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TheMover

MOVING THE MOD

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TheMover

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LEADER

Free publicity? Surely not!

.....
Steve Jordan, Editor



It seems very odd to me that most moving companies do not understand the value of a little PR. Some do. Some employ PR agents to provide information to the press, but most moving companies just don't get it. They are missing a trick.

As you gather, I speak from experience. Running both a trade magazine and a PR company I am both poacher and gamekeeper and see both sides of the divide. Some companies bombard me with a constant flow of information. Others stay quiet and, even when work is scarce, cannot be enticed out of their cubby holes to communicate with the wide world, enhance their image and improve their visibility.

I point no fingers. There's little value in naming names. Many of those who are guilty either know who they are or have embedded their heads so firmly in the sand that no words from me are likely to extract them. Only this month, for example, I have made offers of free exposure within these pages to people who either assume that there is a catch and 'nothing comes for free', or cannot be bothered to raise a finger to a keyboard.

Presumably these marketers (as many dubiously claim to be) do not see enough value for their efforts. However, those same individuals, when spotting something even fleetingly negative about their beloved institutions, come down on us with a vitriol that is, frankly, bewildering and much more energy sapping and time consuming than the occasional positive announcement would have been. Presumably they think that any amount of good publicity is pointless but even the briefest critical mention is devastating. Now come on chaps – make your minds up.

This is a subject we will be exploring in more detail at The Mover Conference at Silverstone in October. How can you make more use of the press – trade, local and national – without spending a penny on promotion? Now it's not easy, I never said it was, but it is cheap and very effective if you know what you are doing.

To book for The Mover Conference, and get the chance to discuss this knotty little subject and much more with people who really do know what they are talking about, just go to www.themover.co.uk. The cost is £295 for the full two-day event including food, accommodation and entertainment. See you there.

Steve Jordan



● Left to right: Sam Tilling, Lenny Loveridge, Dean Fisher and Ward Scott in the grounds of Buckingham Palace.

G&R moves grand piano to Buckingham Palace for Coronation Festival

When it comes to moving valuable pianos there are few companies better equipped to handle the job than piano specialist G&R Removals.

So when the call came in from manufacturers John Broadwood & Son Ltd to move one of their concert grand pianos from its home in the Foreign Office to a stage in the grounds of Buckingham Palace, G&R was happy to oblige. It was all part of preparations for the Queen's Coronation Festival, which took place on 12-14 July.

"We've done quite a few jobs for the Royal Households over the years, so we're quite used to it really," said G&R's Managing Director Lance Green. Security is always pretty tight and we weren't even sure exactly where we were going with the Broadwood until we arrived to pick it up!"

The Festival was hosted by TV presenters Sophie Raworth and Gareth Malone and included performances from Katherine Jenkins, Only Boys Aloud, Russell Watson, Katie Melua and Dame Kiri Te Kanawa, who famously sung at the wedding of Prince Charles

"We've done quite a few jobs for the Royal Households over the years, so we're quite used to it really ..."

Lance Green

and Diana, Princess of Wales.

John Broadwood & Sons was established in 1728, and is one of the last British piano makers in the UK. The company has held a Warrant for the supply, maintenance and tuning of all kinds of pianos to the Royal Households since the reign of George II.

"We were delighted to be asked by John Broadwood & Sons to move the piano to Buckingham Palace and I'm pleased to say everything went according to plan. I hope Queen Elizabeth enjoyed the Festival and we all wish her well in the future," said Lance.

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- How to add to your bottom line by offering extra services
- Top tips from VOSA on how to keep your vehicles safe and legal
- An interview with the removals industry's new trade association
- Table networking sessions to discuss key industry issues
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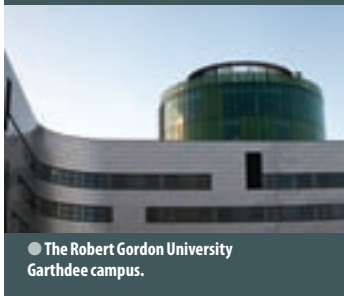
NEWS: UK

Harrow Green moves Robert Gordon's Garthdee campus

Robert Gordon University's 'Masterplan' is a £120 million campus development project at its Garthdee campus which will provide all students and staff with state-of-the-art teaching and learning facilities. These will include a new library, and formal and informal learning as well as social spaces for students.

Harrow Green has been selected to handle relocation for a £120 million campus development project for the Robert Gordon University at Garthdee in Scotland. The project includes the relocation of the School of Engineering, School of Computer Science and Digital Media, School of Pharmacy and Life Sciences and their associated laboratories. A specialist moving team, working closely with the university's project team, will handle the relocation of engineering machinery and complex laboratory equipment. The de-commissioning and re-commissioning of IT is also being undertaken by the Harrow Green team.

The first phase is due for completion this month.



● The Robert Gordon University Garthdee campus.



● The paper is aimed at making company directors more accountable.

Businesses need to play by the rules

Measures to help improve corporate transparency and strengthen director disqualification laws have been outlined with the publication of a discussion paper by the Business Secretary Vince Cable.

Speaking at the Responsible Capitalism conference, hosted by the think tank Reform, Dr Cable announced the launch of the Transparency and Trust paper. This sets out a number of proposals aimed at addressing opaque company ownership structures and improving the accountability of company directors. The proposed reforms seek to promote growth by improving confidence in the UK as an open and trusted place to invest and do business. Greater transparency and improved trust will mean honest entrepreneurs and investors can do business more securely in the UK and not be disadvantaged by those who don't play by the rules.

Who owns what?

The first part of the paper looks to inject greater transparency around who really owns and controls companies in the UK. In addition it proposes the abolition of bearer shares and measures to tackle misuse of corporate directors and nominee directors. These reforms would help to tackle tax evasion, money laundering and the financing of terrorism, and improve the investment climate in the UK.

Making directors accountable

The second half of the paper sets out ways of making directors more accountable for misconduct or company failure. Key proposals include giving regulators greater

powers to disqualify directors in specific sectors and allowing courts to take more account of the social impacts of directors' actions. The paper also asks whether disqualified directors should directly compensate creditors after a company collapses, be offered education before returning to such a position and whether disqualified foreign directors should be barred from holding a similar position in the UK.

Vince Cable said, "A stronger economy depends on investors, employees and the wider public having trust and confidence in companies and those that are running them. The reality is that the vast majority of companies and directors contribute productively to the economy, abide by the rules and make an enormous contribution to society. However, it is also apparent that an errant few operate in the shadows, creating complex ownership structures which only serve to deceive."

"We're also proposing tough measures to beef up the system for holding directors to account if they don't play by the rules..."

Vince Cable

"With a strong commitment coming from the G8, we're now shining a light on who really owns and controls companies in the UK. We're also proposing tough measures to beef up the system for holding directors to account if they don't play by the rules or take their responsibilities seriously. This will mean honest, hard-working directors are not disadvantaged and will give the public greater confidence that irresponsible directors will face consequences for their actions."

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London Probation Trust chooses Harrow Green

Harrow Green has recently won the commercial moving contract for the London Probation Trust. The contract is to provide moves and changes services across the Trust's Greater London estate of some 60 buildings and demands multi-skilled

personnel who can undertake furniture fitting, sequential packing and unpacking and IT de-commissioning and re-commissioning.

London Probation Trust is the largest of the 35 probation trusts in England and Wales, employing

nearly 2,500 staff in London. Martin Blake, Head of Corporate Procurement for London Probation Trust said, "The contract award to Harrow Green reflects our ongoing commitment to greater efficiency and effectiveness."



RIDDOR changes

From 1 October, 2013 changes will be introduced to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) that will simplify the mandatory reporting of workplace injuries for businesses, while ensuring that the data collected gives an accurate and useful picture of workplace incidents.

To allow businesses time to familiarise themselves with the changes, the following information has been developed by the Health and Safety Executive to support duty holders with the requirements.

What is changing?

The changes follow a recommendation by Professor Ragnar Löfstedt in his report 'Reclaiming health and safety for all: An independent review of health and safety legislation'.

The main changes are to simplify the reporting requirements in the following areas:

- The classification of 'major injuries' to workers is being replaced with a shorter list of 'specified injuries';
 - The existing schedule detailing 47 types of industrial disease is being replaced with eight categories of reportable work-related illness;
 - Fewer types of 'dangerous occurrence' will require reporting.
- There are no significant changes to the reporting requirements for:
- Fatal accidents;
 - Accidents to non-workers (members of the public);
 - Accidents which result in the incapacitation of a worker for more than seven days.

Subject to Parliamentary approval, this guidance applies from 1 October, 2013.

National minimum wage increases in October

The independent Low Pay Commission's (LPC) recommendations for this year's adult and youth National Minimum Wage (NMW) rates come into effect in October.



● New higher rates for apprentices start in October.

However, the government has concluded that the apprentice rate should be increased rather than frozen as recommended by the LPC. The following rates will come into effect on 1 October, 2013:

- The adult rate will increase by 12p to £6.31 an hour;
- The rate for 18-20 year olds will increase by 5p to £5.03 an hour;
- The rate for 16-17 year olds will increase by 4p to £3.72 an hour;
- The apprentice rate will increase by 3p to £2.68 an hour.

Business Secretary Vince Cable said: "The independent Low Pay Commission plays a crucial role in advising the government when setting the National Minimum Wage every year. It balances wages of low paid workers against employment prospects if the rate was set too

high. We are accepting its recommendations for the adult and youth National Minimum Wage rate increases, which I am confident strikes this balance. However, there is worrying evidence that a significant number of employers are not paying apprentices the relevant minimum wage rate."

He continued: "Apprenticeships are at the heart of our goal to support a stronger economy, and so it is important to continue to make them attractive to young people. Therefore, I am not taking forward the LPC's recommendation to freeze the apprenticeship rate due to non-compliance, but instead am raising it in line with the youth rates. We are working on a series of tough new measures to ensure we tackle non-compliance issues across the board."

Lucky pooch!

John Mason's Gill Allward rescues a lost dog!

John Mason International Move Manager, Gill Allward, came to the rescue of a lost dog at John Mason's Liverpool office recently. The dog was wandering around outside the office without a collar so Gill brought him into the office to keep him out of harm's way, gave him water and went out to get food for him in her lunch hour. He was even given a temporary name: Mason. Gill then called the RSPCA who managed to track down the



owners. The dog, real name Max, was reunited with his very relieved owners shortly after, who were very grateful that he had been looked after.



● David Pegg and Joanne Moss.

PPS Crate Hire to attend Movers & Storers Show

PPS Crate Hire will exhibit at the UK's biggest removals and storage event to be held at the iconic Silverstone Circuit, home of the British Grand Prix in October.

This is the first time the company has exhibited at the event. PPS successfully launched its dedicated equipment rental services into the UK removal crate hire sector early last year.

Joanne Moss, Commercial Director, for PPS Crate Hire reported, "Although we have been providing crate hire to the removal sector on a small ad hoc basis for over five years, it was only in 2012 that we committed to establishing a dedicated division within the Group. The company prides itself on providing a reliable, high quality service to customers at a competitive price. Our crates will arrive on time as scheduled, clean and ready for use to prevent any delays."

Joanne added that she looks forward to discussing the many benefits of plastic crates with visitors to the show. "They are more durable and stronger than cardboard, weatherproof and can provide even greater content protection," she said. "They are stackable when full, making them easier to transport and are nestable when empty, saving on valuable vehicle and warehouse storage space."

PPS Crate Hire provides a flexible service for customers and appreciates there may be a need to extend the rental periods or increase the number of crates on hire.

NEWS: UK



● Adam (left) and Anthony Keil.

Moving in the Black Mountains

I met father and son team Anthony and Adam Keil from ATK Removals in Hereford, 22 miles away from their base in the picturesque town of Hay-on-Wye, which straddles the border between England and Wales in the Black Mountains. By David Jordan

It was June, a busy time for the small family business so I'd arranged to meet them during a move to save time. The house, in an exclusive area of Hereford, had limited access, so the two Luton vans had to be carefully maneuvered into position. While Toni, the third member of the team worked on, I talked to Anthony and Adam about ATK and how the business has evolved during its first 30 years.

Anthony began trading in London back in 1982 working mainly in the antiques trade and also doing contract work for some of the large shipping companies.

