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Issue 009 December 2011 www.themover.co.uk

TheMover



EURO GROUP DELIVERS CHRISTMAS

Making sure hospital kids
get a visit from Santa.

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TheMover

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LEADER

Movers and Storers Show success

.....
Steve Jordan, Editor



We have all just returned from The Movers and Storers Show in Telford – exhausted, with cameras full of incriminating pictures and tape recorders bursting with gossip. What a cracking event it was! Well done to Keith and Charlotte who organised the whole thing. I can only imagine how much work is involved. It is the only event of the year in which the whole moving industry, home and abroad, has the chance to get together, swap stories, sell to each other and generally have a good time. It has become an industry treasure and should, in my opinion, be supported by everyone who has the means to do so.

It was nice for Nikki and Marianne from our office to put faces to names. This was their first time dropped into the maelstrom of the UK moving industry, one that they approached with a little trepidation I suspect. They needn't have worried – everyone was very kind. Thanks chaps for easing them into our world.

Numbers for the show, both exhibitors and visitors, were a little down on previous years. But those exhibitors I spoke to, more or less without exception, had a good show with plenty of new enquiries. Visitors too said it was well worth putting their businesses on hold for a day to attend and learn more about the industry.

We will be reporting on the show in the January issue of *The Mover*, the timing was too tight for this issue. Throughout the first half of next year I will also be producing stories and interviews with the people I met at the show - they who make the most effort deserve the most publicity I feel - so I make no apology for continuing the theme over the next few months.

Everyone knows that money is tight – we all need to watch the pennies. But the show is the only one open to the whole industry in the UK and it must be impossible for any visitor to spend a day there and not learn something that helps them work smarter, save money or get more business. Similarly there is no other opportunity for exhibitors to get in front of the whole UK moving industry at a single event. When the advance notices for The Movers and Storers Show 2012 come around, make sure you are amongst the first in the queue for your stand. I know we will be.

We should support the show or risk losing it, and that would be a tragedy, especially for the smaller companies who stand to learn and gain so much, and are the future of our industry.

Steve Jordan



● Andra King, Head of Client Relationships (IBP) presents Tony Thurlow with an Investors in People recognition award.

TEAM Relocations win IIP Award

TEAM Relocations has received the nationally recognised Investors in People Long Service award for commitment to staff development and training over more than ten years.

TTEAM was presented with a plaque of recognition on 6 October, 2011 at a ceremony held at the Freemason's Hall in London.

TEAM has been part of the Investors in People programme since 1997. General Manager, Tony Thurlow, was pleased to receive the plaque on behalf of TEAM and hailed it as a great achievement. The award means TEAM Relocations has successfully improved its performance through good business practice and by developing its employees.

Gordon Kerr, Managing Director at TEAM, added: "Investors in People has been at the heart of TEAM's business strategy for over ten years. Across our organisation, there has been a continuing and critical link between the development of our staff and the success of our business. A decade of profitable growth has been built on the skills and attitudes of our people: Investors in People has provided us with the tools to ensure that our investment in training and development delivers business results. As we plan for the future and the unpredictable challenges

which lie ahead, Investors in People will continue to be one of our key business drivers, and at the centre of our Core Values programme." John Telfer, Managing Director of Inspiring

"... there has been a continuing and critical link between the development of our staff and the success of our business."

Gordon Kerr

.....
 Business Performance Ltd (IBP), which is responsible for delivering the Investors in People Standard across London and the South said: "We are delighted that TEAM has demonstrated such a commitment not only to the Investors in People Standard itself, but also to their own employees over so many years. I am pleased that they were able to join us to celebrate this tremendous achievement."

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NEWS: UK



Crown Relocations appoints Pluscrates in exclusive three-year deal

Pluscrates has signed an exclusive three-year deal with Crown Relocations to supply crates throughout the UK and Ireland. The move comes following Crown's continued growth in the commercial relocation sector.

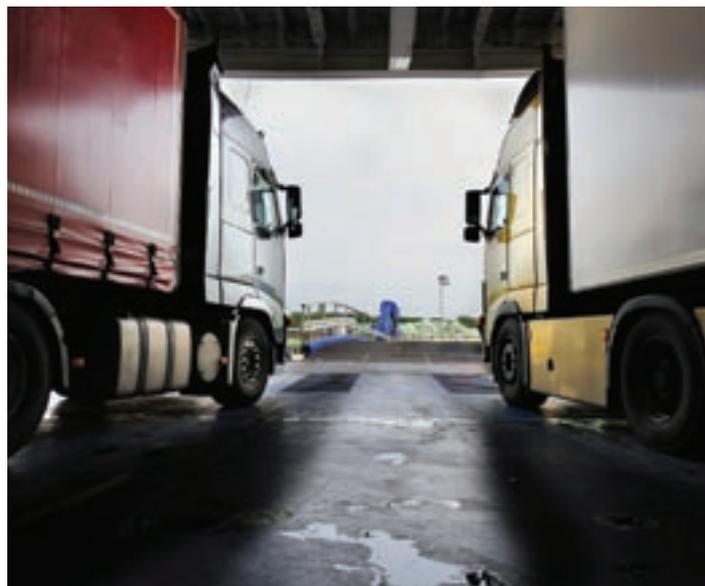
Pluscrates' Managing Director, John Mitchell said, "Crown Worldwide Group is well known to us and we have coveted the opportunity to support Crown Relocations since we began trading in 2008. We've had to be patient but now we have been presented with this opportunity we're looking forward to justifying the trust Crown has placed in us. We enjoy mutually rewarding relationships with all our clients and it's great to be able to count Crown Relocations amongst them."

Crown Worldwide Group was established in 1965 and currently serves customers from over 250 locations in 55 countries. Beyond international and corporate relocations, Crown also provides intercultural training, expense management and policy consulting for large corporations, diplomats and private customers.

Steve Durbin, Head of Procurement for Crown Worldwide Group, UK and Ireland said, "We have worldwide business interests and are acknowledged experts in what we do. It's therefore essential that any third-party we bring into our business is equally proficient, adds value to our service and shares our uncompromising passion for excellence. There must never be any conflict of interest - for us Pluscrates ticks all the boxes."

Fuel duty puts foreign truckers miles ahead of UK

Foreign truckers get more mileage for their money thanks to the disproportionately high rate of fuel duty imposed by the government on UK hauliers.



● Lower continental fuel prices give foreign hauliers an advantage over domestic operators.

The Freight Transport Association (FTA) says that £1,000 of diesel bought at a forecourt in Europe will take a typical heavy goods vehicle over 280 miles further than one that filled up at a forecourt in the UK. This is the equivalent of travelling from Dover to Bedford and back.

Even if one accounts for the fact that most UK hauliers buy their fuel in bulk, the extra mileage achieved by a foreign truck carrying £1,000 of fuel bought on the other side of the Channel is still a staggering 220-plus miles. Such stark fuel price disparity is putting domestic hauliers under increasing pressure to compete.

Theo de Pencier, FTA's CEO said: "With rates of duty on the continent up to 24 pence per litre lower than on this side of the Channel surely it is in the UK's best interests for government to level the playing field. If something isn't done to redress this imbalance we will see more domestic hauliers pushed to the limit to try to remain competitive; the result will inevitably mean more costs being passed on, which will stoke inflation further, or, worse still, mean more redundancies and more companies going bust."

Excluding VAT, fuel duty accounts

for around 50% of the cost of diesel in the UK, compared with an average of just 35% in the EU. This is at a time when the UK has seen the cost of bulk diesel shoot up by 15% over the past 12 months. Fuel duty is the

"If something isn't done to redress this imbalance we will see more domestic hauliers pushed to the limit to try to remain competitive..."

Theo de Pencier

number one concern of FTA's 14,000 members and as more companies struggle to achieve profitability this concern is becoming more pressing. A recent survey by leading trade publication *Commercial Motor* found that 89% of respondents from the haulage industry said a cut in fuel duty topped their wish list of the changes they would most like to see in the industry, up from 61% in 2010.

Government must act on fuel duty, says FTA

The Freight Transport Association has warned the government to heed the advice of its own MPs and overhaul its fuel duty policy following a House of Commons debate on 15 November.

During the four-hour debate Chloe Smith, the Economic Under Secretary to the Treasury, heard how high fuel prices have damaged businesses and communities, restricted economic growth, hurt motorists and stoked inflation and unemployment across the country. MPs told how hauliers and businesses in their constituencies have suffered at the hands of the highest rates of fuel duty in the EU and struggled to remain competitive and solvent, citing evidence from the FTA and other organisations.

Calls for substantive measures, including scrapping the fuel duty rises planned for 2012 and introducing a fuel duty stabiliser, were made from either side of the House and at the end of the debate the 'ayes' had it in a unanimous show of approval for the motion.

However, Business Secretary Vince Cable has warned vehicle operators not to expect a cut in fuel duty. Speaking to the *Daily Telegraph* he said: "There are a lot of ideas going round at the moment on cutting taxes and increasing spending, and the government isn't in the position to do a lot of this. We've got a very big budget deficit and the top priority is getting that down."

"We've got to look at this along with a lot of other things. I don't want to raise people's expectations because our budget position isn't where we can make a lot of freebies available."



“Take your time and leave the place tidy ...”

Tidiness is what homeowners expect most from tradespeople, according to a recent survey.

They say an Englishman’s home is his castle and trades people should wipe their feet on the way in - according to new research conducted amongst 2,000 UK homeowners by Checktrade.com, the website for monitoring the reputation of trades people.

Two-thirds of homeowners prefer to employ a tradesperson who clears up after himself, as opposed to one who gets the job done in no time but who leaves behind muddy footprints. This figure is highest in East Anglia and Scotland (67%).

Meanwhile, one in seven busy homeowners are more concerned with whether their trades person turns up to the job on time, especially so in Northern Ireland where a quarter believe punctuality is key. Manners maketh the man for a further one in seven homeowners who say being polite is the way to win them over. One in 20 people say that it’s more important than anything else that their tradesperson is clean and well presented.

Commenting on the findings, Kevin Byrne, founder of Checktrade, said: “Our research findings just go to show that trades people competing in difficult times need to offer the whole package – accuracy, speed, punctuality, politeness and to be presentable. Homeowners consider it vital for trades people to treat their properties with respect.”

“Reputation matters. Customers remember a job well done, but neither will they be quick to forget poor service.”

Checktrade helps combat the UK’s rogue trader problem by continuously vetting and monitoring local trades people such as builders, plumbers and electricians as well as service providers. The idea was born in 1998 after a tornado hit the small West Sussex town of Selsey. Traders poured in from as far away as Liverpool and Manchester. Unfortunately, some ripped off the inhabitants of the town. Local businessman, Kevin Byrne, realised there was nowhere to check out the traders’ credentials and the company that became Checktrade was formed. Since then, Checktrade

has grown to include over 6,600 genuine trade members, growing by an average 130 new members every month.



“Our research findings just go to show that trades people competing in difficult times need to offer the whole package – accuracy, speed, punctuality, politeness and to be presentable.”

Kevin Byrne

Checktrade does have a section for removals and storage currently with only 35 companies listed. To be listed you need to become a member of Checktrade (it will cost you £499 + VAT) and fulfil the entry requirements including providing trade and customer references. To find out more go to www.checktrade.com.



● It’s a girl - new arrival at Sandys, the 18 tonne Scania named Amber Lilly.

Amber Lilly – the scent of the future?

It may sound like a new upmarket air freshener, but Dorset-based Sandys Removals is hoping that Amber Lilly represents the sweet smell of success.

The fleet’s new Scania five-door 18 tonner has been christened Lilly after owner Dave Sandys first grandchild – son Mike’s daughter – and Amber after driver Mark’s daughter.

Sandys Removals & Storage is very much a family firm, with son-in-law Martin also part of the team, so the naming of the new truck was an easy decision, added to the distinctive logo that has been a part of the north Dorset scenery for more than 40 years. The Scania, fitted out to Dave Sandys’s specifications by Mac’s Trucks of Huddersfield, will be a useful addition to the company’s fleet, and will enable Sandys to take all size loads into

London when the new London Emission Zone limits come into force in 2012. Sandys will be offering its services to local companies on regular runs into the capital from its convenient base a few minutes from the A303/M3 corridor.

But the truck will also be earning its keep with the increasing number of country manor house removal contracts that the company has been winning in recent years. “This new 5-door gives us the extra capacity and flexibility we need for the bigger jobs and greater distances we’re doing now,” said Dave, “and we’re hoping that Amber Lilly will lead to further expansion.”

