why not as cool as a block of ice or as cool as a refrigerator? This would seem to have much more logic. Would you expect to have a simile that expressed somebody as being 'as intelligent as a purple sprouting broccoli'? I rest my case. Although having had an earlier encounter with our local traffic warden ...

As it was a particularly rainy day I decided to investigate further (raining cats and dogs - where did that come from?). Anyway I digress; back to the item in question. Apparently the inside of a cucumber can be as much as 20 degrees centigrade cooler than the ambient temperature; so that makes some sense of this conundrum and of course it explains why it makes a perfect additive to a Pimms or a gin and tonic (apparently). But does it really?

This fascinating investigation was brought about after I read an article in our local newspaper which described somebody 'looking as cool as a cucumber before he took a bungee jump', which caused me to wonder whether he was either looking like a cucumber or was he just looking cool. The thought off somebody who looked like a cucumber dangling on the end of a rather thick rubber band really stretched my imagination a bit too far (pun intended).

Perhaps what this does demonstrate, more than anything else, is what an exciting time retirement is, but communication can often be highly confusing and people frequently say the opposite of what they really mean. For example when you are trying to sell something to a potential buyer. Let's assume that you have your house on the market and you are showing someone around, if their response is 'interesting' then they are probably not a bit interested. Whereas if they say 'not interested', it can often mean that they are very interested but hope to obtain a lower price.

When somebody preambles a statement with the words 'to tell you the truth', it is often because they are about to tell you a lie. This whole state of affairs is made more confusing by the fact that our use of words develops and changes according to fashion. There is nothing wrong with this - that's why we've been blessed with one of the most expressive languages in

the world - but consider for example the words 'actor' and 'actress' which would effortlessly communicate the gender of the person in question. It now seems to have been decreed at some juncture (by whom?) that this usage was too 'gender specific'. So now only the word 'actor' is considered acceptable. The problem is that (and I heard this on the TV only yesterday) it now becomes necessary on many occasions to use the words 'male actor' or 'female actor'. Well surely that's how the original usage evolved as a kind of shorthand?

The subject of word evolution is quite fascinating and can occur almost overnight. For example, have you noticed that when somebody is giving an answer to a question these days they will often now begin by saying 'So ...'. Where this trait comes from I'm not quite sure and maybe by the time this article is published things will have moved on, but have a listen out for it.

So, fashion is very much a factor, and I must say that it's rather like clothes. The moment I start to wear narrower trousers suddenly flares are coming in, and the last time I wore flares the word 'groovy' was, well, groovy!

What about our adoption of the original American use of the word 'guy'. This just came from nowhere but is now considered by most of the general populace to be a very groovy - look, you younger readers, I know that the word 'groovy' is years out of date, but I am only using it in the ironic sense! I'm pretty sure that the word 'guy' is out of date anyway as it is now freely employed by the older generation, who before they use it generally give a little breathy pause and a slight shrug of the shoulders.

So, fashion is very much a factor, and I must say that it's rather like clothes. The moment I start to wear narrower trousers suddenly flares are coming in, and the last time I wore flares the word 'groovy' was, well, groovy!

We seem to have digressed by quite a long way since my first mention of a cucumber, but I hope that you won't have a problem digesting what I've written. I remember a doctor friend once saying to me that, from a dietary point of view this vegetable was a complete waste of time. His advice was to finely slice it and then put it straight in the bin. Cool!



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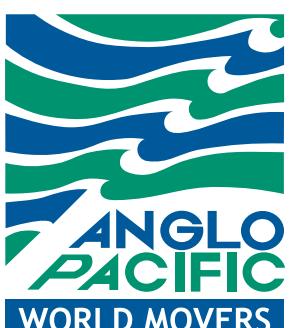


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