"I wanted to move away from London into a rural area and we moved to Hay in 1988," said Anthony. "A lot of people from London visit Hay-on-Wye during holidays and weekends, mainly because of the 38 bookshops and numerous antique centres - they call it the Notting Hill Gate of the Black

"A lot of people from London visit Hay-on-Wye during holidays and weekends, mainly because of the 38 bookshops and numerous antique centres - they call it the Notting Hill Gate of the Black Mountains."

Anthony Kiel

Mountains. We get quite a lot of work delivering the antiques they've bought back to London, so my experience in the trade comes in quite handy."

Anthony's other son looks after the firm's website and handles the administration and marketing as well as ordering packing materials and dealing with enquiries.

"Most of our work is domestic moves but we do some commercial work as well from time to time," said Adam. "We recently did some

work for Laura Ashley in Newtown, but being in a mainly rural area there isn't a lot of industry so working for private individuals is our core business."

Often jobs can be very small. "Sometimes a customer will ask us to move furniture from one room to another and we're always happy to oblige," said Anthony. "Having been in the area for so long people know they can trust us and most of our work comes from referrals. We handle about 200 moves a year and

have two warehouses we use for storage, so we're kept fairly busy despite the downturn in the economy."

ATK currently runs four vehicles, three Lutons and a smaller VW van, although there are plans to add a larger vehicle to the fleet in the future. "The small vans are ideal for the roads we have in the area, there are a lot of narrow streets and country lanes and we'd often struggle with a full size van," said Anthony. "We often work with other removals companies to help with deliveries to addresses with restricted access, especially in the Black Mountains - it's often impossible to reach them with a large vehicle."

So what of the future? "We'd like to grow the business a little and perhaps take on more long distance work, but we don't want to sacrifice the quality of our service, so we're not in a rush to get bigger," said Adam.



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NEWS: UK

HOW SHOULD EMPLOYERS DEAL WITH E-CIGARETTES IN THE WORKPLACE?

The UK government is pressing for EU law to create a Europe-wide legal position on nicotine-containing products (NCPs) through the revision of the Tobacco Products Directive. The European Commission has said it expects the new legislation to be adopted in 2014 and to come into effect in the UK from 2016.

In the UK the Medicines and Healthcare Products Regulatory Agency (MHRA) will regulate all NCPs, such as electronic cigarettes, as medicines so that people using these products have the confidence that they are safe, are of the right quality and work.

Unlike tobacco products, e-cigarettes - devices that vapourise a nicotine solution to replicate smoking without the use of tobacco - are not covered by the Health Act 2006, which prohibits conventional smoking from the workplace. This means it's currently up to employers to decide on an appropriate policy for their use in the workplace.

It's wise for employers to do their bit to promote health and wellbeing in the workplace as healthy and well-motivated employees are less prone to stress and absence and more likely to contribute positively to an organisation, but should this include allowing the use of e-cigarettes?

Employers may want to consider whether such devices are likely to upset other workers - particularly if they are pregnant or trying to give up smoking themselves - or whether it's in keeping with the professional image of an organisation, especially if clients or members of the public are likely to come into the office.

Since the smoking ban came in, it's broadly recognised that smoking is now associated with break times rather than work time. Employers may be reluctant to allow e-cigarettes into a working environment and prefer them to be treated in exactly the same way as conventional cigarettes. There's also a risk that e-cigarettes might undermine efforts to reduce smoking by normalising cigarette use at work.



● E-cigarettes are not covered by the Health Act 2006.



● Part exchange appeals to more and more homeowners.

More home movers turning to part exchange

The number of new home sales completed using part exchange has risen 11% when compared to the same period last year, according to data from Move with Us, the largest outsourced part exchange provider in the UK.

A change in the types of property being built to suit current market needs, an improving property market and government schemes such as NewBuy have been cited as factors which may have caused the rising number of part exchange transactions.

In the last few years, house builders have turned away from building smaller units towards creating more family homes. This means house builders are selling more homes to so called 'second steppers', who have outgrown their properties, want to move in faster or who simply don't have the financial ability to move via the traditional route.

"We've seen some encouraging signs for the property market recently and this is yet another win for the overall housing market," said Robin King, Director at Move with Us. "With house builders now responding to the current demand and opting to build more family orientated homes, it's no surprise that we are seeing more and more homeowners turning to part exchange to get moving. Selling more properties to second steppers

has the welcome side effect of freeing up smaller properties that are ideal for first time buyers."

Part exchange schemes give aspiring homeowners who are looking to move up the property ladder an opportunity to sell their current property quickly, without the hassle of property chains and the expense of paying estate agents'

"... it's no surprise that we are seeing more and more homeowners turning to part exchange to get moving.

Robin King

fees. New builds are popular amongst today's busy buyers as they are generally easier to maintain and cheaper to run. Government incentives such as the NewBuy scheme have made new build properties accessible with just a 5% deposit at a time when mortgage approval rates have been low.

Are you ready for Windows 8?

If you haven't seen Windows 8 yet you are in for a shock.

It doesn't look anything like anything you've seen before and, if you were barmy enough to change your entire system to this latest Windows product, you'd probably be up the proverbial creek without a paddle in sight. The problem is, all new machines have this strange imposter as the only option, so you'd better get the hang of it pretty sharpish.

The problem has been made worse recently with the announcement that Microsoft is to end its support of Windows XP, that has been a trusty friend in offices for a very long time, in April next year, so the pressure to change might become irresistible any time soon. What's more according to ITC Infotech, a company specialising in upgrading businesses to newer operating systems, many small companies' IT infrastructures won't cope with the new software.

Hardeep Singh Garewal, President - European Operations, ITC Infotech said Windows 8 looks completely different. "The operating system behaviour and the architecture of Windows 8 are completely different. The shift, therefore, calls for two critical elements to be addressed: evaluating the hardware adequacy of the computing platforms, and more importantly, assessing the compatibility of applications and remediating any conflicts." *The Mover* can also say, from bitter experience, that there is more than a little operator retraining needed too.

So, the bottom line is, if you haven't thought about how you are going to make the switch from XP to Windows 8 it's about time you did.

● For more information visit www.itcinfotech.com.



● Are you experiencing Windows 8 misery?

Absence levels in Britain top global scale

According to the Chartered Institute of Personnel and Development, the annual cost of sickness absence has climbed to almost £29 billion for UK organisations, according to new figures from PricewaterhouseCoopers (PwC).



British workers take more than four times as many sick days off work than some of their global counterparts, the analysis by the professionals' services firm showed. At an average of 9.1 days per year, UK workers reported double the amount of sickness absence as US staff (4.9 days) and quadruple that of workers in the Asia Pacific region (2.2 days). The average for Western Europe was 7.3 days.

PwC's research showed that in UK companies, illness and its associated costs accounted for around 90% (£28.8 billion) of the total absence bill (£31.1 billion). Other unexpected absences such as compassionate leave and industrial action made up the remainder. These figures compared to a sickness absence cost of £27.8 billion in 2011, out of an overall absenteeism bill of £32.1 billion.

While UK employees were taking fewer unscheduled absence days overall than two years ago (9.8 days in 2013, compared to 10.1 days in 2011), the number of these days that were due to illness rose over the same period (9.1 days in 2013, up from 8.7 days in 2011).

The survey of 2,500 firms also revealed that technology companies had the lowest level of sickness out of any sector, at 3.4 days. This was three times lower than public sector workers (11.1 days). Retail and leisure, and engineering and manufacturing workers were not far behind, taking an average of 9

"Forward-looking companies will invest in health and well-being services to tackle the issue before absence starts to hit their bottom lines..."

Jon Andrews

days and 8.7 days respectively.

"Absence is still a significant drain on British businesses," explained Jon Andrews, HR consulting lead at PwC. "At a time when companies are striving for growth it is vital they address this cost by looking for ways to improve employees' health, morale and motivation. Allowing greater workplace flexibility could go a long way to helping break the sickness cycle."

"Forward-looking companies will invest in health and well-being services to tackle the issue before absence starts to hit their bottom lines," he continued. "This is particularly relevant for start-ups and SMEs, where the cost of absence can be crippling."

Meanwhile, separate absence figures released by the Confederation of British Industry claimed that one in eight sick days were "non-genuine", and a fifth of UK employers believed that staff "took sickies as an occasional perk".



Bizarre questions asked by buyers when viewing properties.

A recent survey from Move with Us, a leading residential property expert, has uncovered the bizarre things that estate agents are asked when conducting property viewings. Move with Us surveyed 200 independent estate agents in the Move with Us Partner Network to collate the data, which revealed some amusing questions. This has nothing to do with the moving industry but it might give you a giggle:

- 19% of questions asked by viewers were about ghosts with estate agents being asked if they were aware of any spirits residing in the property. One viewer tried to connect to the 'other side' in the hallway just to make sure and another viewer welcomed spirits in the house as she 'likes the company'.

- 13% of questions were about what's included in the property purchase. The award for the most unusual freeloader goes to the man who asked the estate agent 'Would the vendor be prepared to include the parrot?'

- 12% of the questions independent estate agents were asked by customers were about animals, with 30% of those being about cows. Some of the questions included 'Does the roof have a squirrel problem?', 'Do the cows moo loudly?' and 'Are those cows always in the field?'.

- Only 6% of questions were about the neighbours. The most random questions included 'Do the neighbours eat a lot of chips?' and 'How many cats do all the neighbours have?'.

Some other bewildering questions included 'Is the kitchen inside or outside?', 'Can I try before I buy?', and 'Is there insulation in the garden?'.

Robin King, Director at Move with Us commented that: "Although the data that we've collated is amusing it does highlight the importance of buyers needing to be better equipped with as much information as possible before visiting a property. Knowing what questions to ask and doing a little bit of research is the best tactic and ensures that buyers have all the information they need to make an informed decision on their home purchase, avoiding any disappointments or regrets further along in the process."

Sorry about the noise!



FEATURE: JORDAN

Ten reasons to invest in Jordan

It's unlikely that you, as a mover, will be investing in Jordan. But here Mohannad Al-Refai, Managing Director of Medex Express Service in Jordan explains some of the reasons that other companies might and, therefore, why you might get the chance to move their staff.



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3 Free market oriented economy

The World Economic Forum Global Competitiveness Report has ranked Jordan first in the region in economic growth ahead of both Israel and Egypt. Jordan ranks second in the region in terms of competitive economic policies based on

outward-oriented, private sector led approach. Ongoing privatisation of major state-owned enterprises. Significant advances in structural and legal reform.

4 A package of incentives and exemptions to encourage investment

Projects are exempt from income and social services taxes by 25%, 50%, or 75% for ten years depending on the location and sector of the project. Imported fixed assets are 100% exempted from customs duties and taxes. Imported spare parts for fixed assets are exempted from fees and taxes, up to 15% of the total cost of the fixed asset. Additional exemption from customs duties and income tax is granted for the expansion, modernisation, or development of existing projects. Hotels and hospitals may purchase furniture and supplies without custom duties once every seven years for renewal purposes.

5 Access to major international markets

Duty and quota-free access to the US market through the Qualifying Industrial Zones (QIZ). Duty free access to EU markets. Access to more than 10 Arab countries through the Arab Free Trade Agreement, bilateral agreements and favourable protocols with over 20 countries. Member of the Multilateral Investment Guarantee Agency (MIGA).

6 Free zones and industrial estates

The Free Zones Corporation manages four fully operational industrial parks located in Amman, Aqaba and Zarqa. Nine private free zones in Jordan employ over 4,000 people in industries such as chemicals, fertilisers, and meat packing. The Industrial Estate Corporation manages three fully operational industrial parks in Amman, Irbid, and Al Karak. Newly

opened private industrial parks, Al Tajamouat, Ad-Dulayl and Gateway enjoy QIZ designation.

7 Qualified and competitive human resources

Abundant workforce, young and highly educated population (87% of the population is literate and 17% of Jordanians receive higher education). Highly competitive wage rates.

8 World class infrastructure and communications

State telephone company operates on a commercial basis, with 40% of the company privatised. Choice of privately-owned Internet service providers. Direct Royal Jordanian flights to 47 major cities in Europe, the Middle East, the Far East, North Africa and North America. Served by 26 international airlines. Modern highway network. Major trucking lines ensure the movement of raw materials to and from the port of



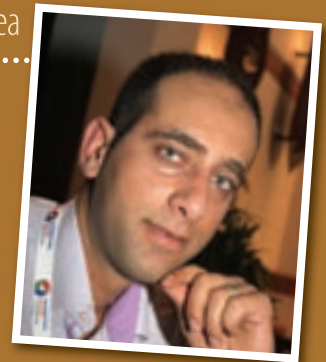
● Far left and below centre: Amman, ancient and modern; inset left: by the beach in Aqaba; left: Al Deir Temple, Petra; bottom: young Jordanians are well educated and enjoy a good quality of life.