ECB Group expands in the UK

The ECB Group, based in The Netherlands, that supplies steel shipping containers to the moving industry, widely used for containerised and self storage, is expanding its operations in the UK.

The company originally supplied to the international maritime and shipping industries but has now diversified to include the sale and lease of new and used maritime containers for storage purposes throughout Europe.

For the last year the company has been working on developing a network of depots in major UK

ports: Liverpool, Southampton, Tilbury and Felixstowe. They will all be operated from the head office in Rotterdam.

The new depots will offer UK customers a better service with keener pricing than has been possible in the past. They will also be able to provide a local service for repairs, modifications and spraying. UK operations have already started and the company expects to have the network completed during the first half of 2012.

For more information visit: www.ecbgroup.com.



Insurance advice clinic

By Ryan Squirrell of Reason Global Insurance

Should I sell customers' goods insurance?

In the first of a new series providing impartial advice on the most commonly asked insurance queries, Ryan Squirrell from specialist broker Reason Global tackles the pros and cons of selling customers' goods insurance.

It's a question I'm often asked, and there are advocates of both Customers' Goods insurance and the alternative, which is to stick with the 'extended liability' route introduced in 2005 following the regulation of insurance sales for removers by the Financial Services Authority (FSA).

Firstly, I would remind you that since April 2009 you have been able to sell insurance to customers without the need to be FSA authorised following the special exemption granted to removers, self storers and freight forwarders.

Although extended liability is still widely used, one of the main reasons for deregulation is because the alternative liability route actually resulted in less consumer protection, with no independent ombudsman to deal with customer disputes and no clear route for customers if the company went bankrupt.

In addition:

- You can only insure indemnity values (old for old) whether moving in UK, Europe or worldwide, meaning less compensation for customers and lower sums insured for you to charge on;
- You pay the excess in the event of a claim;
- Cover is limited to £25,000 under the terms and conditions unless additional fees are paid to increase the indemnity provided;
- It's not easy for customers to understand and therefore not easy to sell.

In comparison, selling Customers' Goods insurance can improve your bottom line as well as providing better protection for customers:

- New for old cover can be offered for UK, European and worldwide moving;
- Excess is payable by the customer, not you;
- Financial Ombudsman Service

(FOS) provides peace of mind for customers;

• Smaller firms can level the playing field by offering the same insurance as large multi-nationals.

Those that do sell Customers' Goods insurance can find lucrative ways to make the most out of their offering:

- Why not make insurance compulsory within your terms of trade?
- Use it as a negotiation tool and sell its advantages upfront, e.g. lower excess (£50), no effect on the customers' 'no claims' bonus on their household cover, etc;
- Mix and match to suit your business – some companies only sell insurance on overseas removals and stay with liability on UK moving;
- Opt for higher excesses;
- Tax! Only 6% IPT needs to be charged on top of insurance premiums compared to the 20% of VAT charged for liability. Why not make more money by charging the same for insurance but increasing your margin by the 14% difference?

If you do wish to sell insurance there are only three things you need to do:

- 1 Sign the BAR or NGR&S Code of Conduct for selling insurance if you are a member of either organisation – there's no specific code of conduct for non-members;
- 2 Change terms and conditions to BAR 'standard' terms or the equivalent NGR&S terms. If you are not a member of either association you will need to draw up suitable terms and conditions;
- 3 Subscribe to the FOS for free. Costs only apply if the FOS needs to complete an investigation.

Although extended liability is still widely used, one of the main reasons for deregulation is because the alternative liability route actually resulted in less consumer protection...



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NEWS: UK

BRITANNIA ANCHOR SUPPORTS BOLTON SCHOOL AND BRITAIN'S OLYMPIANS

Britannia Anchor Removals from Bolton was delighted to support Bolton School on 4 October when it played host to Sir Philip Craven, President of the Paralympic Committee and Old Boy of Bolton School, and Lord Sebastian Coe, Chairman of the 2012 Olympic Committee for the school's annual Marcus Tillotson lecture.

Chris Smallwood, MD of Britannia Anchor Removals, said that his company had a long established relationship with Bolton School. His company provided labour and vehicles ahead of the lecture to prepare the hall for the guests. "We feel privileged to be asked to support such a prestigious event. Just like Bolton School, we are proud to be serving Bolton and putting something back into the community."

Both Sir Philip and Lord Coe gave a strong and positive message about next year's games, saying that it represented a once in a lifetime opportunity for the UK that would bring a much needed lift to the whole country. Lord Coe said that there had already been 15,000 new homes built in one of the country's most deprived areas as a result of the games. It was all part of a lasting legacy the games would leave. Joining them on stage were two Olympic hopefuls, Sophie Hancock, a local paralympian and Daniel Sliwinski, an Old Boy of the school and Commonwealth Games swimming bronze medallist.

Bolton School is one of the oldest schools in Lancashire. The origins of the Boys' School can be traced back to at least 1516. In 1644 it was endowed by Robert Lever and so began a long and close relationship with the Lever name.

Read *The Mover* online at www.themover.co.uk



● The team - back row, left to right: Joe Rice, Steve Wren, Daniel Clinch, Dave Littlejohns, Scott Ditchburn; Bottom row, left to right: Helena Williams, Mike Clinch - Director and Phil Evans.

Going commando

The Reddaways Removals team 'Move a Bit Quicker' got down and dirty at the Commando Challenge on Saturday 8 October, raising money for Devon Air Ambulance and The 'C' group.

The team had to race round a gruelling course at the royal marines' endurance training centre on

Woodbury Common, near Exeter. The course involved taking on various obstacles including wading through a mud pit, scrabbling through pitch black and rocky tunnels, and the renowned 'Sheep Dip' a completely underwater tunnel. 'Move a Bit Quicker' were placed an amazing 6th out of the 75 mixed teams, which means a brilliant 11th out of the 134 teams that entered the 4km challenge.

The team has raised £569 contributing to a total for the event of £250,000!



"Before we started we were all dreading the sheep-dip, but by the end we all agreed that the tunnels were the worst part ..."

Helena Williams

New Mercedes added to Britannia Goodwins' fleet

In these financially challenging times it's always encouraging to hear that a company is prepared to invest in its future and remind us all that it's not all doom and gloom. That's exactly what Britannia Goodwins of Stafford has done with the purchase of its second 7.5 ton vehicle to increase its fleet size to seven. The new vehicle is a Mercedes Benz that has been re-bodied by Unique Van Bodies of Warrington to accommodate three standard containers.

The Staffordshire and South Cheshire-based family firm,

established in 1935, operates a mixed size fleet of different pedigrees consisting four DAFs, a Renault, Vauxhall and the Mercedes; that range in size from 3.5 tons to 18 tons. The latest acquisition has been bought to be used for all types of domestic moves. When explaining his reason for adding to his fleet, Robert Goodwin said that: "I bought it because I thought the Mercedes was of better quality than other makes."

● Long-serving employee Vincent Beardmore (left), accepts the keys to the new Mercedes from Robert Goodwin.

Reddaways Removals Director and 'Move a Bit Quicker' team captain Mike Clinch said, "As the eldest team member at 50, I was worried I might hold the group up, but we worked well together and got round with fantastic results."

Helena Williams, also in the team said there were a few anxious moments. "We did worry at one stage that we had lost one of the lads in a tunnel. We were all out and shouting back down the tunnel to him as he didn't appear for ages. The marine was about to head in to find him when he appeared looking very confused. He thought he'd had his arm on the back of the lad in front who had stopped waiting for people to move out the way, but he had reached a bend in the tunnel and has his hand on the wall not the lad in front of him. Being pitch black he didn't have a clue."

Helena also admitted there were some nerves when tackling the scary obstacles. "Before we started we were all dreading the underwater sheep-dip, but by the end we all agreed that the tunnels were the worst part," she said. "They were pitch black, long and very rough. Even my specially wrapped bubble wrap knees came out black and blue. I think we all felt sick with nerves waiting to go but the marines helping were brilliant and although seconds felt much longer underwater, before you knew it you were out the water and still alive! We're all up for competing again next year."

If anyone else fancies a go, the 2012 Commando Challenge takes place on 6 October.



Euro Group delivers Christmas

Euro USA of Mildenhall has teamed up with local radio station Zack FM to deliver a very special Christmas to children who will be in hospital over the festive season.

It's tough for anyone to be in hospital over the Christmas period, but especially for kids far from the Christmas trees and Christmas stockings of their own homes. That's why Euro USA has teamed up with the local community radio station to make a big effort to bring some real festive cheer to these children.

"Christmas is a time for families and for giving presents and is a very special time of the year for children," said Jon Barton of Euro USA. "We want to help make this Christmas memorable for those children in our community who unfortunately will have to be in hospital this year."

Euro USA has donated and distributed cartons for 14 collection points for presents to be donated throughout the local area. A radio campaign on Zack FM, 'Toys for Tots', will appeal for donations of new toys from the local community, Euro USA will then collect the cartons to enable the distribution of the toys on Christmas Eve to the West Suffolk Hospital.

As the photograph shows, the team at Euro USA are already getting into the Christmas spirit, and there is a long list of Santas ready to give their time to the good "Claus".

All toys donated to the 'Toys for Tots' campaign will be distributed to the children in the West Suffolk



● Here comes Christmas - Santa arrives with 'Toys for Tots'.

"Everyone is really looking forward to making a difference this Christmas and seeing the smiles on the children's faces!"

Jon Barton

Hospital Rainbow Ward on Christmas Eve with surplus toys being given to the Forest Heath area Department of Social Services.

"We're very proud to be in a position to help these children," said Jon Barton. "It's very important to us to be able to use our skills and our expertise to help the community. Everyone at Euro USA is really looking forward to making a difference this Christmas and seeing the smiles on the children's faces!"

Anglo Pacific at TNT Travel Show

The fourth TNT Sun & Snow Travel Show took place in October with well over 4,000 intrepid travellers pouring through the doors of London's QEII Conference Centre at the heart of Westminster.

As is tradition, Anglo Pacific International Plc took an exhibition stand and found the show to be both worthwhile and enjoyable.

Bianca Robinson, Baggage Manager for Anglo Pacific, commented, "The show is targeted at a young mobile antipodean crowd, exclusively for 18 to 39s, and that is exactly the profile of person that tends to ship personal baggage with Anglo Pacific. With Christmas around the corner, the timing was perfect for returning New Zealanders and Australians who are coming to the end of their

stay in the UK and have plenty of excess baggage accumulated over a year or two to ship home. Lady Luck placed our exhibition stand next door to a pie outlet so we were busy all day with good solid enquiries and our antipodean staff had plenty of empathy with the young people."

The TNT Sun & Snow Travel Show is a free event that provides travellers with the latest information and advice on how to make the most of their travel experiences including an inspirational line-up of speakers from Lonely Planet to National Geographic Traveller.



● Anglo Pacific at the TNT Travel Show.

Harrow Green becomes Birmingham Chamber Patron

On 1 November Harrow Green joined the Birmingham Chamber of Commerce

Patronage scheme, enabling the company to forge high-profile connections to businesses and business leaders in the region.

Liz Harper, Harrow Green's Commercial Manager, said: "Becoming a Patron is an important extension of our commitment to businesses in the region. We already work closely with a number of Midlands companies, building partnerships to help businesses change and develop. It's appropriate that we should consolidate our achievements, and our brand, by becoming a Patron of the Birmingham Chamber of Commerce."



"We already work closely with a number of Midlands companies, building partnerships to help businesses change and develop."

Liz Harper

Jerry Blackett, Chief Executive of the Chamber, said: "We are delighted that a company of Harrow Green's standing has joined us as a patron at the Chamber. We look forward to helping them develop their brand and to promote their expertise in this extremely specialised area of work. The move underlines Harrow Green's commitment to Birmingham and the West Midlands and we look forward to linking them to further opportunities in this area."

NEWS: UK



● The DRS service from Teesport to Widnes.

DRS launches a unique high-cube rail service from Teesport

Direct Rail Services (DRS) has launched a revolutionary new service from PD Ports Teesport container terminal utilising a unique wagon that can transport high-cube boxes to areas of the UK previously inaccessible by rail.

The five-days-a-week service was launched on 10 October and operates between Teesport's rail head at its fast growing container terminal in the UK north east and the Stobart Group's Widnes Intermodal Rail Depot.

It operates using ultra-low wagons, named 'Super Low 45' and manufactured by WH Davis, that are capable of carrying high-cube containers over non-gauge enhanced and height restricted routes, opening up almost the entire UK rail network to the larger boxes.

Previously, high-cube containers, which measure 9'6" in height compared with the standard 8'6", could be transported to such a wide area of the country by road only because of low bridges, tunnels and railway stations.

The service was initially set up to cater for containers being transported by logistics company PGO Ferrymasters, but it will also carry other customers' traffic.

Sarka Oldham, DRS Head of Business Development, said: "As a leading rail freight operator in the UK, this new service demonstrates DRS's ability to deliver innovative rail solutions to meet our customers' needs as well as offering both economical and environmental benefits. The utilisation of the Super Low 45 wagons is the first of

its kind and we are delighted to be working with Teesport and P&O Ferrymasters to spearhead this cross country rail service."

"We're delighted that the first rail service using these unique wagons will operate from our Teesport facility."

David Robinson

David Robinson, PD Ports Group CEO, said: "We're delighted that the first rail service using these unique wagons will operate from our Teesport facility. High-cube containers enable customers to reduce their environmental impact and increase cost efficiencies thanks to the economies of scale offered by rail over road and the extra capacity offered by these larger containers compared with standard boxes."

Regions now open to high-cube containers by rail from Teesport thanks to the wagon include north Wales, south Wales, south-west England, northern Scotland and the west Highlands.

New bank launched to help small businesses

On 17 October a new British bank, Shawbrook, was launched to provide finance to small and medium sized enterprises (SMEs) struggling to get funding from the UK's biggest banks, which in turn are grappling with expensive debt burdens and tight capital markets.

The bank has promised to lend £250 million per year exclusively to small businesses. However, the Forum for Private Business is calling for steps to improve traditional small business relationship banking in parallel to the asset-based lending provided by Shawbrook.

The Forum believes more competition between leading banks and allowing alternative funders to compete in the finance markets they dominate – including via substantial tax breaks for private lenders – would help to address the perception of small businesses as risky propositions and subsequently bring down lending costs.

"The bank represents a new source of finance for small firms and that is certainly a positive development," said the Forum's Campaigns Manager Jane Bennett. "But it has to be put into perspective. Shawbrook's model is lending against the value of a property, a form of asset finance rather than a return to the strong relationship banking that we want to be the bedrock of commercial finance in the UK."

She continued: "While a target of lending £250 million per year is not huge, the funding that will be available via the new bank should not be dismissed out of hand. However, there is a great deal of work still to be done to improve competition in order to address the over-centralised, tick-box nature of today's banking system, and to restore local decision making powers

"You have to welcome any new service in finance for small business these days, but it's essentially asset finance."

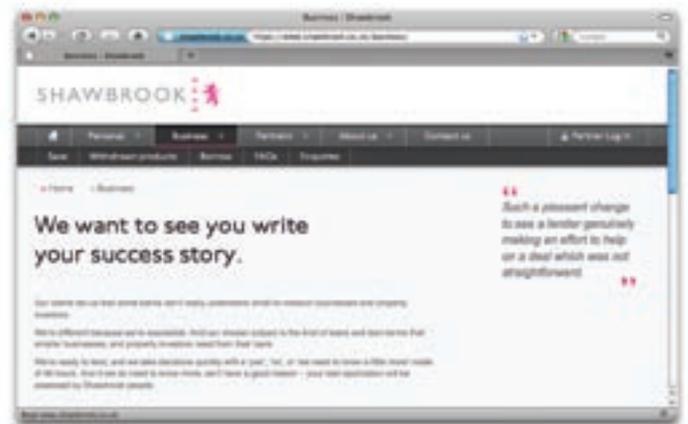
Derek French

to branch managers who truly know the businesses in their areas."

The Campaign for Community Banking Service's Derek French agreed that £250 million per year is a relatively small sum, but conceded that the new bank is a step in the right direction for small businesses. "You have to welcome any new service in finance for small business these days, but it's essentially asset finance. It's going to be leant against property, so they won't be taking a punt on any business," he said.

Mr French was also sceptical about Shawbrook's claim that most credit applications would be turned around in 24 hours. "You may have got the 'yes', but they are conditions that take longer than 24 hours to arrange."

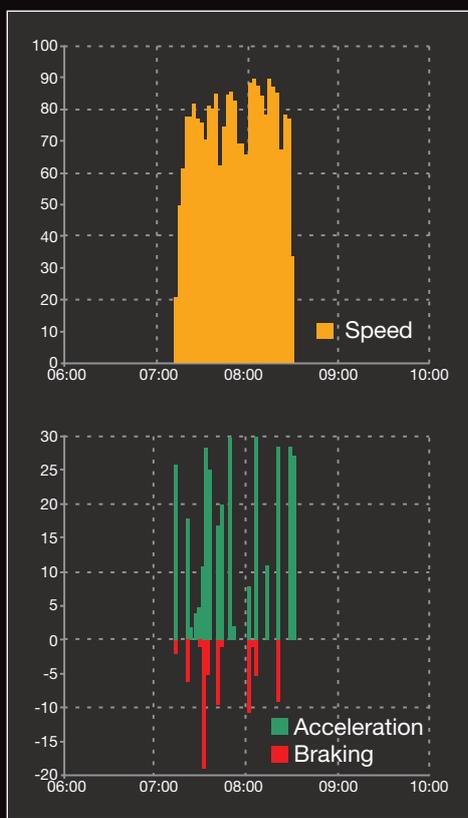
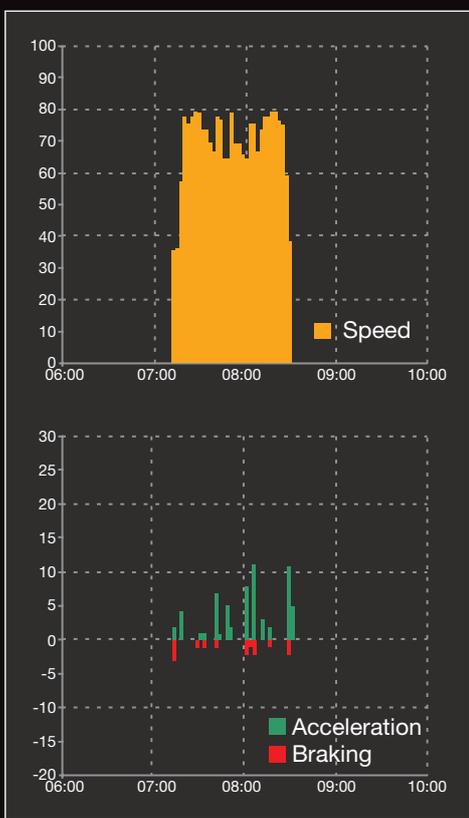
The Forum is calling for better banking services and more competition within finance markets as part of its Get Britain Trading campaign. For more information e-mail getbritaintrading@fpb.org, visit www.fpb.org or call 0845 612 6266.



● www.shawbrook.co.uk business homepage.

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Smart phone and comms choices for ambitious small businesses

Ian Philip, CEO at Anvil Mobile provides some tips for better business communications.

With so many different options of mobile phone, traditional land lines, new Voice over IP (VoIP) services and broadband packages available for start-ups and small businesses, making the right choices can be very difficult. And of course there is always someone who will claim to offer a better solution and a better deal. But for a growing business, being easy to contact at any time and presenting the right image to a wide audience is vital for success.

Mobile phones have revolutionised business, particularly for people constantly on the move. The problem is that customers know that in most cases it will be more expensive if they are calling a mobile. Not only that but an 07xxx number will often give the impression that there is no substance behind the business; no office, staff or way of knowing if it is a local company. Many potential customers will still prefer to look for an advertised local number to call.

One way to get over this hurdle is to rent a local BT number and put it on divert to your mobile phone. But the line rental usually costs between £13 to £15 (ex VAT) per month and on top of that, there are expensive divert charges in the region of 26p per minute that mean hefty bills. In addition, return calls will always display a mobile number, while background noise and bad signals are a further give away that you are always calling from a mobile.

Fortunately, technology has moved on and alternatives are now available. Using 3G - which is available on most modern mobile phones - an existing SIM card can be replaced with a new generation of SIM with a land line number directly assigned to it. This way, callers are charged only for calling a land line, the voice quality is excellent and when you call someone it is the local number that is displayed as the caller ID.

Even if your business already has an established and advertised BT number, this can be ported onto a new SIM card, providing continuity and avoiding changes to stationery, promotional material or directory listings. This is also true for most numbers provided by Internet

service providers (ISPs) and less well known telecoms operators.

Multiple local numbers to grow your business

Having one local number helps with your immediate market but it's also possible to have more local area numbers to help reach a wider audience. For example, a Cambridge

With intelligent call management it is possible to set up rules that change depending on the day or time... during office hours you can transfer the call to one number while in the evenings or weekends, you can route the call to a different number...

-based company may wish to also advertise its business in adjacent towns such as Huntingdon, Peterborough, Bury St. Edmunds and Ely with the appropriate local area codes. This provides an opportunity to grow the business with more in-bound customer calls and also enhances the image of the company. All of the local numbers can be answered on the same mobile phone with the landline number at a typical cost of 3p per minute as a divert charge. And where products or services are not dependent on geography, some smart businesses have advertised London, Birmingham and Manchester numbers, for example, and seen a rapid increase in revenues. This is ideal for Internet retailers or a price comparison website, for example - but not so good for window cleaners or emergency plumbers.

Presenting a more professional image

Another smart way for small to medium sized businesses to present a more professional image and make sure calls always go to where they will be best handled is to use an intelligent call management service. With a new or existing local number ported to the service, an auto attendant - press 1 for sales, 2 for service, etc. - will answer the incoming calls and route them to the right mobile or fixed handset. And

if you want to make sure calls are always answered, set up a hunt group so each number is tried in turn until the call is answered. In busy periods, calls can also be queued and answered as lines become free.

With intelligent call management it is also possible to set up rules that change depending on the day or

exchange is shared by many others. When everyone else is busy on the Internet, the capacity drops drastically and services such as broadband access or VoIP phones are disrupted or stop completely for a time. Most broadband contracts are for periods of up to two years so you have to take into account any growth in the number of users and PCs that will be sharing the connection over that period. What works well with one user may not work so well with 3 or 4 people using phones and PCs over a broadband connection.

Always ask a potential broadband supplier what the 'contention ratio' is. This sounds complex but it simply means how many other people will be sharing the connection to the Internet at the exchange. If the answer is 50:1, that means one connection at the exchange shared by fifty people/businesses - so leave it alone. Also ask a potential supplier: "do you have access to the WLR3 portal?" In plain English this means that BT Openreach carries out all of the actual implementation of new lines and also does the trouble shooting for any faults that occur. A WLR3 portal gives a broadband supplier direct access into BT Openreach systems so that orders and fault reporting can be accessed without going through a third party. It also lets the broadband provider see the status of orders and faults at a glance and makes a big difference to the quality and speed of service that you will receive.

We do not realise the full value of good business communications until something goes wrong so making the right decisions from the outset will be a major factor in your success or failure. While it's clear technology opens up exciting new opportunities for small businesses, it also makes it more confusing - so it's well worth doing your homework first.

For more information visit:
www.anvilmobile.com.

time. So, during office hours you can transfer the call to one number while in the evenings or weekends, you can change the greeting message and route the call to a different number, hunt group or answering service - all without employing a telephone receptionist. And if you make use of the mobile with a land line number, the cost of delivering the calls to mobile users is a fraction of the cost of diverting to traditional 07xxx mobile numbers.

Another optional feature of the new generation of mobile services is the capability to add call recording. Set to be always-on or on-demand, this will capture a call where a customer places an order, gives detailed instructions or asks a list of questions that may be difficult to write down while you are out and about. On demand call recording can be activated at any time during a call by pressing *5. The full recording, from the beginning, is then emailed to a pre-set address as an attachment to action or forward to a colleague.

Broadband and VoIP

The next area of business comms that can be a minefield is choice of broadband provider. In most cases it is true to say that you get what you pay for. Some low cost business packages look very inexpensive and attractive but the service is very variable if the connection at the

Read *The Mover* online at
www.themover.co.uk

INSIGHT: BUSINESS COMMS

● With features like intelligent call management services, new generation SIMs and call recording, the potential of mobile phones as business tools has expanded dramatically.



NEWS: INTERNATIONAL



● Boris Populoh.