Working with the neighbours

How Medex serves the wider area

Jordan is a small country but one with a big influence in the surrounding regions. Mohammad Al-Refai, from Medex said that his company can provide an extended service to most of the surrounding countries. For example, most shipments to Iraq will be routed through the port of Aqaba in Jordan. With the emphasis now focussing on the reconstruction of the country and its infrastructure and building a new future for its people, companies are looking for a safe and reliable way to get equipment and products into Iraq. "We can provide our customers with a global air forwarding and charter service," he explained. "Building on that reputation we are providing our customers with access to a variety of aircraft suitable for large and small shipments."

Mohammad also explained that with the opening of the Baghdad and Basra airports to commercial traffic, a number of airlines have plans to resume air service into Iraq. "We have pre-booked capacity on these flights to ensure service options for customers." He also said that he provides a high frequency truck and trailer service to the neighbouring countries of Iraq through a network of agents. "We can combine ground service with air or ocean to deliver customised logistics solutions."



"We can combine ground service with air or ocean to deliver customised logistics solutions."

Mohammad Al-Refai

Syria has plenty of problems, much of which has been graphically reported in the global media. However Mohammad said that he continuously monitors the situation in Syria and works closely with the UN and Embassies in Jordan to support refugees with consignments of food, clothing, bedding, and medical equipment.

Mohammad also explained that Jordan has been the only country to support the people of Gaza and his company has played its part by providing shipping services through a governmental department controlled directly from the Jordanian Royal Court.

Aqaba as well as into and from ports of neighbouring countries. Jordan's port of Aqaba acts as a strategically located gateway to Jordan, the developing Red Sea region, and the Middle East as a whole.

9 Attractive investment climate

Income and social services tax incentives for up to ten years. Total customs exemptions on imported fixed assets. Ease of licensing and registration procedures. Revenues on exports are exempted from income taxes. Export industries are not subject to customs duties on imported raw materials. Free repatriation of capital, profits and salaries.

10 High quality of life

Amenities of modern life are readily available and affordable. High quality public and private education provided in Arabic, English, and French. Health services in Jordan



are of international standards at reasonable rates. Developed networking community with active local and international business associations and cultural centres. Traditional festivals, cultural entertainment events, and a wealth of archeological sites. Excellent clubs and restaurants.

FEATURE: JORDAN

Tarik Diab – an American in Jordan

Tarik Diab is the Managing Director of Jordanian Coast Cargo Services. In a recent interview for *The Mover* he told of his journey and how his company became one of Jordan's industry leaders. Here's his story.

Born in Kuwait, yet raised and educated in the United States, Tarik was capable of carving a niche by exporting a simple need: By providing excellent customer service and a good standard of business practice, he was capable of dominating his position in the thriving Jordanian moving industry.

Tarik fell in love with Jordan during a visit to see his parents during the early 1990s and so, he certainly decided to start his career path in Amman. Initially, his ultimate plan was to put his law degree into practice; however, he found out that the Jordanian law differed radically from that in the States. He decided to pursue a different route by getting to know the needs and wants of the Jordanian market. "So reluctantly, I put my ambitions of becoming a Jordanian lawyer to one side," Tarik remembers.

Tarik says that there is a lot more bureaucracy in the US. He laments that in Jordan red tape slows his working progress on a regular basis.

After finding work with a national shipping company, Tarik was able to acclimatise to life in Jordan. Through friends in New York and the United Nations, he was capable of establishing business relationships that would need his shipping services. In 1999, he decided to establish his own business. The clients that he obtained followed him across, because of his strong attention to detail and his positive regard for customer satisfaction. He was able to maintain these approaches through his understanding of expectations in certain overseas countries, mainly the United States and Europe. He was finding that simple courtesies that we may take for granted in the west, like showing

up on time for appointments or sticking to deadlines, were rare in Jordan. Well-travelled immigrants like diplomats and UN agents would be amazed by his services and they would then give him their priority business. Standard practice like making an offer, giving quotes and sticking to schedules put him way ahead of the competition leading Jordanian Coast Cargo Services to the top of the import/export and domestic removal sectors.

Jordan's position in the Middle East puts the country at the edge of one of the world's largest conflict zones. Tarik reluctantly underlines the fact that times of stability and peace don't bring profitable times to the moving industry. War in Iraq has seen an increase in the number of foreign diplomats and United Nations staff move into Jordan. The need for army supplies like tanks, other vehicles and generators have become increasingly common. Syrian refugee camps have also needed supplies (food, tents, medicine, etc.). All of which need a local shipping agent to take control of the logistics.

Civil war in Syria has affected Jordan on a large scale. The influx of refugees into the country has seen a sharp rise in unemployment. Local industry cannot compete with immigrant contractor rates. The Jordanian government allows Syrian refugees to work legally enabling them to undercut local business prices. Jordan Coast Cargo Services has not employed any Syrians to date, with a preference to employ first hand contacts and those recommended to Tarik through trusted friends. This is due to the sensitive nature of some of their work. However it is essential to him to point out that he does have good relations with Syrians and works extremely well with a moving agent based there for imports and exports.

In comparing working practices in the US and Jordan, Tarik says that there is a lot more bureaucracy in the US. He laments that in Jordan red tape slows his working progress on a regular basis. He always overstates delivery times to avoid customer disappointment. For instance, in a lot of cases, a consignment can pass through



● Tarik Diab (top) and his new warehouse under construction (above).

customs in a matter of hours. If he told his customer that the arrival time will be three days, they will be pleased with an early receipt. On the other hand he is well accustomed to the occasional deliveries being held up by anything from absent staff or misplaced paperwork to religious holidays. All this serves to keep his mind sharp.

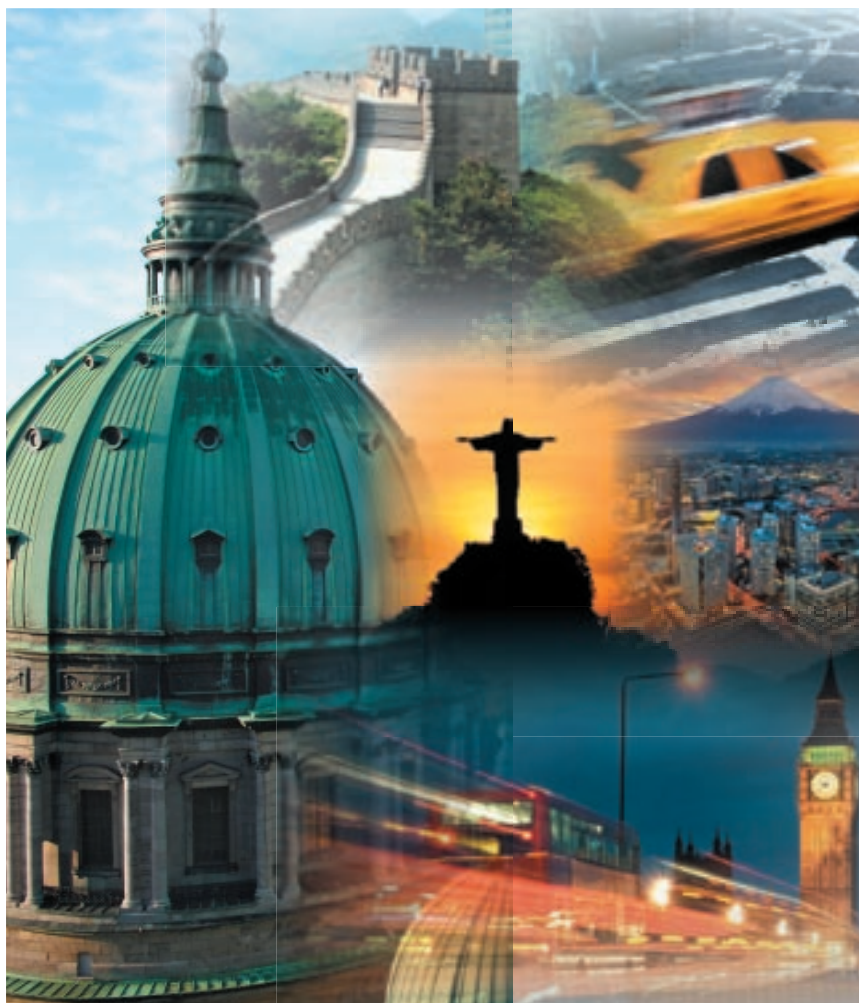
Tarik warmly reflects that his move to Jordan was the right decision. Besides the vastly improved hot temperatures, the pace of life is slower and there's such a positive emphasis on family life. Everything is family orientated and he can get the opportunity to be himself.

With Jordan's industry thriving, Tarik is ever observant, looking to the future with one eye on current events. He announces that his company is currently in the process

of expansion with a new office and warehouse complex currently being built.

Tarik is proud to relay that since opening the business in July 1999, Jordan Coast Cargo Services now operates with nine vans and 2.5 tonne lorries, three 22 ton trailers with 25 employees including eight admin staff. He also went on to express the importance of knowing how to do every job within the company. Having started the company from scratch and, therefore, having to do everything himself, has set him in a very beneficial position to be a strong business leader domestically and internationally.

"Times of peace and stability bring no profit in our business."



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NEWS: UK



● The Kili Crowners at Kilimanjaro's summit.

Crown team climbs Kilimanjaro to support CHOC

A team from Crown Worldwide Group, the 'Kili Crowners', has successfully climbed Mount Kilimanjaro in a fundraising effort to benefit CHOC Childhood Cancer Foundation South Africa.

Kilimanjaro towers above the African plains in Tanzania and is the highest freestanding mountain on earth with an altitude of 5,895m.

The Kili Crowners team - whose motto was "We're going to do it, even if it Kilis us" - began their six-night, seven-day adventure on July 17, 2013, reaching Uhuru Peak, the highest point of Mount Kilimanjaro, early on the morning of July 22. With determination and the encouragement of their experienced guides, the 12-person team struggled through rocky terrain, temperatures below freezing, reduced oxygen levels, steep inclines and long days and nights of hiking. Mental toughness and conviction, a good sense of humour and a positive spirit were as important as the physical effort that was required to accomplish their goal.

The team trained for six months before the climb and consisted of members from throughout the

world: Chris Davis Pipe and David Lam - Hong Kong; Chantelle Van Zyl, Guy Houbart, Kobus Jacobs and Robin Swiegers - South Africa; George Mathew, Nitin Alex, Norah Franchetti and Stuart Mansbridge - United Arab Emirates; Audrey Muir - United Kingdom; and Jay Arghese - United States. Andy Marshall, who was injured during training, provided much-needed communications support on the ground.

"We're going to do it, even if it Kilis us"
Kili Crowners' motto

To date, the team's efforts have raised over US\$30,000 for CHOC, which provides holistic support for children and families affected by cancer and life-threatening blood disorders. Contributions can still be made by visiting the Crown website at www.crownworldwide.com.

Severn Bridge tolls should not fund new road schemes

The Severn Bridges have already been paid for and to ask road users to finance additional infrastructure projects is fundamentally unfair, said the Freight Transport Association in response to the news that construction of a £1billion M4 relief road in South Wales could be paid for by the Severn Bridge tolls.

Welsh Finance Minister Jane Hutt confirmed the possible plan to MPs on the Welsh Affairs Committee, who were taking evidence as part of their inquiry into the future of the Severn Bridges.

The Minister said the Welsh Government would want administration of the two bridges to be passed to it in 2018, when it is anticipated they will revert to public ownership, but that the tolls would remain in place to cover maintenance and provide it with a revenue stream.

Ian Gallagher, FTA's Head of Policy for Wales, said, "FTA welcomes the suggestion by the Minister that there could be a reduction in tolls for essential users such as lorries, however as the bridges would have been paid for by users they shouldn't

be asked to finance additional infrastructure which really should be funded by government. FTA members pay hundreds of thousands of pounds in tolls and normally this comes directly off the bottom line."

In responding to the Minister's comments regarding the bridges providing a revenue stream, Gallagher added, "It is an interesting argument - the government must answer the question, at what level can a toll be set so that it benefits users and provides a meaningful revenue stream?"



● Paid for - the Severn Bridge.