Populoh receives ERC Meritorious Service Award

At its recent Global Workforce Symposium held in Denver, Colorado, the Worldwide ERC presented Willis Relocation Risk Group Senior Vice President Boris Populoh with its 2011 Meritorious Service Award. The award is presented annually to individuals in recognition of their dedicated service and professional contributions to the Worldwide ERC and the workforce mobility business community.

Fine art award for Orphee

The fine art facilities of Orphee Beinoglou in Elefsina have been awarded the prestigious 'Art Protect' certificate by AXA Art. The 'Art Protect' initiative was launched by AXA Art in 2007 under their GRASP (Global Risk Assessment Platform) program as part of AXA's worldwide risk management.

Read *The Mover* online at www.themover.co.uk



New acquisitions for Grace

After 100 years in operation, Grace Group, Australasia's largest removals and storage company, has cemented itself as a leading market player by recently completing two significant acquisitions.

The acquisitions are the first takeovers for Grace Group since 1995 when the company was bought by Jim Thompson.

The acquisition of Advance Document Systems (ADS) in regional NSW and Total Records Management (TRM) in Brisbane are major milestones in the continued story of Grace Group's growth and development. At a combined cost of AU\$12 million, these assets represent a substantial investment by the Group.

As part of Grace Records Management's regional development strategy, ADS provides the opportunity to expand operations into the heart of regional NSW. A substantial site is positioned in Orange with two smaller branches located in Nowra and Newcastle. The company said that this establishes them as the only national supplier of records management services to regional Australia.

TRM offers Grace the ability to expand its market share and offering in the Brisbane district. A total of 274,000 boxes will be absorbed into its new state-of-the-art Willawong facility and expand its portfolio of high profile clients in South East Queensland.

100 years ago Grace Removals started with one repository at Camperdown and two horse drawn vehicles. Today, Grace proudly owns branches in over 40 locations in Australia and New Zealand and has a 400 strong fleet at its disposal. In 2010 alone, Grace moved over three million boxes during home and business moves.



● Michael Highland, Grace Removals Records Management's General Manager, who instigated these two recent acquisitions.

Running for their lives

Since 2004 Santa Fe has organised a fun run to coincide with the IAM (previously HHGFAA) conference in aid of the Johns Hopkins breast cancer charity. This year was no exception with 126 participants bracing the Colorado sun to raise in the region of US\$15,000 for the charity.

The run is only a run for those

who choose to break into a sweat. For mere mortals, it's an amble with friends and a chance for some fresh air. As always the event was well organised by the Santa Fe team.

This year the race was won by Josh Petzel of Graebel and Lisa Drewry of Taylor International for the women.





Anglo Pacific boosted by Christchurch earthquake rebuild

Anglo Pacific International Plc has reported that removal bookings for New Zealand in 2011 are 26% up on 2010.

The company has experienced greater growth this year to New Zealand than any other migration market and believes that the skills shortage caused by widespread earthquake damage could be partly responsible.

In February 2011 an earthquake of magnitude 6.3 struck the Canterbury region of New Zealand and was centred just 10km from Christchurch – the country's second most populous city. The most destructive in a year-long earthquake swarm affecting the Christchurch area, the disaster left many casualties and insurers with a total rebuild cost of around NZ\$15 to \$16 billion. Now, in the aftermath, New Zealand's single largest issue is a shortage of skilled labour.

“There is going to be huge economic opportunity in Canterbury over the next three to ten years.”

Alex Bouma

Jason Diggs, Anglo Pacific's Sales Director and a native of Christchurch himself, commented “Whilst native New Zealanders are of course priority candidates, there is an acknowledgement that overseas tradesmen and construction experts will have to plug the shortfall. The

Canterbury Employment and Skills Board (CESB), a body set up in the wake of the earthquakes, has made a concerted effort to urge expat New Zealanders to return home and help with the reconstruction. This Board will be attending migration and employment Expos across the UK in the coming months to recruit both expats and Britons to bolster Christchurch businesses. Judging by Anglo Pacific's much increased export bookings for New Zealand, their efforts could bear fruit.”

Estimates suggest that at least 8,000 construction workers will be required to rebuild and repair Christchurch's 100,000 damaged homes. If the rebuild is rolled out at a fast rate, literally tens of thousands of additional workers will be needed and, even if the program is staggered over ten to 15 years, the local Christchurch employment market still would not be able to cope. The problem has been exacerbated by an exodus of Christchurch residents who have sought jobs and lives elsewhere to free themselves of the difficult conditions.

CESB Deputy Chairman, Alex Bouma, said unprecedented opportunities exist in Christchurch for skilled workers willing to relocate. “There is going to be huge economic opportunity in Canterbury over the next three to ten years. There's been expansive coverage of the disaster and what we're trying to say now is that the business community has moved beyond that to a large degree. Sure we've still got a lot of things to deal with, but now there are unprecedented opportunities they can be a part of.”

Ironically, even before the unprecedented string of seismic activity, New Zealand was in need of more skilled labour. Hiring had already become increasingly difficult in the IT and computer sector to keep abreast of changing technology and the health sector is also crying out for staff.

Sage report gives positive outlook

Businesses remain confident of their prospects for the next six months, despite losing confidence in the global economy. The latest Sage Business Index found that between February 2011 and September 2011, confidence in the global economy fell from 52.13 on the index, to 44.47, reflecting recent economic developments, which have resulted in global market turmoil.

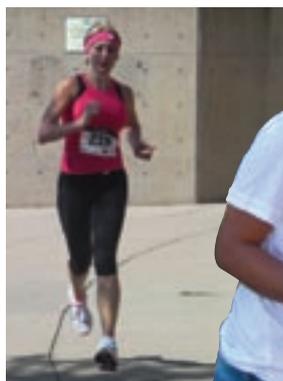
Nevertheless, businesses remain resilient, as the confidence in business outlook increased from 56.48 to 57.88 in the same time frame.

The survey of 10,000 small and medium sized businesses across Europe, North America, Africa and Asia also found that 35% of those surveyed had seen revenue increase in the last six months, while a further 34% remained steady.

One of the biggest threats faced by businesses over the last six months was the rising cost of energy, fuel, and raw materials. But many businesses intend to invest in sales and marketing over coming months, as they strive to grow.

Commenting, Guy Berruyer, Chief Executive of The Sage Group said: “Tenacity and resilience are part of small and mid-sized businesses' DNA. Despite the wider economic circumstances they are focussing on what they need to do to continue growing. Even while we were carrying out the fieldwork for this edition of the Business Index there was significant change in financial markets and a lot of bad news about the global economy, leading, not surprisingly, to a drop in confidence. Nevertheless the respondents to our survey are showing their entrepreneurial spirit and plan to invest for the future.”

On a less positive note, the survey found that the role of government bureaucracy remains a hindrance for many businesses. Cumbersome legislation, and the government's handling of economic challenges were the main reasons cited.



● From left: Overall winner, Josh Petzel of Graebel; Get set, go! All competitors at the start; Overall women's winner, Lisa Drewry of Taylor International; Post-race refreshment.

INTERVIEW: DEREK AVIS OF VANCRAFT

● Left to right: David and Harry Appleyard with Derek Avis during their visit to the Vancraft factory.

Van maker optimistic about the future

Deputy Editor **David Jordan** makes a return visit to Vancraft to see how the company weathered the storm of the recession and returned to full order books.

I last met Vancraft's directors Derek Avis and his son Nick back in 2006 when I visited the factory for the first time. On the face of it nothing seemed to have changed as I drove into the yard in Besthorpe, a village now bypassed by the busy A10 not far from Thetford. Nick met me in reception and went off to put the kettle on while Derek and I chatted about how Vancraft had survived the recession and come out of it leaner and fitter as a result.

"We went through a pretty tough patch towards the end of 2008," said Derek. "People suddenly stopped buying vans and we had to take a close look at our overheads and how we could cut costs. We also took on work away from our traditional markets such as building curtain-sided trucks and even motor homes. Inevitably we had to make several people redundant and we finished up losing about half of our workforce."

Nick brought in the tea and we talked about the impact the redundancies had made on the

business. "Surprisingly little is the honest answer," said Nick. "We all have to do things we didn't do before, like me making the tea occasionally for example, but really it's been a lot easier than we thought. It's easy when times are good to get into a situation where you're carrying more staff than you really need. It's only when things get tough you realise you can manage perfectly well with fewer people – I think that's a lesson we've learned."

Thankfully the worst of the recession seems to be over for Vancraft and the order books are back to their normal healthy level. "We've seen a big increase in orders for large European removal vans," said Derek. "I think the tide has turned for a lot of people who moved abroad a few years ago and they've decided to move back to the UK."

Right on cue the reception bell rang announcing the arrival of Harry and John Appleyard from Britannia Appleyard & Sons in Rotherham making an inspection visit of their

new Volvo FM Globetrotter being fitted out in the factory. Harry told me the impressive new vehicle was primarily for use in Europe, confirming the buoyancy of the continental removals market.

"People suddenly stopped buying vans and we had to take a close look at our overheads and how we could cut costs."

Derek Avis

Vancraft's reputation for craftsmanship was reflected in the standard of the vehicles being prepared on the shop floor, with great care being taken by the coachbuilders to make sure the highest standards are maintained.

The company's return to full order

books has led to a recruiting drive for additional production staff, but finding the right calibre of people is proving very difficult. "We need to recruit a number of coachbuilders to bring our production team up to the level we need, but so far we've not been able to find people with the right skills," said Derek. "It's a bit surprising given the number of people out of work, but I guess it's a sign of the times."

Despite the current difficulty in finding skilled labour, Derek and Nick are quietly optimistic that the worst of the recession is over and the steady upturn in business will be maintained. As with many other companies, the last few years have not been easy and Vancraft's return to success has not been without pain. However the company's resilience and willingness to respond to a changing market has ensured its survival and maintained Vancraft's position as one of the removals industry's most respected van makers.

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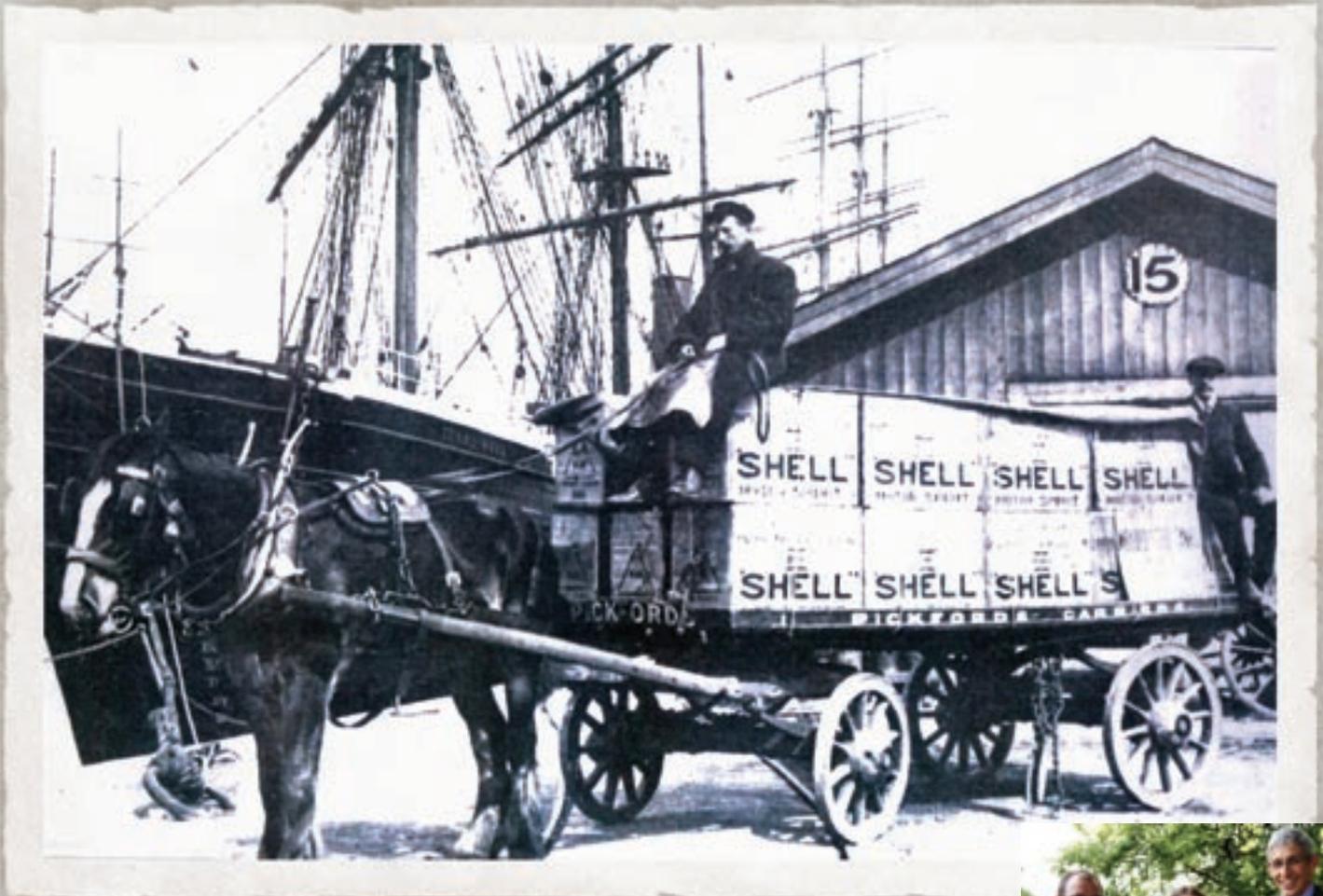
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HISTORY: PICKFORDS AND THE TERRA NOVA



Reason Global helps Pickfords unearth a hidden heritage

A series of fortuitous events has sparked a hunt to find the origins of a photograph linking the UK's largest removals and storage company, Pickfords to the world famous ship, *Terra Nova*.