Move to extend Island Fuel Rebate to mainland

Fuel retailers in remote areas of the UK are being asked to let the government know how much they charge for petrol and diesel as it prepares to seek permission from the European Commission to extend the island fuel rebate scheme.

The move could see a fuel rebate extended to other remote rural areas of the UK with higher fuel costs.

Nearly 1,500 retailers in 35 counties and districts in England, Wales, Scotland and Northern Ireland are being consulted. An expanded scheme will require approval from the Commission and other Member States. The government aims to submit an application and evidence base in support of the scheme's expansion over the autumn.

Danny Alexander, Chief Secretary to the Treasury, said, "The island fuel rebate provides much needed help to keep down fuel prices in areas where costs of transporting fuel mean prices are much higher. I know that there are other remote rural areas of the UK with similarly high fuel costs. So we are today starting to gather further evidence that will form part of an application to the

Commission to extend the island fuel duty discount scheme to very remote rural areas. We will need to prove that there are areas which are similar to the islands in terms of pump prices and distribution costs, so I would urge local areas that may qualify to provide the information we need to make the case as robust as possible. As a Highlander, I know that for people who live in rural areas driving is not a choice, but a necessity. So while it won't be easy to get this agreed with the Commission, I want to do everything I can to make this happen."

The current rebate scheme allows retailers of road fuel within the Inner and Outer Hebrides, the Northern Isles, the Islands of the Clyde and the Isles of Scilly to register with HM Revenue & Customs to claim back five pence per litre relief on unleaded petrol and diesel for retail sale within the eligible areas.

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NEWS: INTERNATIONAL

Customs changes in Venezuela

Mudanzas Internacionales Global in Venezuela has reported changes implemented by the country's customs relating to the import of shipments consigned to Embassies/Consulates to be cleared with diplomatic franchises issued by the country's Ministry of Foreign Affairs or MPPRE (Ministerio del Poder Popular para Relaciones Exteriores).

Until recently it was acceptable to dispatch shipments from origin once the shipper had arrived in Venezuela and the respective Embassy had provided information to the MPPRE in order to have the person accredited, and the corresponding diplomatic ID issued. In these cases import clearance procedures were started upon arrival of vessel to the port of La Guaira and in most cases, once shipments were cleared, customs authorised the delivery of the container to shipper's residence awaiting the franchise which usually takes several weeks to be processed. In the meantime customs kept the individual's file open until the original franchise was provided by the Embassy to be handed over to customs, enabling them to close the file.

This is no longer the procedure. Now the delivery of the containers to residence is not allowed until the original franchise is available. Customs now says that they realise that the fact that an individual is accredited by the MPPRE does not imply that the franchise will be granted guaranteeing duty free import of the shipment.

This new system was enforced by customs without previous notification and Mudanzas Internacionales Global has several containers on hold pending clarification of their status. A number of files are still open because the franchises have not been granted. The respective Embassies have been notified and affected shippers have contacted customs offices, to no avail.

Mudanzas Internacionales Global has already instructed the Embassies with which it works to make provisions in this regard and has also advised the local diplomatic community to jointly address the issue with the MPPRE.



● Breakfast TV - pictures from the four minute *Campbell Live* film.

Feeding the workers

Raymond Dobbe from World Moving & Storage in New Zealand, recently spotted an interesting problem with his workforce and developed an equally innovative solution.

He discovered that his packers were often coming to work without having eaten properly. It wasn't that they didn't eat but that they ate the wrong foods which were expensive and failed to give them the nutrients they needed to put in a full day's work.

"They spent far too much money that they could not afford on the wrong foods (\$20 a day easy)," said Raymond. "Their productivity was low, they used all their sick days each year (plus holidays for sick days), they were often late for work and they were not happy within themselves."

Raymond explained that their diet consisted of fatty and sugary foods that were inappropriate to their energy needs during the day. "They were coming to work (often late) eating potato chips and Coke or an energy drink – lucky if they had a low grade pie too. They would then leave the yard at 8am and stop off at a lunch bar, then the guys not driving would sleep in the truck on the way to the job. By 11am they were hungry again and would leave a job for more greasy food and sugary drinks. By 2pm they were low on energy, productivity was decreasing, and they might even leave the job again to buy more food."

So, the solution: feed them at work. Raymond explained that all

his men are provided with two hot meals a week and three days of cereal and toast (or four if they work on Saturday). "They just pay \$2 per day, the rest we top up," explained Raymond, "which, with frugal supermarket purchasing, is not much actually. But the rewards to the business far outweigh the cost."

"They are saving a huge amount of money and are doing far better at home. Productivity is way up because they have good food in them and they stay on the job longer."

Raymond Dobbe

So Raymond's crews now get to work up to an hour before start time to help cook, prepare or set up the day. "They are saving a huge amount of money and are doing far better at home. Productivity is way up because they have good food in them and they stay on the job longer. Customers are far happier with the effort our guys put in and their

positive attitude – so they get more tips. The culture within our business has become a lot more positive. Their outlook on life is far more upbeat and are proud to be acting like professionals."

Raymond said that everyone wins and, despite the cost of the food and the employment of a cook to come in for two hours five days a week, it's still a good investment. "It is worth it to see everyone succeed."

The initiative has also had another benefit to the company. The local media in New Zealand has really caught onto the idea particularly as there has also been government initiative to start funding breakfast in schools. Raymond has been interviewed on New Zealand's highest rated radio station and the company has been covered on *Campbell Live* on Friday 2 August. *Campbell Live* is New Zealand's highest ranking prime time television current affairs show broadcast at 7pm each night. You can watch the whole four minute piece on www.themover.co.uk.

The business community has also taken notice of the work Raymond is doing. World Moving & Storage has been recognised in the last two Auckland Business awards as the 'Employer of Choice' and has also been instrumental in developing a NZCA National Certificate for the New Zealand removals industry.

New website for Transworld

Transworld International in Belgium has launched a new website - www.transworld.be - designed with a fresh new look and user-friendly navigation. The site has been updated with the latest information on the company's services and is focussed on the company's mission to provide customers with the most accurate information and share its knowledge and expertise in moving, storage and relocation.



● www.transworld.be

Red Recruit in New York

Red Recruit Global attended the Totally Expat exhibition in New York in June.

Caroline Frostick-Seear (MD) commented: "The event has been a great opportunity to establish new and existing links within the sector and to meet with our business colleagues who over the years have become valued friends. We have an extensive network all over the world and our mission is to continue to support them and new business as they find success within the sector."

The company has been providing a highly professional recruitment consultancy service for the benefit of clients and candidates since



● Carol Hensall-Brown, Sales Director and Caroline Frostick-Seear.

2002, servicing the recruitment needs of internationally renowned businesses within the areas of relocation, global mobility, immigration, ex-pat tax, shipping, freight, logistics, property and international moving removals.

O'Neil Software redesigns website

Records management specialist O'Neil Software knows that the success of its website relies on the amount of attention and maintenance put into it, which is why the company redesigns it regularly.

So, armed with more than 12 months of Google Analytics™ data, the company was able to identify which pages were visited the most and what information customers needed. As a result, its new website design is focussed on getting visitors the data or support they need much more quickly.

New large 'buttons' on the home page are colourful and eye-catching, easy to use and improve navigation.

Additionally, as more people visit websites from smartphones and tablets, it's important to O'Neil that its website can adapt accordingly. The new design of oneilsoft.com automatically adjusts itself based on the device, screen resolution and orientation (landscape or portrait). This 'responsive design' means that any person can now get the information they need from anywhere, using whatever device they want, making it truly mobile.



● www.oneilsoft.com

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PROFILE: MADAM BECKY

Madam Becky keeps the customer satisfied at The Mover Conference

Becky Adams is no ordinary keynote speaker, in fact she is unique. Her former profession as a brothel keeper is, even in these enlightened times, still a taboo subject that few would publicly admit to, let alone talk about on television and to business groups around the UK.

Becky will explain how, despite her privileged upbringing and expensive convent education, she became a brothel madam and made a successful career in the world's oldest profession.

Becky is an excellent speaker, never crude or smutty, and her stories are guaranteed to entertain and perhaps enlighten her audience, regardless of gender or sexual persuasion. Many of the hard business lessons she learned during her 25 years in the sex trade can be applied to the removals industry including the need to diversify when times are tough and markets change. For example one of Becky's early ventures, a topless carwash called Scrubbers, fell on hard times when winter weather meant the girls had to cover up. Becky quickly switched to an indoor service and offered her gentleman customers waxing and soap suds instead of their cars.

Washing mens' other favourite toy proved to be a hit and Scrubbers evolved into Becky's first escort agency, Treacle Tarts Upper Crust Delights. Treacle Tarts was a typical escort service with the ladies visiting clients at their homes or hotels. But she was unhappy with the potential risks of these 'out-calls' and helped to establish 'The Bordello Project', a drop in and forum for working ladies to discuss health issues and find support.

The legendary Becky's Kittens was later established as a safe place for ladies to work from. Kittens focussed on providing

a pampering service – 'massage with a happy ending' – in a fun environment. The ladies were not obliged to offer any personal service which removed the exploitation dimension. The atmosphere of fun and relaxation was empowering for the ladies and comforting for the gents who visited.

Kittens starred in ITV's *Personal Services* television docu-soap in 2003. It achieved the highest ratings to that date for a late night TV series. The producers described Becky as "a female 21st century Benny Hill" and she went on to do the rounds of daytime TV shows including *This Morning* and *Trisha*. Becky's TV success led her to embark on a new career as an author and after-dinner speaker.

Her first book, *Madam* has won the Erotic Award 2012 (despite, she says, not being remotely erotic) and the Brit Writers Award 2012. Her new book, *Sex and Super Customer Servicing*, will be released shortly and Becky will be signing copies of both titles at the conference.



● Becky at a public speaking engagement (above), and her first book, *Madam*.





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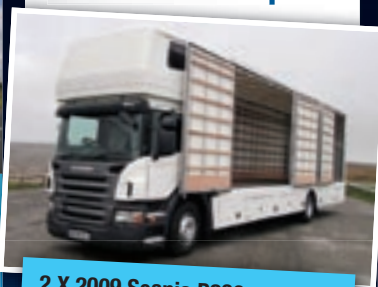


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With only a few weeks to go before The Mover Conference kicks off at the Silverstone racing circuit on 22/23 October the excitement is mounting at *The Mover* office and we've been kept busy with bookings from removals companies around the UK.

Remember, although we are running the conference in conjunction with The Movers and Storers Show you do need to book separately and pay a delegate fee if you wish to attend.

During the two-day conference we'll be looking at how you can make the most of the resurgence in the economy and discussing how added value services can improve your bottom line. Although there will be presentations and input from industry experts The Mover Conference will not be a sit-and-listen event. The programme has been designed to stimulate discussion and debate on a number of key subjects and to share ideas and experiences with others in our industry.

With the property market beginning to show signs of recovery and the announcement by The Bank of England that interest rates will remain

low for the foreseeable future, it's time to leave behind the gloom of the past five years and look forward to a prosperous and successful future.

Unlike other major conferences in the moving industry The Mover Conference is totally independent and you don't need to be a member of any organisation or trade association to take part. It's open to all, large or small, long established or just starting up – everyone is welcome.

Here are some of the reasons you should attend:

- Meet people from all sectors of the industry under one roof.
- Get the low down on the self storage business – is it for you?
- Find out about the latest tools to help your business grow.
- Discover how to promote your business in the press for free.
- Discuss the value of price comparison sites – friend or foe?
- Discover how to add to your bottom line by offering extra services.
- Get top tips from VOSA on how to keep your vehicles safe and legal.
- Meet the man behind the new trade association and ask your

questions.

- Take part in table networking sessions to discuss key industry issues.
- Learn how to improve customer satisfaction from Madam Becky, our keynote speaker

Apart from the business sessions there will also be time for relaxation with entertainment, a buffet dinner on Tuesday evening and a chance to chat informally with other delegates and exhibitors from the show. On-site accommodation in David Coulthard's trendy Snoozebox Hotel is also included in your delegate fee, so there's no need to drive – your bed is just a short walk from the bar.

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COVER STORY: MOVING THE MOD



MOVING THE MILITARY

Agility won the MOD contract in 2010. At that time the company was still somewhat unknown in the UK and the industry held its breath. The contract comes up for renewal next year so Steve Jordan took a look at how Agility has performed and talked to the agents who have operated the world's biggest single-source household goods moving contract.