The vessel is best known for its voyage under the command of Captain Scott on his ill-fated expedition to be the first to reach the South Pole.

The black and white image, which apparently shows a Pickfords horse and cart delivering Shell motor spirit to the ship, was found by Reason Global's Graham Puddephatt during a search for images for a BAR conference presentation. Unaware of his find, it was fortunate that Michael Andrews, Pickfords' Area Manager, was in the audience and spotted the famous connection.

Following the discovery, Pickfords teamed up with the International Polar Foundation to embark on a rollercoaster search to find the origins of the image.

"After we drew a blank with the most famous of Terra Nova's commissions, we started looking a little further afield."

Dr Liz Pasteur

Michael explains: "At first we thought the image might have been taken just before Scott's famous British Antarctic Expedition sailed in 1910, but lengthy conversations with archivists at Shell UK, the International Polar Foundation and the Scott Polar Research Institute

failed to find any evidence to support our theories."

Dr Liz Pasteur from the International Polar Foundation takes up the story: "After we drew a blank with the most famous of *Terra Nova's* commissions, we started looking a little further afield. After speaking to *Terra Nova* expert and author Mike Tarver, we were informed that the ship's name, just about visible in the picture, was not on the hull by the time it was purchased by Scott in 1909, so the photo must have been taken some time before then.

"From what Mike has told us, the most plausible explanation is that the photo was taken at London's West India Docks in 1905 as the ship prepared to sail on a rescue mission to reach members of the failed Ziegler polar expedition. The US party was stranded north of the Arctic Circle for two years after attempting to reach the North Pole."

Michael continues: "After speaking to Mike our investigations have led us as far afield as the US descendant of one the Ziegler party and to the Norwegian Polar Institute, but no one can confirm when or where the image was taken; it's a complete mystery. We've run out of leads, so we're throwing it open to the public



● Pickfords' Area Manager Michael Andrews (right) and Graham Puddephatt of Reason Global present a copy of the image to Dr Liz Pasteur from the International Polar Foundation UK.

to see if we can shed any more light on the origins of the photograph."

Pickfords has been working closely with the International Polar Foundation throughout 2011 to transport adapted teaching tools and educational puzzles to UK schools learning about the importance of the Polar Regions and climate change.

If anyone has any information on the origins or background of the photograph, they are urged to contact Lyndsey Daykin at Pickfords on 0203 188 2248.

Editor's Note

Some of you may know that I occasionally enjoy an alter ego as an amateur actor. The day after this photo arrived at *The Mover's* office, I was asked to play Scott in a play called 'Terra Nova'. The play opens at The Place Theatre in Bedford in February. Tickets from: www.theplacebedford.org.uk.

Time running out for non-UK operators to beat LEZ fines

Transport for London (TfL) is calling on the owners and operators of vehicles registered outside Great Britain, including Northern Ireland, to take action now to avoid fines when new emissions standards come in to effect in January 2012.



All affected vehicles need to be registered with TfL before they drive into Greater London to show they meet the new standards.

Owners and operators of HGVs, buses and coaches that are Euro 3 for particulate matter (PM) compliant and are already registered with TfL will need to take appropriate action to ensure their vehicles meet the new Euro 4 standards and then re-register the vehicle before 3 January, 2012. Operators or owners who have vehicles already registered as meeting Euro 4 for PM or above will not need to re-register.

Owners of vehicles that do not meet the required emissions standards or who have not registered with TfL by 3 January, 2012 and who drive within Greater London will have to pay a £200 daily charge or risk a £1,000 penalty.

Owners and operators of large vans will need to register with TfL to show they meet Euro 3 emissions standards for particulate matter (PM). Any vehicles that do not meet these new LEZ standards now will need to take appropriate action and then register the vehicle with TfL

All affected vehicles need to be registered with TfL before they drive into Greater London

before 3 January, 2012.

Owners of these vehicles that do not meet the required emissions standards or have not registered with TfL by 3 January, 2012, and who drive within Greater London, will have to pay a £100 daily charge or risk a £500 penalty.

Owners and operators of affected vehicles have a number of options available to them to ensure they comply with the scheme including:

- Fitting a filter to the vehicle to improve the emissions: TfL recognises accredited filter modifications from across Europe;
- Purchasing a newer vehicle;
- Reorganising a fleet so that only vehicles which meet the required emissions standards drive within the LEZ;
- Paying a daily charge.

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NEWS: ON THE ROAD

Volvo Trucks' flagship celebrates with 750 hp

The Volvo FH16 is now available with 750 hp just in time to celebrate the 16-litre engine's 25th anniversary.

The Volvo F16 was introduced in 1987 with Volvo's first-ever 16-litre engine, producing 470 hp. Since then, market needs have driven the development towards increasingly powerful trucks. "With the Volvo FH16 750 we can offer our customers a truck with absolute top performance, good fuel efficiency and extremely low emissions," said Staffan Jufors, President and CEO of Volvo Trucks.

The new engine is based on the same technology as Volvo Trucks' current 16-litre 700 hp diesel engine that has been optimised for higher power and torque but fuel consumption is unchanged. The 750 engine is available in two versions, one for Euro 5 and the other for EEV (Enhanced Environmentally-friendly Vehicle), giving even lower particle emissions and less smoke.

Production of the first Volvo FH16 trucks for the European market with the higher power output will get under way in the beginning of 2012. In addition to the 750 hp version, Volvo's 16-litre engine is available with power outputs of 540, 600 and 700 hp.



● The 750 hp Volvo FH16.

Larger and more powerful trucks for the sake of the environment?

How is Europe to meet its tough climate targets as transport needs increase? Although it may initially seem strange, larger and more powerful trucks may be one of the answers.

The EU has decided to reduce emissions of greenhouse gases from the transport sector by 20% between 2008 and 2030, and by even more in the longer term. At the same time, transport needs continue to increase and, above all, it is the heavy freight sector that is increasing most. In other words, what we are up against is a complex challenge.

"In order to succeed, a number of different measures will be needed such as better logistics, more efficient engines, more fuel-efficient driving techniques and new fuels. But one of the solutions may also be larger and more powerful trucks." This is the opinion of Anders Ahlbäck, Project Manager in the Area of Advance for Transport, Chalmers University of Technology.

Getting more done with less fuel
The basic principle is simple: with larger and more powerful trucks, more freight can be carried by fewer vehicles, which in turn reduces fuel consumption and climate impact in relation to the transport work being undertaken.

"Longer and more powerful trucks are of course not the only solution to the transport sector's climate problems, but they are one of many answers."

Hayder Wokil

The fact is that demands on more efficient transport have for many decades driven development in the direction of increasingly powerful trucks. In the mid-1970s a power output of 350 hp was regarded as high. Today you would need to add another 100 hp to reach the average for a truck on European long-haul assignments. For operations in very hilly terrain and in high-altitude conditions, really high performance is needed to be able to quickly transport food and other fresh goods

or to haul heavy loads such as wind-power stations, timber, ore or machinery. For this sort of demanding operation, there are trucks like the Volvo FH16 with power outputs of up to 750 hp.

Lower climate impact

"What is remarkable is that during the same period, fuel consumption and climate impact have dropped by an average of about 40%, while emissions of nitrogen oxides and particles have been cut by more than 90%," said Hayder Wokil, Product Manager at Volvo Trucks.

But more still remains to be done. Volvo Trucks works actively and continuously to reduce fuel consumption and carbon dioxide emissions from its trucks. And if more countries in Europe decided to follow Sweden's and Finland's example and allowed truck rigs of up to 25.25 metres in length, one in every three semi-trailers on Europe's roads would no longer be needed – at least in theory. In actual fact, what is probably more likely is that it will be easier to meet expanding transport needs without adding more carbon dioxide to the atmosphere.

"Longer and more powerful trucks are of course not the only solution to the transport sector's climate problems, but they are one of many answers. Here at Volvo Trucks we see it as our mission to pursue development and to make truck transport's environmental footprint as small as possible. Trends thus far show that a smaller climate impact and more efficient transport really do go hand in hand," said Hayder Wokil.

HOW MUCH MORE POWERFUL HAVE TRUCKS BECOME SINCE 1970?

1970-1975	330 hp
1975-1980	375 hp
1980-1985	400 hp
1985-1990	450-475 hp
1990-1995	500-525 hp
1996-2006	550-660 hp
2009-2011	700-750 hp





● The changes would make the total permitted length for articulated lorries 18.55 metres.

Longer lorries on trial

Following consultation on proposals to allow a two-metre increase in the length of articulated lorries, the Department for Transport (DfT) is allowing a ten-year trial of up to 900 trailers at an increased length of 2.05 metres, and 900 at an increase of one metre.

The longer lorries will operate within the existing weight limit of 44 tonnes but will offer 13% more loading space. If allowed, they could be very useful for those long-haul, multi-drop European moves.

Roads Minister Mike Penning said: "By allowing companies to use one truck where they may have previously needed to send two, we can help the sector improve efficiency and save money – which should in turn benefit consumers. Independent research showed the potential environmental, safety and congestion benefits of longer trailers and this voluntary trial will give industry the opportunity to demonstrate how this works in practice. The trial will be subject to rigorous annual assessments and will be closely and independently monitored throughout so that any concerns are addressed quickly."

The changes would make the total permitted length for articulated lorries 18.55 metres; the current maximum length for lorries using a truck and drawbar trailer is 18.75

"The trial will be subject to rigorous annual assessments and will be closely and independently monitored..."

Mike Penning

metres. The government has ruled out any further increase in length.

The response to the consultation can be found at: www.dft.gov.uk/publications.

The government had also consulted on the possibility of increasing the length of cabs to allow a more aerodynamic frontal design. However, it was clear from the consultation that there is unlikely to be significant commercial demand for aerodynamic frontal designs at present. The government therefore does not intend to take this any further at this time, but will keep the situation under review.

September van and truck market up 8.8%

Confidence is remaining high in the vehicle market according to recent figures from the Society of Motor Manufacturers and Traders (SMMT).

Paul Everitt, The Society of Motor Manufacturers and Traders (SMMT) Chief Executive, said "Confidence returned to the commercial vehicle market in 2011 and the September market continues the upward trend, growing 8.8% on last year. The future state of the economy is certainly a concern, but it's clear that owners and operators are currently investing in new, fuel-efficient vehicles to help weather the storm of high fuel prices." It is, of course, likely that changing LEZ regulations in London are having an effect too as companies replace old Euro 3 vehicles.

Commercial vehicle market overview

The van market recorded 9.4% growth in September, building on the strong performance seen throughout the year. The > 2.0t portion of the market performed particularly well.

The 'squeezed middle' 3.5 – 6.0t Rigid market continued to decline in September as operators combine heavy trucks and large vans to handle operations traditionally carried out by this market sector.

On the back of 101.4% rolling year growth, the September Artic market was up strongly by 29%. The ongoing recovery brings this part of the market within touching distance of pre-recession levels, a sign of greater confidence and industry's recognition of the cost savings on offer from new, efficient vehicles.