In a trade press interview in 2010 Anne Bradley, Project Director for Agility in Reading, confirmed that only BAR members were selected for the contract and said that it was quality not price that drove their selection. "We have to continually show a competitive process, however we have not selected any supplier based on rates alone," she said.

In the same interview Simon Kirby, Senior Project Manager for Agility, said that all the movers were working from a common tariff so price had no bearing on the selection of a company for a particular move. "The only factor that counts is performance," he said. "All direct agents have signed up to our Statement of Work,

Service Level Agreements and Terms and Conditions. They all have taken on the same Key Performance Indicators as we have taken on from the MOD. They are all inspected at very regular intervals on actual moves and to have their offices, systems and warehouses checked. We have everything in place to ensure that quality continues."

So, three years on, and with the contract renewal looming, how did Agility get on? It's all very well to talk a good service, but providing and maintaining it throughout a long-term contract can be a completely different thing especially one of such complexity

So how does Agility feel it has performed?

● Above: Anne Bradley and Simon Kirby of Agility.

They think they have done pretty well. Simon Kirby said that they have agreed strict KPIs (Key Performance Indicators) for the suppliers and a robust Statement of Work (designed by Agility for the specific use of this contract) that out-perform any other contractor. KPIs include ID cards for the crews, strict timeliness, and volume accuracy. "We are proud to say that our supplier KPI statistics are exceptional (90 to 98% from 2010 to 2012). This is directly related to the excellent job Agility does in monitoring movers and helping them to identify potentially weak areas within their organisations and working together to correct issues that benefit all sides of the business." It seems that the relationship between Agility and its suppliers is as much carrot as stick, with the contract holder preferring to work with suppliers to overcome difficulties rather than making demands and imposing penalties. This has resulted in an impressive claims record. Out of around 35,000 moves in 2012, there were only 45 claims on the All Risks policy.



● Above: Euro Group moving a 1,800 pound gun for the Joint Force Command Naples Team.

"Since 2010, Reason Global has monitored and reported certain claim levels in respect of the contract with the MOD," said Malcolm Pearson from Reason Global. "We understand the importance of this contract to the UK moving industry and as a company work with many of the movers involved. As part of that process we have been impressed with the low level of claims we have seen, with approximately 90,000 moves performed by the moving companies involved, over a two year period, with a claim to move ratio of less than 0.1%. This is testament to the quality of systems implemented and movers involved in the contract."

A key factor in the success has been Agility's willingness to talk to suppliers and to allow them to voice their concerns and come up with ideas. "We spend a lot of time talking to suppliers pre-bid," said Simon. "We wanted to generate a team spirit and to help our suppliers plan for continuous improvement. We feel that all

suppliers have bettered their own businesses by implementing our standards across the board." Simon and his team also spend a great deal of time travelling the UK and visiting overseas suppliers to maintain quality control. "We regularly visit 36 branches in the UK to inform them of what we expect and try to push quality even closer to 100%."

"We wanted to generate a team spirit and to help our suppliers plan for continuous improvement."
Simon Kirby

Agility said that, compared with the old contract, everything has changed and is now very much in the twenty-first century. The company recognises that suppliers have made significant investment in their businesses to operate the contract and believes that the improvement in their performance has been worthwhile for them. Agility constantly reviews every aspect of the contract, invests in changes and expects their partners to do the same.

What the customer thinks

Agility operates the MOD contract with just eight principle suppliers and a small dedicated team in Reading. There are six full-time members of the quality control team who focus exclusively on non-stop, unannounced inspections. Yet despite, or perhaps because of, this small but beautifully formed nucleus, they handle what the MOD acknowledges as one of its top performing contracts. A statement from the MOD reads as follows: "Since 01 Oct 2010 Agility have been the MoD appointed contractor responsible for managing the global movement of service

personnel's personal effects, to date they have successfully managed the movement of approximately 100,000 consignments, from the movement of single boxes through to full house moves. They regularly exceed monthly performance targets and have introduced a significant number of innovative solutions, ranging from the electronic application process to their management of more complex bulk move activity."

The supplier's view

There are eight principle movers serving the MOD contract: Armishaws, Bishops, Britannia, Doree Bonner, EuroUSA, Fox, Pickfords and Whites. All of those questioned by *The Mover* said that they were very pleased with the way the contract had gone. Even making allowances for the 'they would say that wouldn't they' factor, the comments were remarkably positive.

Al Bingle from Bishops, for example, said that "Agility has done an exceptional job", referring to their management of the contract. "Their attention to detail is very impressive particularly when it comes to control. They know exactly what's going on with every movement all of the time," he said. For Bishops too the contract has been good news on two counts: firstly it has provided a good financial return and, secondly, it has been a valuable learning exercise. "We are a national company so we have been able to handle the jobs wherever they come up. That is the benefit of being a truly national carrier. We have also reviewed and enhanced some of our own group processes in light of Agility's contract requirements."

Tony Tickner, Managing Director of EuroUSA was equally effusive. "I can say that in all my 26 years in the industry and working with major corporate clients,

THANKS FROM THE BAR DG

A recent letter from Stephen Vickers, BAR Director General, to Simon Kirby at Agility was very complimentary about the service provided. Stephen explained that Agility had moved his son, a Captain in the Royal Corps of Signals three times.

He said that his son and daughter-in-law were very complimentary about the most recent move from Germany, performed by Bishops, saying that the communications were excellent with the online booking system very easy to use. He was similarly complimentary about a move performed by Fox a few years ago. Stephen commented that his son had expected that his dad's position at BAR had had something to do with the level of service but, on checking with his team he was convinced that it was the norm. Stephen also said that he believed that the relationship between BAR and Agility, and the company's customer focus and striving for high standards, were important to the success of the contract.

COVER STORY: MOVING THE MOD



major contracts and the largest van lines and relocation companies in the world, I have never seen the level of service and management control Agility have. They have helped and guided our company to another level, working with us as a team to maximize our strengths and identify our weakness and help us correct them. We have introduced and aligned our software systems to work along with the Agility systems."

Ian Palmer, Chief Executive of White & Co, commented that no matter how good they thought they were, the MOD contract has forced them to improve. It has also required significant investment in training and capital equipment. "I now think that the skill base of our staff is higher than ever thanks to the constant and relentless striving for perfection of the management team at Agility," he said, adding that improved performance has helped to achieve a significant reduction in the company's insurance premiums. Ian added that he believed that Agility has done the right thing making savings for the public purse and improving service too. "They have built quality to an unmatched level," he said, "while expecting and pushing us to do the same. Agility has turned around a service from being mediocre to the best I have ever seen. I know the MOD feel the same way."

Pat Carter, Manager of Armishaws admitted that when Agility took over the contract, he was a bit worried. "The Armishaws Removals Group has been involved with the movement of military personnel for many years working on behalf of three different contract providers plus the MOD direct contract," he explained. "It was with some trepidation that we commenced work with to us, the unknown new service provider Agility, however to

our delight and gratification we have found Agility to be far more professional, efficient and service minded than previous providers. The ethos of quality and service suits Armishaws very well as we have built our business on these standards. We are delighted to be working with Agility, a business which recognises and rewards on performances given. We look forward to further long term growth and trust they will hold the contract for many years to come."

"... to our delight and gratification we have found Agility to be far more professional, efficient and service minded than previous providers."
Pat Carter

Gordon Lyall, joint MD Doree Bonner, was also pleased with the way the contract had turned out. "We were delighted when Agility accepted my company as a contractor nearly three years ago," he said. "Nowadays the MOD demands a high quality removal service worldwide and it's incredibly reassuring when we achieve the demanding KPIs and high quality removal services on a regular basis. The Agility innovative web-based system has revolutionised the way in which the MOD, Agility and contractor interface with each other."

Stephen Denning from Fox said that it has been a learning curve for everyone. "It's a large and demanding contract and Agility has managed it strictly, but together with the suppliers, has proved that it can manage it successfully," he said. "We have strived to maintain and improve the quality of the service that is expected by the MOD and its users. It's

● Above and right: White & Co are one of the eight principal movers working on the MOD contract; Far right: the Agility staff.

OPINION

Nick May, MOD Overseas Posting Cell

"Moving to mainly an online system (although the use of the paper authorisation is still required) has meant that the onus to arrange the removals has moved from us in the Overseas Posting Cell (OPC) to the individual and has not only saved some paper but also a lot of our time as previously we were required to complete a hard copy form which was then faxed to the officer and then back to us for passing on to the previous contractor.

After some initial issues in regards to the website and the civilian entitlements which were very quickly put right by Anne Bradley and the website programmers; the website has run smoothly ever since. The ease and quickness of these changes should be commended.

Having spent 16 months working alongside Agility it's my opinion that it's not the website that is Agility's major asset but their staff. They are very well trained, extremely polite, and helpful and have always been on hand both at project management level and at operational level when we or our officers have required assistance and advice. There have been several occasions where I have had to rely on Simon Kirby's knowledge of international shipping to answer some unusual queries from our customers. There have also been a couple of occasions where Tina Campbell and Carole Harley in particular have gone above the call of duty in regards to moving civilian officers in timescales far shorter than normal, including one in less than a week."

COVER STORY: MOVING THE MOD



hard work and you have to work hard at it. Jobs are allocated fairly without any favouritism but the volume of work we receive allows us to make it work."

Mark Tresler is Managing Director of Britannia. "When Britannia first started working with Agility we wondered what we had got ourselves involved in," he said. "Performance levels consistently in the high 90s were just not good enough for Agility. It had to be 100%. Nearly three years on Britannia is now one of Agility's top performers. A lot of hard work has been put in by both Agility and Britannia to achieve this, but it's now paying off for us on this contract and many others. Agility are very demanding and hard task masters, but Britannia are definitely better for the experience."

Steve Boyd is the International Director for Pickfords, recently commended for its ability to handle the short notice moves through its extended network. He said that it's been a very interesting, dynamic and valuable contract characterised by the intensity and discipline of the management by Agility both up and down the supply chain. "We have regular, rigorous feedback sessions to tell us exactly how we are performing," he said. "It's all very transparent." Steve added that it was a bit of a rollercoaster at the start. "But we are all in a pretty good place now. It's also very good for cash flow. You get your invoices in on time and you get paid on time."

An overseas perspective

Sergio Thoukis, Managing Director of Columbia Worldwide Movers in Cyprus has worked with the MOD since 1980, first as a direct supplier to British Forces Cyprus and later with MGS, the previous contract holder. Cyprus is the second

"There is no stress in our work with Agility. It took us a bit of time to understand their expectations but now we know our work is appreciated."

Sergio Thoukis

biggest overseas destination for the UK military after Germany. Sergio's company handles around 800 family moves into Cyprus every year and a similar number outbound. It also handles a large number of single soldier moves. As a Lane Supplier it has full responsibility for MOD moves from Cyprus to the UK door to door.

He said that the software Agility uses is very sophisticated which, he believes, has improved the service compared with

the past. The system also requires all documents to be uploaded within 24 hours of a service being completed. "This means that everyone knows everything at the time it is happening," he explained. "There is also a very strict system of inspections by Agility direct to the Authorised Users (AU) every day by phone and by ourselves. Agility also visits for onsite inspections every month."

"There is no stress in our work with Agility. It took us a bit of time to understand their expectations but now we know our work is appreciated. There are no compromises from Agility. They want everything done perfectly and give us the facilities and the tools to do it right."

So, there you have it. Agility might have been a new kid on the block in 2010 as far as the UK moving business was concerned but it seems to have done pretty well. The company is clearly proud of its own achievements, the suppliers like working with Agility (even though it is a tough taskmaster), the MOD is full of praise and the service men are delighted too.

Over the years we have heard many stories of trials and tribulations with the MOD contract with companies under quoting and then struggling to provide an acceptable service. It looks like Agility, this time, has cracked it and pulled off the remarkable trick of pleasing all the people all the time – or at least most of them. It sounds suspiciously like a British success story, and they don't come along very often. The contract is up for renewal in 2014 and, once again, the removals industry's breath will be held. This time there will be new challenges as over 90% of the movements will be UK based after the German drawdown. Let us all hope that the result next time is as positive as, clearly, this contract has been.

OPINION

Mick Cornish, Agility GRMS

"Armishaws recently carried out the high profile move of General Sir David Richards, Chief of Defence Staff. The move was carried out by a team of six and completed in four days, exactly on schedule, much to the delight of General and Lady Richards. Not a single piece of damage or breakage occurred."



● Armishaws crew with General Sir David Richards.

NEWS: ON THE ROAD

HAULIER DISQUALIFIED FOR LIFE FOR TACHO FIDDLING

A haulier, who was jailed after using a device to breach drivers' hours regulations, has been told by Scotland's Traffic Commissioner that he will be disqualified for life from the haulage industry.

Joan Aitken told George Davidson, 59, that he would also be disqualified from driving HGVs and could not re-apply for his professional licence until his 75th birthday.

During a public inquiry on 18 July, 2013 Miss Aitken heard evidence from a Vehicle and Operator Services Agency (VOSA) traffic examiner, who stopped Mr Davidson on 28 June, 2012 in Cumbria.

The VOSA officer told the Traffic Commissioner that an examination of Mr Davidson's tachograph records, which record driving duty, revealed 69 instances where the records had been falsified. He also noted that Mr Davidson had breached drivers' hours regulations, including failing to take legal breaks, daily and weekly rest offences and excess driving time. Mr Davidson's vehicle was subsequently taken to a tachograph centre where it was examined. This revealed the vehicle had been fitted with a device that allowed the tachograph record to be interrupted which would effectively manipulate the record.



● Norman Baker.

UK biofuels get £25 million of capital funding

On 1 August, 2013 Transport Minister Norman Baker announced £25 million of capital funding to enable the construction of demonstration-scale waste to fuel and other advanced biofuel plants in the UK.

The money will be used to underpin significant private sector investment in one or more demonstration-scale advanced biofuel plants in order to drive the development of the UK's biofuel industry.

Advanced biofuels are made from materials, for example municipal waste and forestry residues, using complex processing techniques. They can produce a wide range of transport fuels including replacements for those used in road transport and aviation.

Transport Minister Norman Baker said: "I am delighted that we are able to support these innovative technologies and believe that they will bring significant benefits to the UK. There are real opportunities for the UK to take a technological lead, driving growth, creating highly skilled jobs and seeing energy, security and environmental benefits. It is clear that in the long term advanced biofuels will be important in areas that we cannot otherwise decarbonise, such as aviation. This announcement will help put the UK in a good position to meet this demand."

Energy and Climate Change Secretary Edward Davey said: "Advanced biofuels have the potential to make a sustainable contribution to our 2020 renewable energy targets, as well as to our

It is clear that in the long term advanced biofuels will be important... This announcement will help put the UK in a good position to meet this demand."

Norman Baker

longer term decarbonisation targets. There is significant potential for growth in biofuel use, in low carbon vehicles and other sectors, if advanced technologies are harnessed. This funding will give the industry the boost it needs to develop this innovative, low carbon market."

The funding will be provided over three years from 2015 following a competition to identify the best and most suitable industry proposals. The Department for Transport will commission a feasibility study to report on the detailed design of the proposed competition including eligibility criteria and funding scheme options, as well as ensuring the project complies with EU State aid rules.

Commercial vehicle testing milestone as 350th ATF is opened

Bus, coach and truck operators now have more choice than ever of where to go for annual tests as VOSA has opened the 350th Authorised Testing Facility (ATF). VOSA presented Morrisons Regional Distribution Centre in Bridgwater, Somerset, with a certificate on 24 July, 2013 to commemorate the fact it had opened the 350th ATF.

ATFs are privately-owned businesses where a VOSA tester carries out annual tests on heavy goods and passenger service vehicles. The ATF network is part of VOSA's Testing Transformation Programme (TTP) which gives customers more choice of where to go for tests whilst at the same time reducing vehicle downtime. Almost 70% of all tests are now carried out at private sites away from VOSA's own test stations.

VOSA Chief Executive Alastair Peoples said: "The opening of the 350th ATF at Morrisons in Somerset is another milestone in the transformation of bus, coach and truck testing. The first ATF opened in January 2010. Today there are now 350 with nearly 70% of tests conducted at non-VOSA sites."

He continued, "ATFs offer a number of benefits. For most of those getting vehicles tested, it means a shorter distance to travel meaning less downtime for vehicles and employees as well as savings on fuel costs. And where vehicles are tested at the site of maintenance, you also tend to see a higher first-time pass rate."

To find your nearest ATF visit: www.gov.uk/find-atf-vosa-test-station.



VOSA Authorised Testing Facility

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● Free-flow charging will mean motorists not having to stop at barriers.

Free-flow tolls for Dartford Crossing by late 2014

"About time too" was the response of the Freight Transport Association (FTA) following the announcement by Transport Minister Stephen Hammond in July confirming that a new 'free-flow' charging arrangement will be introduced to users of the Dartford River Crossing by October 2014.

The 'free-flow' technology will allow motorists to use the Crossing without having to stop at barriers to hand over payment, and instead they will be able to pay through a variety of methods including telephone, text message, online and at retail outlets – giving drivers greater flexibility in how and when they pay the charge.

The FTA has previously expressed its view in support of the free-flow system, saying 'that it would be good news for the freight industry' within its response to the Department for Transport consultation on the proposals to revise the road charging regime. The Association stated that freight operators have always maintained that the charging plazas themselves cause the majority of the congestion at the crossing. According to FTA figures, at present it already costs an estimated £1 per minute per HGV in running costs to queue at the Dartford tolls.

However, FTA has also voiced its concern over the possible lack of a completely effective charging system that will guarantee that all Crossing

users would be equally liable for charges, stressing that it is important that a system should be in place to ensure that penalties are enforced across the board for all users who deliberately try to avoid the charge.

Highways Agency figures suggest free-flow tolls could cost as much as £21m a year in unpaid charges, mainly from foreign drivers.

Malcolm Bingham, FTA Head of Road Network Management Policy said, "FTA has been asking for a long time for plans for a 'free-flow' system at Dartford to be introduced, and considers that this is the appropriate way forward to reduce a good deal of administration costs for the freight industry in dealing with tolls, charges and queues at the Crossing."

Bingham added, "We need to be sure though that the system will work. Undoubtedly, there will be occasions of genuine administrative error which should be dealt with in a sensible and pragmatic way, but there has to be a robust system in place to enforce against all those who are deliberately avoiding payment."

Manage risk and save money

Road safety charity Brake has published guidance for fleet managers on the financial benefits of managing road risk.

This best practice report has been produced as part of Brake's campaign to help organisations save lives, money and the environment by improving fleet safety.

The guidance includes expert advice and demonstrates how identifying and managing the risks of vehicle collisions can help lower operating costs.

At-work crashes are estimated to cost more than £2.7 billion a year in the UK alone. Even minor crashes are expensive: the total cost of a fleet vehicle insurance claim can be four to 15 times higher than average direct repair costs.

Roz Cumming, Professional Engagement Manager at Brake said, "At Brake our first priority is to prevent road death and injury. But we appreciate that particularly in difficult financial times, money is ultimately the driving factor for businesses deciding how to invest limited

funds. Happily, as this report demonstrates, investing in fleet safety will help to save lives and money through crash prevention. Even minor collisions can be very expensive for fleets. This report highlights the hidden cost of crashes, and provides practical steps for fleet managers to follow. I'd urge anyone who doesn't already subscribe to sign up to Brake's Fleet Safety Forum to get access to this resource and many others like it."

The Fleet Safety Forum is a not-for-profit subscription service, run by Brake. It supports fleet managers in reducing the human and financial costs associated with road crashes involving at-work drivers.

The PDF report is available free of charge to Fleet Safety Forum subscribers, or can be purchased for £5 by non-subscribers. E-mail: admin@brake.org.uk or call +44 (0)1484 559909 to order.



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FEATURE: INDIA



Mother India

"So far as I am able to judge, nothing has been left undone, either by man or nature, to make India the most extraordinary country that the sun visits on his rounds. Nothing seems to have been forgotten, nothing overlooked." Mark Twain



● Above: a tea plantation in Munnar, Kerala; right: the Sikh Golden Temple in Amritsar; top right: Indian stamp bearing Gandhi's image; far right: Marine Drive and downtown Mumbai.

By Ed Roberts

Try to describe India. What could you not say? What could you say that wouldn't be right or wrong? No matter what, it is impossible not to be astonished by the place.

Nowhere else on our planet is human life presented in quite so many of its various guises. It is a gigantic land bursting with legions of cultures and religions, races and tongues. Every aspect of the country presents itself on a massive, bold scale, from industry to spirituality; Bollywood to tourism; the jungles to the mountains. Everything in India is larger than life.

India, with its colossal 2,000 mile long triangular peninsula, is the world's seventh largest country. It is surrounded on three sides by open sea; the Bay of Bengal to the east, the Arabian Sea to the west, and the Indian Ocean to the south. To the north east, the country is separated from the rest of the Asian continent by the Himalayas. India has a population of 1.2 billion people, making it the world's second most crowded country, its longest river is the Indus, it shares borders with six countries; Pakistan, Bhutan, China,

Nepal, Bangladesh and Burma and it has the world's third largest standing army. Four of the world's most popular faiths originated in India: Hinduism, Sikhism, Jainism and Buddhism. Zoroastrianism (Parsi), Christianity and Islam have also helped shape the region's diversity over the last millennium. On top of this, there are 14 official languages across the nation.

"We owe a lot to the Indians, who taught us how to count, without which no worthwhile scientific discovery could have been made." Albert Einstein

India is on the move

From the days of the Raj, Gandhi's non-violent crusade for independence and the partition years, India has come a long way and it continues to surprise and innovate on a global scale at very turn. Currently, it is the ninth largest economy in the world. This has gradually grown since they opened their economy up to the world in 1991 after decades of protectionism.

Modern industries include: textiles,

jewellery, cars, oil products, chemicals, food processing, IT, electronics and call centres. The economic implication of cornering a number of markets has continued to put India in the lead in a number of growing sectors. 50% of the country's land mass is covered by farmland with crops including rice, wheat, cotton, tea, sugarcane and jute. In other areas, engineering and IT sectors are showing the largest signs of growth.

Tourism is also another one of India's major growth industries. And with improved standards in education, the upwardly mobile are able to transfer their skills abroad giving some fluidity to the job market. Despite the upward trends in some areas, one of India's ongoing challenges is reducing poverty, malnutrition and unemployment - up to 25% of the populus live below the poverty line. The old world rubs shoulders with tomorrow's everywhere you look in the cities and to go beyond city limits is like stepping back in time.

Slums are being cleared away to make way for the new India. Cities like Mumbai and New Delhi evoke visions of sci-fi films with their new realms made up of silver skyscrapers, built for the upwardly-mobile and moneyed young things of today. After experiencing something of an economic boom over the last few years, India's growth is showing signs of slowing, but there are few signs of the



Indian public holidays

Date	Day	Holiday
October 2013	Wednesday	Mahatma Gandhi's Birthday
13 October 2013	Sunday	Dussehra
16 October 2013	Wednesday	Bakrid
3 November 2013	Sunday	Diwali
4 November 2013	Monday	Balipadyam Diwali
14 November 2013	Thursday	Muharram
17 November 2013	Sunday	Gurunank's Birthday
25 December 2013	Wednesday	Christmas Day
14 January 2014	Tuesday	Id-E-Milad
26 January 2014	Sunday	Republic Day
27 February 2014	Thursday	Maha Shivratri
17 March 2014	Monday	Holi
13 April 2014	Sunday	Mahavir Jayanti
18 April 2014	Friday	Good Friday

● Above: a riot of colour – the Hindu festival of Holi.

industry running out of ideas or markets to corner; particular in IT. Yet at the time of writing, whilst growth has stagnated in the west, India's has still increased by 5% over the last 12 months.

The increased 'westernisation' of India has seen many ex-pats sign up to become 'Oversea Citizens of India'. Alongside these, a significant number of second and third generation European and US born Indians are moving back too. This recent wave of activity has become known as 'reverse migration'. There is an opinion that there is now money to be made back in 'Mother India.' These valid claims are enticing a growing number of domestic citizens into the cities as well - many of

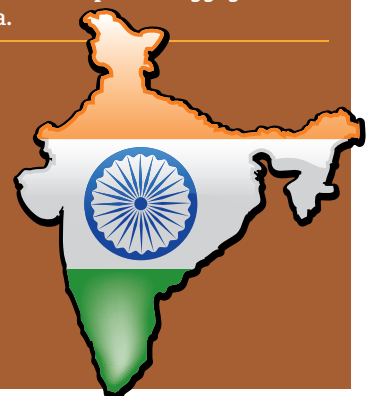
"If there is one place on the face of earth where all the dreams of living men have found a home from the very earliest days when man began the dream of existence, it is India." Romain Rolland (Scholar)

whom come to India's cities with dreams of becoming entrepreneurs in one of the country's flourishing markets.