"...operators are currently investing in new, fuel-efficient vehicles to help weather the storm of high fuel prices."

Paul Everitt

Looking to the future, the economic outlook is uncertain and further growth relies on government's ability to sustain an investment-led recovery through targeted incentives and encouragement of private spending on R&D, skills, plant and machinery.

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INTERVIEW: MATT FAIZEY

Keeping up the standards



It's time the industry spoke out

In his second interview with **Steve Jordan** for *The Mover*, newly elected BAR Board member Matt Faizey gives his opinion on standards in the industry and how to improve them.

When I first interviewed Matt Faizey five years ago he was unimpressed with the inspection criteria for membership of the UK's trade associations. He felt that it was all just a case of box ticking with little relevance to the quality of the work the customer received. Five years on, and with the expansion of the industry-related BS standards, his opinions haven't changed much.

His problem is that he feels the current inspection procedures are too focussed on how you run the business not on what happens at the customers' houses. "I would be happy to sign a consent form allowing any inspector to turn up at any time during the working day to inspect my premises and vehicles and to speak to any customer I have moved in the last month," he said. "They should also be allowed to go out to any move going on that day and inspect the workmanship, actually seeing the company in action. I'd love to see that."

He added, "We had an inspection here recently. I asked the inspector 'Do you now have any clue whether we are a good firm of removers or not?' The inspector said that they didn't, but they had ticked all the boxes." What Matt would like to see is inspections that assess everything that the customers receive. "We tend to lose sight of what people want. The public don't care about 'O' licences, they do not care about BS EN numbers, nor ISO for that matter, they want to know that the back of the vehicle is clean, that their goods will be looked after, that the equipment is fit for purpose and that the crew will be well mannered,

polite and courteous. They want to see images of the company, and to feel confident in the assessor that came to see them. They want a company that thoroughly understands the process of moving home."

Matt acknowledges that running field officers is expensive but believes that companies would be prepared to pay the cost if they knew that they were getting a thorough inspection. "How much more would members pay if they new they were going to get that service? What price are you going to put on the increase in standing of the Association among its membership?"

It wasn't long ago (earlier this year) that BAR held a referendum of its members to establish whether they would accept compulsory Standards as a membership criteria. The idea was rejected. Although Matt wants tougher standards he's not surprised that the vote didn't go through. "It failed because to ask companies that have been through the worst trading period in their history to stump up between £500 and £900 a year for something they cannot sell to the public, and that has zero recognition by Mrs Smith

"I really want to know what people think. I want to know if I'm a lone voice; am I the 'blue goldfish'? I wish it was a shared effort with people calling for what they want but it isn't."

Matt Faizey

in Acacia Avenue, was always going to build resentment. But if you make the Standard really mean something to the public, then make it compulsory, I think most people would go along with it. Even if to be a member of BAR in itself is the standard, however, only on the basis that the public know what BAR even is."

Matt says that it's the BAR badge, not BS EN standards or kite marks, that should be the symbol of excellence. "I believe that's what the majority of the membership want to see. However, it seems

many forget that the judge of this isn't the members, nor the Board or Director General, but our customers."

He does, however, acknowledge that there is a fundamental problem. He believes that he knows what the majority of the moving industry in the UK would like ... but he doesn't know for sure. He doesn't know because the majority of the industry chooses not to be vocal. "This is not a criticism of BAR it's a criticism of the industry. BAR has all the mechanisms in place for members to make the changes they would like to see. But apathy is a serious problem. Since joining the BAR Board I am now more scared that the membership will continue to sit back and blame the Association without telling it what they want." Of course, it's very rare for the membership of any organisation to know what it wants, much less to voice it.

"I really want to know what people think. I want to know if I'm a lone voice; am I the 'blue goldfish'? I wish it was a shared effort with people calling for what they want but it isn't. I think the reason is the small companies are concentrating on



making ends meet so the only voices you hear are those of people in positions that afford them the time to do it – i.e. those at the top of removal companies with seven figure turnovers. You then get a very skewed set of opinions. That seriously compounds the problem. But if the big companies are the only ones making noise it's not fair to accuse BAR of only listening to them."

In the last five years Matt hasn't lost any of his passion. In fact, he possibly feels it even stronger now because time has passed and he

feels little has changed. "People in the industry seem to walk around with their heads in the sand. They don't voice their opinions. I can argue for what I think is right but I don't know if anyone agrees with me. It's very frustrating."

Matt has only been on the BAR Board for a few months but already he feels that it is the membership and the industry at large that needs

to make its opinions felt. It's not that BAR isn't listening; it's the industry that's not saying anything.

"And as much as people might get fed up with seeing or hearing me, at least I'm using my voice, it'd be a pleasure if ever I were to find I was one of many," Matt said, with sadness, sincerity and just a hint of the anger that this editor knows for certain still exists.

Comment from Chris Waymouth

Chief Executive of Quality Service Standards Ltd.



Matt is not alone in suggesting that the removals quality standards should be made "tougher" and should be more relevant in terms of measuring real performance and service delivery and less of a ticklist exercise against the technical requirements of the Standard.

As the principal certification company for the industry, QSS very much supports a move in this direction. However, it must be remembered that we ourselves do not set the standards or their contents – in the case of the most widely held removals standard (BS EN 12522 for domestic removals) this is a European standard whose contents are determined by no less than 30-odd national standards organisations from all across Europe (the counterparts of BSI in the UK).

Each Standard comes up for review every five years, and in 2011 it was the turn of BS EN 12522. Through BSI, QSS put forward a number of comments and suggestions for improvement but unfortunately we were a lone voice and the decision was made by CEN (the European consortium) to leave it in its present form. This was particularly frustrating as we in the UK have by far the greatest number of certifications to this

"Matt is not alone in suggesting that the removals quality standards should be made "tougher" and should be more relevant..."

Chris Waymouth

Standard and it would have been good to think our views would have counted. But sadly not.

Despite this – or perhaps because of this, we are currently engaged in a review of our own methods of auditing and assessing movers' performance as we believe, as do Matt and a number of others in the industry, that the process could be made much more meaningful as a true measurement of quality service. I would really welcome all suggestions – please contact me at chris.waymouth@bar.co.uk or call 01923 699480.



Comment

Do you agree with Matt? Should standards be tougher and more representative of day-to-day activities? If you do feel strongly, we'd welcome your comments.

Have your say at comment@themover.co.uk

BUSINESS: EXCHANGE/COMPLETION

More time between exchange and completion please

A recent survey, conducted by **Jane Finch** of Moving etc... has highlighted the difficulties that the lack of time between exchange and completion for house owners is causing the moving industry. She would like to see changes made to the property transaction process so that it starts working for everyone, both customer and supplier alike.



The survey found that there are various problems experienced, by both removal firms and their clients, when dealing with the completion process of buying and selling property in the UK. Problems such as end of the month completions, late hand over of keys, uncertainty of the exact completion date until the last minute, busy Friday completions and many other complications were cited as the most problematic issues experienced by removers on a daily basis.

The graph opposite shows the problems highlighted by removal companies.

Nicki Sutherland of Monkey Removals in Lincoln who took part in the survey, commented, "Moving is very stressful and all of the above issues make it so upsetting for some of our customers. From a business point of view, it has the potential to cost us time and money. The most prominent thing however is the distress solicitors cause to their clients."

As well as the extra time and effort it takes to make sure the customer's move goes as smoothly as possible when problems occur, the extra costs to the customer can sometimes cause the most stress. Stephen Terry of Anglo French Euro Removals in Maidstone, Kent said, "One client we currently have in storage has had three provisional moving dates booked with our company and had to cancel all of them at late notice. The main problem is finding something else for the guys that were booked in to conduct the move. Also this client is elderly and getting more stressed by the day!"

Jane Finch, herself points out that many local councils now require 7 - 14 days notice to suspend parking outside a property and with only a couple of days notice to book a move it is not always possible to plan properly. "Removal companies

can't plan ahead because the job isn't booked until just a few days before completion. Then lots of customers all want to book for the same day, meaning movers have to let customers down!"

"One client we currently have in storage has had three provisional moving dates booked with our company and had to cancel all of them at late notice."

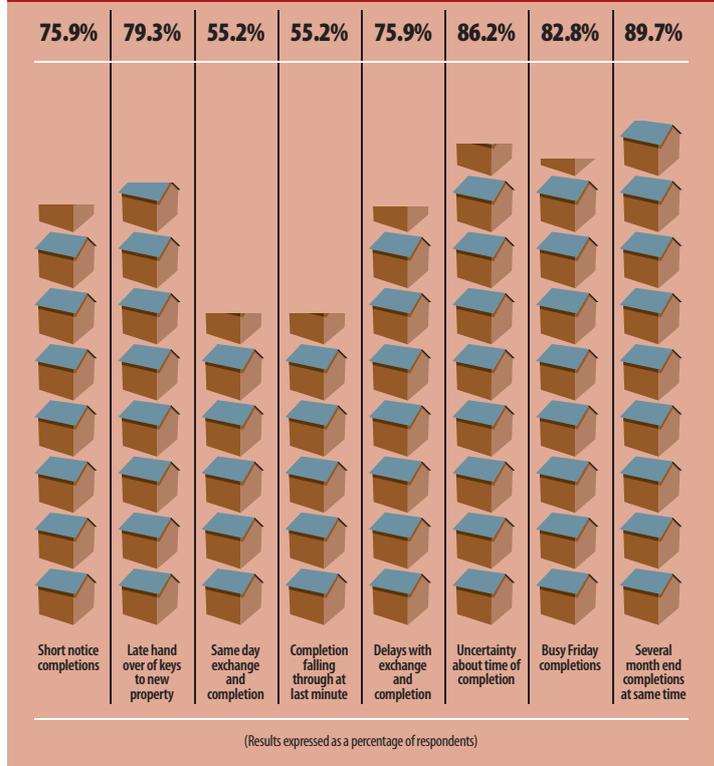
Stephen Terry

One remover based in Scotland commented in the survey, "The majority of our moves are booked with less than two weeks notice, 65% are booked with less than one weeks notice. This results in more removals being undertaken without a survey, so no chance to check parking, volume or access, etc."

Another major problem facing removal companies is the late handover of keys sometimes even after 4 or 5pm on completion day. Berin Riley of Move-it Channelmoving in Ashford, Kent said, "Frequently, late hand over of keys causes financial losses, as clients rarely will agree to extra charges after the event. Unloading at 10pm is not uncommon in these circumstances but we need the vehicle to be emptied to honour the next day's bookings."

Other property professionals and the general public might think that removal companies are just moaning about the problems and not dealing with them properly, but according to Russell Start, the Managing Director of Pickfords Removals,

MOST COMMON PROBLEMS EXPERIENCED BY REMOVERS



these are very real issues which need to be addressed and not overlooked any longer. "25 years ago, the time between exchange and completion of contracts used to be anywhere between 14 - 28 days. This gave the customer enough time to plan their move, notify their utility and telephone suppliers, book their removal company and move in with relative ease. Now we very often see exchange and completion happening on the same day, which can create

operational challenges and stress, anxiety, and sometimes additional costs to the client."

Do you agree with the survey that the system for house sales in the UK is broken and needs sorting out? Did you read Matt Faizey's cover story in the November issue of *The Mover* in which he is encouraging the whole moving industry to work together to insist that the problem is solved for the benefit of the moving industry and its customers?



Comment

If you feel strongly about this issue, send your comment to *The Mover* for publication. Perhaps, together, we can make a difference.

Have your say at comment@themover.co.uk

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INSIGHT: ENGLISH IDIOMS



An examination of idiom

Steve Jordan looks at some English expressions and why we use them.

Picture the scene. Three chaps are sitting in a bar, me and two others who should best remain nameless (but let's just call them Nick Flaxman and John Mitchell from Pluscrates) to preserve their good names. It's been a long and productive day and a similarly long and enjoyable night. The time is 2.00am. Most sensible people have retired but the attraction of just one more Jack Daniels is more than the weakened mind can bear. We agree that we are all 'three sheets in the wind' and from there a whole new thread of conversation blossoms.

What are these crazy expressions we all use in English every day? They are meaningless, yet we all understand them. Where do they come from? It was likely that our three musketeers would see the sun rise before they found a conclusive answer.

Many of our favourite expressions come from Britain's illustrious maritime past. A 'sheet' for example is not something to cover a bed but a rope used to trim a sail. Let the sail fly and the sheet waves around in a most alarming way. 'Three sheets in the wind' would indeed be a wayward sight, not dissimilar to watching us make our way back to our hotel rooms, no doubt.

'Sailing close to the wind' is

another maritime expression meaning 'to take a risk'. A ship cannot, of course sail directly into the wind so, to make headway against it, it must sail as close as possible: sail too close and the ship stalls – a risky business, especially in confined waters. If you are sailing as close to the wind as possible, you could be said to be sailing 'by' the wind. To do so your sails will be pulled in as tight as possible. Bear away from the wind and you let your sails out making the ship look much larger. Therefore, to sail 'by and large' is to sail almost close to the wind – more or less. A ship making way upwind would be 'tacking'. To be 'on the right tack' therefore, means to be on the tack that will most quickly take you to your destination: an expression widely used in business.

'Swinging the lead' was a very important job on a ship. Before science invented echo sounders someone would sit on the side of the ship and drop a lead weight attached to a notched rope into the water and would give the navigator a continuous commentary on the depth of water under the ship. Important it might have been but, by comparison to some other jobs on board, it wasn't physically demanding. So, to 'swing the lead' became an expression meaning to

get out of hard work.

'Between the devil and the deep blue sea' is another nautical expression that has nothing to do with the occult. The Devil is the part of a ship where the upper deck and the ship's side join. To be between it and the water means you've just fallen overboard and were, almost certainly, about to face a damp death. 'Between Hell and high water' probably comes from the same source.

There was a time when women were allowed on ships to help keep the chaps entertained. Of course all the sailors had to be up and about on the call of 'turn to' but the ladies could have a lie in if they wished. The officer in charge of rounding up the crew would, therefore, ask the lump in the bunk to 'show a leg'. If it was obviously female, she could sleep on.

Of course this mixing of men and women on board had inevitable consequences. If a child was born on a ship the master had to record the birth. The name of the mother was never in doubt but the choice of father was extensive. So the old man would just write in the log 'son of a gunner' or 'son of a gun', to mark the happy event.

Perhaps the best known and probably most apocryphal nautical expression is, perhaps surprisingly,

to 'freeze the balls off a brass monkey'.

The expression is nothing to do with male genitals or our ancestral friends. Iron cannon balls were stacked on ships on brass pyramid-shaped frames called monkeys. As we all know from our science lessons at school, the coefficient of linear expansion of brass is greater than that of iron. When it got very cold, the brass would shrink more than the iron and the balls would fall off. It had to get pretty chilly though.

There are many more idioms that come from the sea, too many to mention here, but one that doesn't is, strangely, 'to spoil the ship for a ha'porth of tar'. This is a farming expression and refers to sheep not ships. Sheep get foot rot and farmers put tar on their feet to keep out infection. Not enough tar and the sheep could be spoiled. Being 'tarred with the same brush' comes from the same source, meaning to be alike or from the same flock.

I particularly like to 'let the cat out of the bag'. I suppose it's in my nature as a journalist. Market stall-holders used to sell live animals. Some rogue traders would put a cat (which was cheap and plentiful) in a bag and sell it as a much more wholesome pig. Only when the unsuspecting purchaser got home would they let the cat out of the bag and discover that they had been duped. To be 'sold a pig in a poke' comes from the same source. History doesn't tell us what happened when the customer returned to register his complaint.

And finally, people used to use pewter drinking vessels and plates more than they do today. Pewter contains lead. One symptom of lead poisoning is that the sufferer's bodily functions slow down until they appear to be dead. So, the family would lay them out on a slab and see if they woke up. They would hold a 'wake'. Despite this precaution many were buried alive as proved by the scratch marks on the inside of exhumed coffins. A solution was to attach a piece of string to the hand of the occupant at one end and a bell, outside the coffin, on the other. If the bell rang the family would dig up uncle Albert. He would have been 'saved by the bell'. Brilliant!

Do you know the origin of any good idioms?

If so, please e-mail them to editor@themover.co.uk.

Comprehensive traffic signs review

Unnecessary Whitehall bureaucracy will be tackled and costs for councils reduced following the biggest review into Britain's traffic signing system for 40 years, announced in October by Transport Minister Norman Baker.

The government hopes the review will dramatically reduce the number of signs councils need to use by relaxing rules - such as removing the requirement for some signs - including those to indicate the start of a pedestrian zone, to be placed on both sides of the road.

The new measures will significantly cut red tape by allowing councils to put in place frequently used signs without needing to get government permission every time. There are also proposals to save councils money by allowing them to publicise their Traffic Regulation Orders in a manner that is appropriate for the target audience, rather than forcing them to pay for newspaper advertising as is currently the case.

Norman Baker said: "This is the most far-reaching review of traffic

"Sometimes the jungle of signs and tangle of white, red and yellow lines can leave people more confused than informed."

Norman Baker

signs in 40 years. We are cutting pointless bureaucracy, giving councils more freedom, and updating our suite of signs for the modern era. Sometimes the jungle of signs and tangle of white, red and yellow lines can leave people more confused than informed.

These changes will ultimately save councils money and lead to more attractive streets which improve the quality of life for local people."

The new framework includes measures to update and improve traffic signs to make sure that they reflect the way we travel now, as well as providing clear information on prohibitions on the road network. A new sign, for example, will warn lorry drivers that a road is unsuitable for their vehicles. This will help to prevent situations where lorries following sat nav systems use inappropriate roads, sometimes causing disruption to the local road network and delays to their journey.

The Traffic Signs Policy Review started in September 2008. The full review document, 'Signing the Way', can be viewed at: www.dft.gov.uk/publications/signing-the-way.



● Biggest traffic signage shake-up for 40 years.

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re-route to avoid the problem. There is also a social element to the app so people can write reports for other drivers if they wish (only when their car is stationary!) explaining the cause of a hold-up or jam.

To download the app go to www.waze.com. Let *The Mover* know whether you like it or not so we can pass on the good, or bad news.

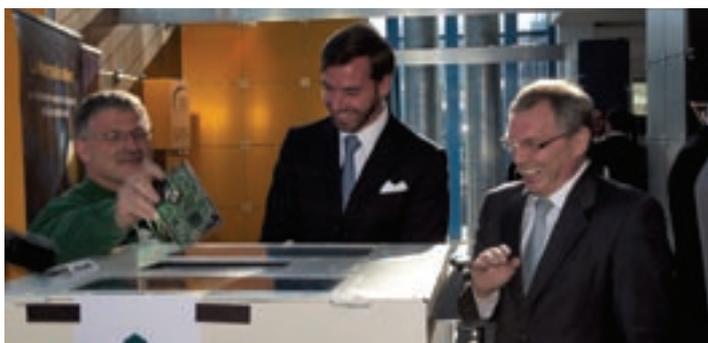
The way to destroy old hard drives for good

Ever wondered what to do with old hard drives to make absolutely sure the information contained on them is erased? Well it looks as if Stefan Chorus has the answer with the new STREFF mobile hard drive shredder.

The picture shows Crown Prince Guillaume of Luxembourg and the Luxembourg Minister

of Economy Jeannot Krecke witnessing the destruction of some hard drives at the official opening of the autumn trade show in Luxembourg, on 15 October, 2011.

Stefan said that the guests were quite impressed and so were about 600 visitors that had the chance to see the live destruction of hard drives during the event.



Left to right: Stefan Chorus, Crown Prince Guillaume of Luxembourg and the Luxembourg Minister of Economy Jeannot Krecke.

Keyfuels and CMS Supertrak in partnership

Fuel card and fuel management provider Keyfuels has joined forces with vehicle tracking specialist CMS Supertrak to help fleet operators manage and monitor their fuel more effectively.

Through the partnership, fleet managers can use Keyfuels' cards which offer fuel at prices lower than average pump prices. The company operates the largest wholesale priced network in the UK, backed up with management reports to provide operators with up-to-date information on fuel usage and the fuel efficiency of their drivers.

CMS Supertrak, meanwhile, offer fuel saving technology that the company says can reduce fuel costs by a further 20%. Its EcoTrak product reports on a vehicle's position and how it is being driven. Information gathered is recorded every 60 seconds and using this, a profile of the driver and their style

can be derived. This includes real time MPG, speed, idling time, harsh braking and accelerating, over revving and excessive throttle use.

Jason Airey, MD at CMS Supertrak said: "Working with Keyfuels gives our customers a total solutions approach. Keyfuels report on how much fuel is being drawn and we can show how this is being used, helping to save on fuel costs, improve driving practices and offer carbon reductions. To complement this and add value to the service we provide, we also offer training programmes to improve driver behaviour."

For more information visit www.keyfuels.co.uk.



FEATURE PREVIEW: Workwear

Everyone knows how important proper uniforms are for movers to help create a professional image. But what works best, what do crews like to wear and where can you get the best deals? All will be revealed in the Workwear feature: *The Mover*, February 2012.

Read *The Mover* online at www.themover.co.uk



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Euro 4. 2007 Daf LF 150
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Euro 5. 2008 Mercedes Axor 1843
Double sleeper cab. Air conditioning. Air suspension. 30ft GRP dropwell body. False floor. Tie rails and kick boards. Clear roof. 5 side loading doors. Side skirts. Carpet locker. Alluminium ramps and side table. Painted into your colours. 12 months MOT. Ready to go



Euro 4. 2007 Daf CF250.
Sleeper cab with Pod. (3 man sleeper). Air conditioning. Air suspension. 30ft GRP dropwell body. False floor. Tie rails and kick boards. Clear roof. 5 side loading doors. Side skirts. Carpet locker. Alluminium ramps and side table. Painted into your colours. 12 months MOT. Ready to go



Euro 4. Scania P230 sleeper.
Air suspension. Air conditioning. 30ft GRP dropwell body. False floor. Tie rails and kick boards. Clear roof. 5 side loading doors. Side skirts. Carpet locker. Alluminium ramps and side table. Painted into your colours. 12 months MOT. Ready to go

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LEGISLATION: EMPLOYMENT LAW

In the pipeline...

As promised, the coalition government has been attempting to cut red tape for UK businesses. There are a number of proposed changes to employment legislation which could signal a new era for employers, after the recent 'doom and gloom' around the introduction of Agency Workers Regulations and the abolition of the default retirement age. By **Backhouse Jones Solicitors**.

New unfair dismissal qualifying period extended

It has also been confirmed that the qualifying period for an employee to bring a claim for unfair dismissal will be extended to two years following the proposed introduction of legislation which is due to come into force on 6 April, 2012. At present employees only need to have been working for one year. Under the new legislation, workers will still be able to take action immediately if they suffer discrimination, but by reducing the risk of tribunals for unfair dismissals the government hopes employers will feel more confident about hiring people.

Last year there were 236,000 employment tribunal claims, of which only some were unfair dismissal claims, with an average award for successful complainants of £8,900. In 2010-11 the cost to the taxpayer of running employment tribunals and the

Employment Appeal Tribunal in England, Wales and Scotland was more than £84 million, according to the Ministry of Justice.

The Treasury said that more than 80% of applications made to an employment tribunal did not result in a full hearing. Almost 40% of applicants withdrew their cases, but employers still had to pay legal fees in preparing a defence. More than 40% settled out of court and there was no record of how much applicants settled for.

The changes may have mixed results. Someone who has not worked long enough to claim unfair dismissal may claim they are a whistleblower or a victim of discrimination instead, causing employers even more hassle than before. However, people who have to pay to bring a claim may regard this as a significant disincentive to litigating a dispute.

New fees for tribunals from 2013

A fee for bringing an employment tribunal will be charged for the first time from April 2013, Chancellor George Osborne has announced.

The amount that will be charged and how it should be paid will be subject to consultation, although it is proposed that any fee payable will be refunded if the applicant is successful.

There is currently no fee for an applicant who wants to make an employment tribunal claim and this has led to an increased amount of vexatious claims that have no reasonable prospect of success. It is hoped that the introduction of this fee will reduce the amount of vexatious claims, however, it is proposed that the low-paid, or those without an income, may have the fee waived or reduced at the start of the process under the new scheme. We therefore need to wait and see whether this fee will have any impact on the amount of claims made to the Employment Tribunal.

There is currently no fee for an applicant who wants to make an employment tribunal claim and this has led to an increased amount of vexatious claims that have no reasonable prospect of success.



For further information contact Backhouse Jones Solicitors on 01254 828 300 or e-mail info@backhouses.co.uk.

INTERVIEW: IAN PALMER



● Lifelong removal man - Ian Palmer.