With a future so unpredictable yet exciting, a history so rich and bewitching, a bio-diversity to boggle the world's biggest brains and an eco-system to dizzy science's greats, there really is no place on Earth quite like India. And it will be this way forever.

Tips for shipment into India

- Custom Authorities are particularly concerned about electrical items/appliances. Please ensure that all such electrical items / appliances are placed together to facilitate quick and easy access.
- Customs need model numbers and serial numbers for electrical items. An electronic profile is made for each item. Do not use manufacturers' cartons (this applies to new items) where there is a duty implication.
- Please ensure that no brochures or tags accompany the new items.
- Please check for the most suitable Port of Entry/Airport of Entry prior to consigning the shipment. Please also ensure that all freight is pre-paid (at origin) not only the ocean freight component but also inland haulage if applicable.
- As soon as you have shipping details, please send a pre-alert providing the vessel name, ETA, etc. to the destination agent. Also, e-mail the agent a copy of the Ocean Bill of Lading and Packing List, so that they can commence preliminary paperwork.
- Visit www.cbec.gov.in for an in depth view of the custom laws that govern the import of baggage into India.



FEATURE: INDIA

Road kings of the Indian sub-continent

A company profile of The Star Group Worldwide. By Aulina Mithal.

Since the late 1950s, The Star Worldwide Group has been India's foremost family owned moving company. Founded by Jagdish Mithal, after a long career in the freight forwarding industry, he decided to set up a customer focussed removals firm for the Indian public and beyond.

60 years on and Jagdish Mithal's grandchildren are spearheading the business. The Star Worldwide Group now offers international and domestic moves, global mobility services, fine art handling and transport, and records management services. Its offices in New Delhi, Mumbai, Bangalore, Chennai and Hyderabad are soon to be joined by several new branches opening in other Indian cities.

Star Worldwide Group is the only moving company in India to have qualified for FAIMPlus, ISO9001, ISO14001 and the OHSAS 18001 Certifications. Also, the current Group President - Al Mithal - served on the FIDI Board and was FIDI President from 2008 to 2010.

Each of The Star Worldwide Group's branches has excellent storage facilities, a fleet of GPS equipped trucks and a professionally trained team of over 200 employees across the group. It has also recently added a number of specially designed temperature controlled trucks to its fleet specifically for transporting fine art works. These elements have enabled the company to supply a consistent high quality of mobility and logistical services. The family owners of



The Star Worldwide Group now offers international and domestic moves, global mobility services, fine art handling and transport, and records management services.

the group aim to grow Star Worldwide three-fold within the next five years.

The Star Worldwide Group's infrastructure is supported by the move management system REDSKY. It enables

its operatives to seamlessly connect with its customers, Unigroup and other partners around the world, ensuring up-to-the-minute tracking and updated exchange of documents and status information. All these values ensure that the group maintains its respected position in the moving industry.

India's economy is steadily growing stronger and The Star Worldwide Group intend to stay in step with this upward swing, leading the way as one of India's leading global moving specialists.

India and the rise of the 'reverse migrant'

By Ed Roberts

Combining factors of an innovative entry visa for those of Indian origin and a strong economy has seen a steady rise in 'reverse migration'. Due to popular demand, in 2005 the Indian government revised their immigration policies by introducing the 'Overseas Citizen of India' card (OCI). The visa enables the bearer to enjoy lifelong entry to India whilst retaining the owner's original nationality. The scheme is valid for the grandchildren and children of people born in India as well as former Indian nationals. It allows the user the right to live and work there indefinitely and gives them virtually all the same rights as an Indian citizen.

Since the scheme was set up it has been taken up by more than one million people worldwide and it is the main sign of a growing reverse trend, where the children of those who left their country decades ago, are moving to India.

So what's the appeal? With a rising economy, India is now a very realistic prospect for those that want a better quality of life – one in which domestic help means you can avoid cooking and cleaning, and there is more time for family life. A lower cost of living is also commonly cited as one of the main reasons for leaving the west. Returning to one's roots and a sense of belonging has also driven a good percentage of those that have moved back to India. Many 'reverse migrants' have experienced ignorance and racism in their western homes and they welcome the opportunity to become a less visible minority in India. In its own way, this new trend is generating a new sub-culture altogether. In addition, more and more western companies are seeking OCI card holders to spearhead international office moves because of their reverse migrant's cross-cultural grasp of how business is conducted in the east and west.



● The OCI card identifies 'reverse migrants'.

There are growth sectors in most of the industries in India, yet there are valid claims that none of the markets are at saturation point. Some 'reverse migrants' have found it hard initially to adjust to the different pace of life in India and setting up a business is not for the faint hearted – but they have thrived nonetheless. It's because India is one of the most exciting and rapidly changing lifestyle environments in the world and it openly welcomes hard workers and speculators. Since 2010, there have been 30,000+ immigrants from the UK to India per year and this is set to rise. This figure is even higher in the US and Canada.

India is definitely on the move!

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NEWS: ON THE ROAD

PARKING PENALTIES ISSUED IN LONDON DOWN

Fewer parking tickets are being issued to motorists by London boroughs, according to new data.



● Civil enforcement is deterring people from parking illegally.

Figures released by London Councils show the total number of penalty charge notices (PCNs) issued in London for illegal parking has fallen by more than 90,000, but this only represents 2% of those issued.

This doesn't, however, appear to be as a result of a change of heart by the authorities or a rush of good

feeling during the holiday period. London Councils' Corporate Director of Services, Nick Lester said: "Fewer parking penalties are being issued because civil enforcement is deterring people from parking illegally. Boroughs are settling more issues before they reach the Parking and Traffic Appeals Service. Local authorities are also looking more carefully at representations from motorists at appeals. Anyone who feels they should not have received a penalty charge notice has the right to appeal to the independent Parking and Traffic Appeals Service if they are not happy with their council's response. PATAS have the final say in every disputed case."

So despite the slight fall in PCNs drivers, particularly those delivering with no alternative but to park illegally, still need to be vigilant and can expect to get caught and pay the consequences.



● Mechanics no longer need to complete refresher training.

Sense at last minute on Driver CPC for mechanics - says FTA

"A bit late, but the right decision in the end" – that's the view of the Freight Transport Association in response to the announcement from the Roads Minister, Stephen Hammond that two more types of journey will be exempt from Driver CPC – the continuous training programme for professional lorry and bus drivers.

James Firth, FTA Head of Road Freight and Enforcement Policy said, "At last - a common sense decision by the government - FTA has long been calling for this exemption to be introduced. Professional lorry drivers have to work within a plethora of rules aimed at improving road safety, and it's right that those driving for a living every day have access to continuous refresher training. But a mechanic who only ever drives HGVs on a public road to test them or take them for their statutory annual test, should not need to take the same refresher training as a professional, full-time lorry driver."

Drivers who held their HGV licences before September 2009 will have to complete 35 hours of training by 10 September, 2014, but for bus and

coach drivers the deadline was 10 September this year. The Department for Transport has indicated that this change in the law will not be in place by the deadline this year putting some drivers in a difficult position.

Firth continued, "It is disappointing that this has taken so long to be implemented and has happened at the last minute. While enforcement authorities are unlikely to take specific action against such drivers during the shortfall – which is expected to be a few weeks – drivers and operators still need to consider carefully their responsibilities for making sure drivers behind the wheel are road-legal. But in the long term, this is an unnecessary burden that the government has, quite rightly, lifted from industry."

New DKV Euro App for Android

The new DKV App is a clever en-route planning App with, amongst other things, an intelligent fuel price and distance comparison.

DKV Euro Service has launched a new App that provides en-route planning, intelligent fuel price and distance comparison. The company claims that the new App is practically indispensable as a

tool for transport companies, drivers and fleet managers. It includes the European DKV Station Finder, the intelligent fuel price and distance comparison, connection with the local DKV Service Line, many

search and filter options and an extensive favorites list. The DKV App is free of charge and can be downloaded at the Google Play store and the App Store.



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New road schemes announced

Two major road schemes to upgrade key junctions on routes in the Midlands have been given the go-ahead by the Roads Minister Stephen Hammond, after successfully completing the final stages of the planning process.

Improvements to the M1 junction 19 (A14) Catthorpe interchange near Rugby and A45 and A46 Tollbar End junction near Coventry, which are both used by over 90,000 vehicles a day, can now move to the next stage of development. This means the Highways Agency can now continue to work with contractors on progressing and completing detailed project designs for both schemes, with construction work due to start between January and March 2014.

Roads Minister Stephen Hammond said, "It is great that we have been able to give the green-light for both of these important interchanges and they can now move a step closer towards construction. These improvements are vital for the economy, but most importantly for motorists in the Midlands, in reducing congestion levels and making journey times quicker in and around these two busy junctions."



● Stephen Hammond.

The decision to progress both schemes is the result of the Department for Transport and the Department for Communities and Local Government accepting the planning and environmental recommendations made by independent inspectors. The reports outlining the recommendations for the M1 J19 (A14) Catthorpe interchange and the A45 and A46 Tollbar End junction can be found on the Department for Transport's website www.gov.uk.

Many drivers should have gone to Specsavers

A campaign launched in August is calling on fleet operators to ensure employees get their eyesight tested every two years to check their vision meets legal standards and they aren't putting people in danger.

The campaign by road safety charity Brake, working alongside the DVLA, insurer RSA and Specsavers, comes as research shows many drivers are failing to ensure they can see properly on every journey.

A survey of 1,000 drivers showed that a quarter of drivers (26%) haven't had a vision test in the last two years while 9% admitted to not having visited the optician for five years or more.

At the same time, many drivers who know they need glasses or lenses fail to wear them on every journey. Nearly one in ten who need glasses don't always wear them when driving. Furthermore, of those who claimed they don't need glasses or lenses, one in three (32%) haven't had their eyes checked in the last two years, so



● Which way to the optician?

can't be certain their vision is up to scratch.

Research shows that failing to ensure your vision is good enough to drive is enormously risky, and is estimated to result in 2,900 road casualties a year, causing trauma and devastation to many victims.

Employers can help ensure good vision standards and eye health by providing employees with free or discounted eye tests, and regular advice about the importance of good eyesight to safe and responsible driving.



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NEWS: PEOPLE

Relocation for Emmanuel Francheteau

Emmanuel Francheteau, previously Regional Manager of Crown Worldwide in Southern France, has become the company's General Manager in Switzerland, a newly created role based in Geneva and Lausanne.

Emmanuel is now responsible for developing all current and strategic business lines in both the eastern and western parts of Switzerland. He will continue his relations with the French team and help to further develop cooperation between the two French-speaking areas in Europe.

Emmanuel's move to Switzerland follows a tremendous track record and experience with Crown since he joined the Crown University program in 1998. After spending time in Australia and Indonesia he was then assigned to Crown Paris. Emmanuel carried out the sales manager role through 2004 when

he established Crown Lyon and has since built and developed the office to become very successful for Crown France. In 2009, in addition to running the Lyon branch, Emmanuel took on the national sales manager position for France and was then promoted to regional manager, Southern France, in January 2012.

Emmanuel said, "My relocation to Switzerland is a new chapter for me at Crown and I am confident that the experience I have built over the years will help the Crown group increase its investment in this very important country. I see many opportunities to grow our different divisions and I'm excited

to have started working with Jurgen Zyderveld and my new colleagues on this side of the border while maintaining the strong relationships I have with the French team."



● Emmanuel Francheteau.

Crown names new country manager for Korea

Crown Worldwide Group has promoted Nicolas Perez to Country Manager, Korea.

Perez will be responsible for strengthening and expanding Crown's service coverage in Korea. The new appointment is in line with the company's strategic direction and plans for growth in the area.

Perez joined Crown as Branch Manager, Hanoi, Vietnam in 2010, and has since improved the efficiency and quality of the overall operations. Achievements have included the training of a new team, implementation of best practices and development of a successful and high performing branch. As a result of both his customer satisfaction and quality management style, Perez has built a fantastic reputation with both Crown staff and clients. Perez commented, "I am very enthusiastic about this opportunity to lead our Crown Korea team. South Korea will be a fantastic experience full of challenges which I am ready to take on to bring the office to new heights. Korea is a fascinating country, rich in culture and is still one of the fastest-growing developed countries in the APAC Region. I'm confident that Crown Korea is ready to capitalise on the opportunities that lie ahead."

Originally from France and bilingual (French-Spanish), Nicolas holds a Masters Degree in International Trade from Osaka Business School, Japan. He has also achieved a Degree in Administration and Languages from the University of Nice, France.

● Nicolas Perez.





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Congratulations to Phil Hambleton, Branch Manager of GB Liners in Leeds, for correctly spotting David Bunting, BAR Past President and, until recently, Treasurer last month. David was in full flow with his pitch-perfect rendition of The Beatles *I Saw Her Standing There* at the 2005 BAR conference in the Burlington Hotel, Dublin. Vocation missed perhaps? This month's victim has probably been to more moving conferences than anyone alive so there should be no problem identifying him. Try imagining him with less hair.

People news from MS Move Management

Philippe Rodrigues has left MS Move Management in Switzerland after almost five years with the company. He has accepted a leadership role in a new international moving venture in Mexico.

Philippe first gained experience in the international moving industry while living in Mexico City in the early 2000s. He wanted to expand his experience by working for a while in Europe, but he never really forgot the country most dear to his heart, and would like to give his wife and three kids the opportunity to return to their home.

MS Move Management has also announced the appointment of Zoltan Kosa as the company's Global Network Relations Director. In his most recent role, Zoltan was the APAC Managing Director of MS Move Management, based in Manila, Philippines. After successful completion of the APAC Services Centre set up, which was followed by the appointment of key staff, Zoltan has accepted the new role, which will be based out of Hong Kong.

Philippe left the company at the end of August. Zoltan assumed his new position on 1 September.

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NEWS: PEOPLE



● Left to right: Johan Wiersma (FEDEMAC President 1997-2000), Klaus Moericke (2000-2002), Lucien Pot (2006-2009), Tony Richman (1993-1997), Peter Scharrenbroich (1990-1993), Denis Caulfield (2002-2006). Photo by Dierk Hochgesang.

Peter H. Scharrenbroich - 1931 to 2013

A eulogy by Tony Richman – past president of FEDEMAC.

It is with the deepest sadness and regret that I have to inform you of the passing of Peter Scharrenbroich who passed away on 8 July, 2013, following a period of decline in health over recent years.

After taking over the company from his uncle, Peter went on to build PEJOZI, headquartered in Cologne, into one of the biggest and most well-respected removal and storage companies in Germany.

Starting with a horse and cart, Peter Josef Zimmer first founded PEJOZI back in 1863 which, with continued operation within the family, has led to it being one of the longest established removal companies in Germany: something that Peter Scharrenbroich soon became very proud of.

Always a firm supporter of AMOE (The German removers' national association), Peter Scharrenbroich went on to become a member of the Board and eventually to becoming the national representative for Germany at FEDEMAC (The Federation of European Movers' Associations).

His quality of leadership and his sincere belief in safeguarding peace in Europe by bringing the nations together through united trade and cooperation made him an ideal candidate for the Board of FEDEMAC where, after becoming vice president in 1987, he went on to become the Federation's president in 1990; his inauguration taking place in November of that year in Ruedesheim, near Frankfurt.

Under Peter's leadership, the FEDEMAC Board set out to explore new ways of improving communication with and between the

associations of the various European countries as well as continuing with the other important agenda dossiers.

Meetings of the 'National Association Presidents' were convened in conjunction with the annual FEDEMAC General Council in order to establish better liaison and to share information and experiences: an early form of 'bench-marking' to allow advantages and ideas to be taken up by the different organisations.

Whilst the industry has lost a stalwart pillar of wisdom and strength his legacy will always be alive, and he will eternally be remembered as an outstanding mentor and colleague by his innumerable associates and friends.

Meetings also took place with FIDI to clarify and maintain the important role for FEDEMAC in Europe – especially with a view to future lobbying needs. This was a tough period and top-level diplomatic skills were needed by both sides in order to keep matters on an amicable basis and reach a successful agreement: a challenge which was ideally suited to Peter.

Under Peter's leadership, FEDEMAC soon went on to create marketing literature and information, lobbying papers, a Pan-European

survey in three languages, newsletters and a biannual news magazine. He also took on the daunting task of creating a single set of trading conditions throughout Europe; a complicated task due to the vast differences in working terms at each national level. Whilst formal approval of the conditions was against European protocol, the European Commission were eventually persuaded to provide 'A Letter of Comfort'.

Peter handed over the presidential responsibility in 1993 but continued to support and work with the Board until his retirement from FEDEMAC activities in 1996.

Outside work his favourite sport was tennis and it will come as no surprise to learn that with his will to contribute to all matters he was involved in, he was elected as Chairman of the KKHT North Cologne Tennis & Hockey Club in 1984 and remained an Honorary Member thereafter – a club he had remained loyal to for 65 years. In 2005, he was awarded the prestigious Verdienstorden der Bundesrepublik Deutschland (Order of Merit of the Federal Republic of Germany) from the German authorities.

Whilst the industry has lost a stalwart pillar of wisdom and strength his legacy will always be alive, and he will eternally be remembered as an outstanding mentor and colleague by his innumerable associates and friends. With much appreciation for the time he has shared with us and the great memories he has given us, our thoughts and prayers also go to Peter's wife Gisela, son Jorg, daughter Petra and the grandsons. We wish them all strength and courage during this difficult time.

YourComments

We asked you for your response to some of the stories we publish in *The Mover*. Here are some of your comments.

Re: FIDI Conference 2013: An independent view

The Mover, July 2013, Page 26.

Mark Exshaw
Nat Ross Limited
Removals and Storage

I just read your report on the FIDI Conference this year and you referred to the meetings that took place. I would be one of the people of the opinion that these meetings should not be encouraged at FIDI Conferences. We are all familiar with the IAM Conferences and accept that the meetings are part and parcel of that one. There is more than one way to skin a cat as they say and I have no doubt plenty of business can still be achieved by

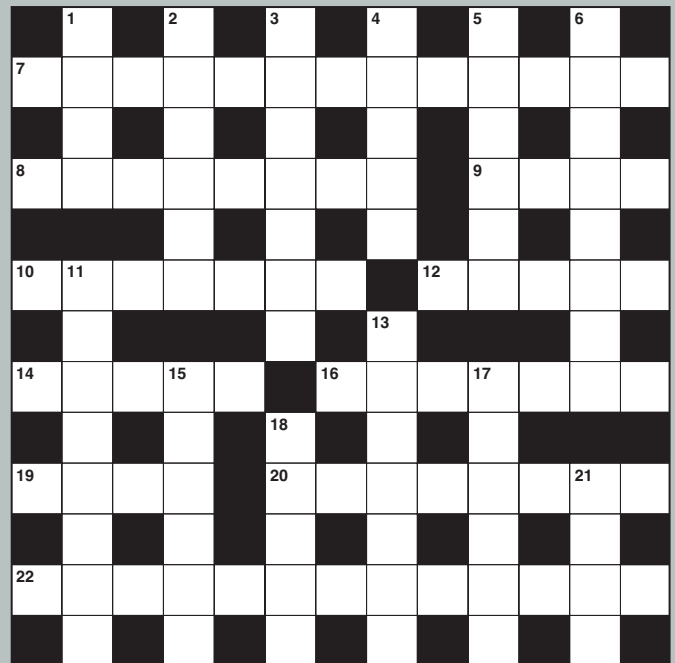
attending a 'Meeting-free FIDI' (sounds good does it not - maybe it should be the new tag line!). After all how many agreements are actually sealed at the conferences? There are always a few follow up e-mails post conference required to firm up on the details.

At any conferences I attended I always found the presentations interesting and informative. Certainly any motivational speakers were very worthwhile. 100 out of 600 delegates at a presentation is disrespectful.

Conferences are great for getting to know faces behind phone calls and emails and for meeting new contacts but is that not what the speed networking is for?

Puzzles

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ACROSS

- 7 Deliberately (13)
8 Translucently clear (8)
9 Church recess (4)
10 Boring (7)
12 Leona ____:
British pop star (5)
14 Attach (5)
16 Saw; noticed (7)
19 Blunder (4)

20 Puts up with (8)

22 Greater manner
(anag) (13)

DOWN

- 1 A single time (4)
2 Screamed out loud (6)
3 Snobbish (5-2)
4 Frumpy (5)
5 Front of a building (6)

6 Aromatic fruit of a

Caribbean tree (8)

11 Thawed (8)

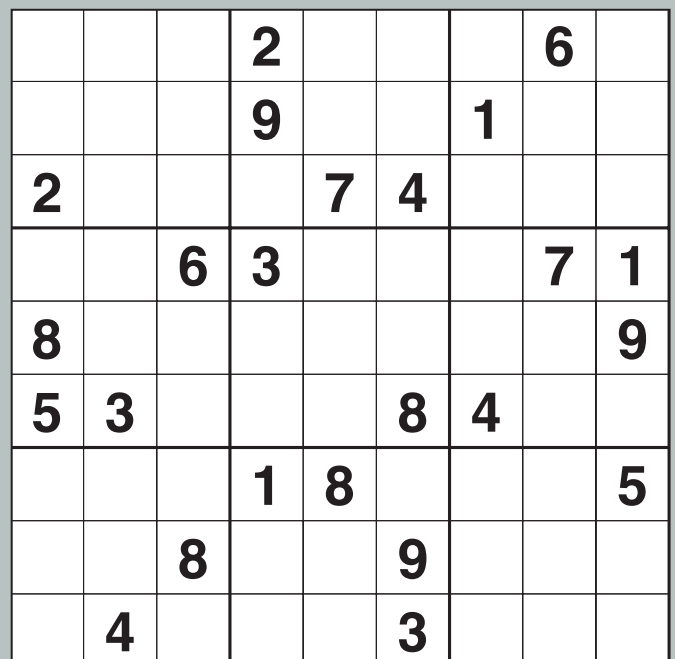
13 Smear; irregularly
shaped spot (7)

15 Reasons from evidence (6)

17 Emotional shock (6)

18 Customary (5)

21 Cry of a goose (4)



● The FIDI conference report from July's *The Mover*.

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O'NeilPartner™ Conference,
18–20 September 2013,
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MöLo International Fair
19 – 21 September 2013,
Kassel, Germany

AMÖ General Assembly
21 September 2013,
Kassel, Germany

**National Fork Lift Truck Safety
Conference**
25 September, 2013,
Warwick University, UK

**Annual Conference and General
Assembly of ÖMTV,**
4 – 6 October, 2013
Salzburg, Austria

**The Canadian Association of
Movers Annual Conference**
4 – 6 October, 2013,
Richmond, Canada

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

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

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

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

LACMA Convention
14 – 19 February, 2014, Costa Rica

IMC 3rd Annual Convention
26 – 29 March 2014,
Bangkok, Thailand

IAM 52nd Annual Meeting
7 – 10 October, 2014,
Orlando, Florida, USA

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Did you know?

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

The St. George's flag of England also represents Milan, Genoa, Bologna and Padua in Northern Italy where it is known as the Cross of St. Ambrose.

Apparently, people photocopying their buttocks are the cause of 23% of all photocopier faults worldwide.

A coward was originally a boy who took care of cows.

All snow crystals are hexagonal.

"Go." is the shortest complete sentence in the English language.

Mexico City sinks an average of 2.5 inches a year. Some of the heaviest stone buildings, such as the Palace of Fine Arts, have sunk 13 feet in a century: its original ground floor is now a basement.

A group of frogs is called an army.

The Belgian Waffle was invented in Brooklyn, New York.

So we're not actually Belgian then?



No, that's just waffle!

Puzzle solutions

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O	Y	S	D	F	A		
I	N	T	E	N	T	I	O
C	L	U	W	C	L		
P	E	L	L	U	C	I	D
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G	O	O	F	S	T	O	M
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R	E	A	R	R	A	N	G
N	S	L	E	A	K		

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

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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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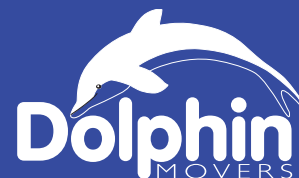
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MARKETPLACE

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Booking advertisements

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

Overseas subscriptions

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

Copy dates

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

Enquiries

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

PLEASE NOTE:

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

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	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
DISPLAY			
Full page	£945	£920	£895
Half page	£600	£585	£570
Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
MARKETPLACE*			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
CLASSIFIED			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
INSERTS			
Loose inserts (per 1000 A4 supplied)	£160	n/a	n/a



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