FACT FILE

With 17 branches in the UK, White & Co is Britain's largest independently owned removals company.

redundant, which is always very difficult. Fortunately we were able to do it mainly through natural wastage and by offering some of our older staff early retirement. This year things have been much better, we've had an excellent summer and all our branches have been very busy."

Ian is a member of the BAR Board and chairman of the Overseas Group Council. "When I became chairman of the OSG I was frustrated by the Group's low profile, it just seemed to me to be a part of the organisation that was stagnating. Other organisations like FIDI, IAM and OMNI seemed to have taken a giant step forward and the OSG seemed to be withering on the vine. Several people have now moved on, and while they did a sterling job when they were on the Council it's good to have some new blood and we have some really bright people with fresh new ideas. Many of them have been in the industry for years; they just seem to have come out of the woodwork. Next year the BAR conference is in Royal Windsor and I expect that will attract more visitors from overseas than we've had in recent years. The OSG will be hosting a party in Thorpe Park and that will be a tremendous networking opportunity for our members. A lot of people I met at the IAM conference in Denver last September were very interested in attending."

I asked Ian if the Overseas Group's IMMI guarantee, that safeguards customers moving overseas should their moving company go bankrupt, was still of value given that credit card companies now offer insurance as a matter of course. "Credit card companies do provide insurance, but that only covers the cost of the move and won't help people retrieve their possessions if they're stranded somewhere in a foreign port. IMMI guarantees the completion of the move and goes much further than just compensating customers financially. In addition, most overseas moves are paid for using cheques or banker's draft and wouldn't be covered anyway. I think if someone is moving to the other side of the

Industry insight

Deputy Editor **David Jordan** interviews White & Co's CEO Ian Palmer.

A vintage poster proudly advertising 'removals by motor' greets visitors to White & Company's head office in Botley, Hampshire. The poster dates from around 1918 and depicts one of White's earliest motorised vehicles promising speed and efficiency to customers keen to take advantage of early post WW1 technology. By that time the company was already 50 years old and, as CEO Ian Palmer showed me to his office, we passed a Victorian photograph of the company's founder, the eponymous Mr White.

White & Co is obviously proud of its rich history and traditional values, but that shouldn't be confused with being old fashioned. Today White & Co operates very much in the 21st century and, with 17 branches in the UK, is Britain's largest independently owned removals company.

Ian Palmer has been in the industry all his working life, having abandoned his hopes of becoming a navigation officer in the Royal Navy when, after passing all his exams, they discovered he was colour blind. Ian's father, Philip was

"Our traditional markets were in overseas removals and the upper end of the domestic sector... we did very little to attract customers moving 20 miles to a three-bedroom semi."

Ian Palmer

branch manager at Curtis & Sons in Plymouth, part of White & Co and Ian began his removals career working on the vans travelling all over Britain, France and Italy and having a wonderful time. In 1981 Ian won the prestigious Michael Gerson Medal for best practical estimator in the UK and his career in management began. White's then managing director Geoff Halliwell promoted him to assistant branch manager working alongside his father in Plymouth. Later at the age of just 20 he was moved to Forres in Scotland where he worked as assistant manager for four years before returning to Plymouth as branch manager following the untimely death of his father at age 46. Other management appointments

followed and Ian was finally appointed as White & Co's CEO in 2003.

Despite its size and excellent reputation White & Co was not immune to the downturn in the economy during late 2007 and 2008. "We began to see a serious drop in business at the end of 2007 and realised we had to do something to get us back on track," said Ian. "Our traditional markets were in overseas removals and the upper end of the domestic sector and we did very little to attract customers moving 20 miles to a three-bedroom semi. Suddenly we needed that business and we worked hard to find any work we could to keep the wheels turning. We also had to look at reducing our overheads and we did have to make some of our people

world, and has entrusted someone to move all their possessions, the IMMI guarantee is still a great comfort and a major benefit of using an OSG company."

Finally I asked Ian if White & Co was likely to enter the relocation market in the near future. "It's a burgeoning market for us and something we will be developing. At the beginning of the year we produced a new corporate brochure that focuses on the corporate relocation business, but at the moment you could say it's still at the boutique stage. I think these days people want more than just packing and wrapping and an efficient move; they want to know about schools for their children,

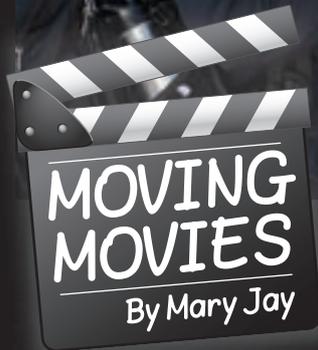
"When I became chairman of the OSG ... it just seemed to me to be a part of the organisation that was stagnating."

Ian Palmer

someone to sort out visas, flights, banking, taxation and all the other things that concern people moving to an unfamiliar country. Providing that kind of service involves a lot of expertise and a whole new layer of administration, so it's not something every moving company would be able or willing to offer. But as we've been in the overseas moving business for so long it seems to be a natural progression for us and I believe we have the knowledge and resources to make it work."

By the end of the year White & Co will take delivery of eighteen new vehicles bringing its fleet to well over 200. A clear sign of the company's confidence in the future and that perhaps the worst of the recession is over.

Read *The Mover* online at
www.themover.co.uk



● Jude Law battles with death, disease and an Australian accent.

Contagion - catch it if you can

Title:

Contagion

Director:

Steven Soderbergh

Starring:

Marion Cotillard, Matt Damon, Laurence Fishburne, Jude Law, Gwyneth Paltrow and Kate Winslet

Classification:

12A

Genre:

Medical disaster

Run Time:

105 min



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

The gist of the film:

Beth Emhoff (Gwyneth Paltrow) goes to Hong Kong on a business trip bringing home with her an unknown disease. On her way home she stops in Chicago to cheat on her husband Mitch (Matt Damon). From there on the plot gets more complicated with people dying left right and centre, even some of the ones you don't expect. Marion Cotillard was convincing playing Dr. Leonora Orantes who tried to find the source; Laurence Fishburne and Kate Winslet tried to find a cure; Jude Law battled with a phoney Australian accent as an uncharacteristically ugly online journalist. Fans of Jude might want to look away.

Despite the accent Jude Law was impressive. It was a long way from the very English ladies' man he usually plays demonstrating his acting versatility.

This film is supposed to be a 12A, but I doubt whether most 12-year-olds would have understood it or be interested in it at all. I certainly wouldn't have at that age. Saying that, there isn't anything in it that should make it a 15: no sex, violence or bad language so it's safe family viewing. If you are interested in disaster movies, it's a must to see; if not, try something else. Of course, fans of Kate, Gwyneth or Matt will enjoy it anyway but it's hardly their best work.

If you miss it in the cinema, it's still a good one to add to the DVD collection.



Upcoming films:

Twilight Saga Breaking Dawn part 1. Less said about that the better. Watch it if you've seen the others and read the books, but it will be interesting to see if Kristen Stewart pulls a different facial expression for once. This

comes out middle of November.

In December you must take the kids to see *Alvin and the Chipmunks: Chipwrecked*. This is the third in the series and if it's anywhere near as good as the first two it will be great.

Another Christmas treat to kill a few hours during the rainy holiday season is the animation *Arthur Christmas* featuring the voices of James McAvoy, Jim Broadbent, Hugh Laurie and Bill Nighy. It's bound to be great too.

YOUR COMMENTS

YourComments

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

Re: A little care and understanding

The Mover October 2011, page 8.

John Court

Chris Smallwood's thoughtful handling of his client's circumstances displays a compassion that is all too rare in business today. As is often the case it will repay him well. You asked for similar stories so here is mine.

When I first purchased Jays of Stourbridge in 1968 I took over premises which happened to have an unused retail shop frontage. I decided that the town needed another travel agency and although we were rather off the beaten track for such a service I decided to try it. Among the very few clients during



● The story as it appeared in October's *The Mover*.

that first week was a smart middle aged lady who was seeking help to bring home the body of her husband who had died while they were on holiday in Spain. Her own travel agent had offered no assistance so I set about this sensitive task for which I had little experience. Being new to the town I was unaware of the social influence this lady held and her wide circle of wealthy and influential friends who regularly socialised. She told them about the

care and help she had received at our hands and that one act set the business going and we were well into profit in the first year.

Within months I had accumulated a wide clientele of her friends and relations which, very quickly, extended to our moving and storage business. Many years later we were still being informed that our services were required at the insistence of this lady and her wide circle of friends.

Re: Tackling Completion Dates

The Mover, November 2011, page 26

Ray Morgan

Handy Shifter Removals Ltd.

Just reading Matt Faizey's interview. I agree 100% with all he has said. We definitely need more time to arrange dates for removals because if we haven't got this time we lose the job because we are already booked up. And why always a Friday as Matt said the solicitors push for a Friday always, nightmare. So if the solicitors were to loosen up and have completion days Monday to Friday then perhaps the removal companies may survive this recession.

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FTA welcomes new rules on diabetes for commercial vehicle drivers

The Freight Transport Association (FTA) has welcomed changes in the law which will now enable people with insulin treated diabetes to apply for vocational licences to drive buses or lorries.



Demonstrating adequate control of the condition

To demonstrate adequate control of the condition by regular blood glucose monitoring, the Secretary of State's Honorary Medical Advisory Panel on Diabetes Mellitus (the Panel) has recommended that applicants with insulin treated diabetes will need to have used blood glucose meters with a memory function to measure and record blood glucose levels for at least three months prior to submitting their application.

The requirement to demonstrate three months of blood glucose monitoring before applying for Group 2 licensing is already a requirement of the current limited C1 licensing requirements. The additional requirement to demonstrate monitoring using a blood glucose meter with a memory function is considered by the Panel to be an appropriate additional requirement to balance the desire to increase opportunities for those affected while ensuring that there is a negative impact on road safety.

Under new rules which came into force on 15 November, drivers who would normally be prevented from obtaining or driving a vocational licensed vehicle will now have their applications considered by the Driver and Vehicle Licence Agency (DVLA), although the driver will be required to conform to a very strict monitoring regime.

Ian Gallagher, FTA Policy Manager, said: "This change in the law could mean some people who were previously prevented from driving are now able to regain their livelihood and their independence. Of course it is vital to make sure that only drivers who are safe to do so are allowed to drive on our roads, but the government is confident

that medical advancements in treatment and diagnosis mean that a blanket ban is no longer needed. This change will give those whose condition is under control the opportunity to work and to make a useful contribution to society."

The changes follow a consultation earlier this year on amendments to driver medical standards which looked at standardising medical rules on diabetes, epilepsy and vision across EU Member States. An announcement on proposed changes regarding vision and epilepsy is expected next year.

Criteria for applying for a Group 2 licence (source: DVLA)

To be able to apply for entitlement to drive Group 2 category vehicles

the following criteria have to be met when treated with medication which carries a risk of inducing hypoglycaemia (insulin and some tablets);

- There has not been any severe hypoglycaemic event in the previous 12 months;
- The driver has full hypoglycaemic awareness;
- The driver must show adequate control of the condition by regular blood glucose monitoring, at least twice daily and at times relevant to driving, (see *Demonstrating adequate control of the condition*, right);
- The driver must demonstrate an understanding of the risks of hypoglycaemia; and,
- There are no other debarring complications of diabetes.



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DID YOU KNOW?/NEWS: PEOPLE

Did you know?

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

The foxtrot was invented by Harry Fox in 1914.

Europe is around the same size in area as Canada.

Income tax was first introduced in England in 1799.

CD players read CDs from the inside to outside – the opposite to records.

A cockroach can live several weeks with its head cut off.

A hard working adult sweats up to four gallons per day.

Barbie's measurements if she were life size would be 39-23-33.

Every human being has a unique tongue print.

A person's fingernails grow nearly four times faster than their toenails.

On average, we move house once every seven years.



New appointment for Doree Bonner

Doree Bonner International has recently announced the appointment of James Dasey to the new role of Group International Director.

James joined the International Department of Doree Bonner in 1998 as International Sales Consultant then in 2003 he became International Manager London. Following five successful years in this role he was

promoted to Group International Manager where he successfully completed the reorganisation of the Groups' Co-ordination Centre.

In his new role James will now take responsibility for the international product across the Doree Bonner Group for both consumer and corporate business.

James will be based at Doree Bonner's head office in Dartford and will report directly to the Joint Managing Directors Geoff Watson and Gordon Lyall.

Commenting on the appointment, Geoff Watson said "I am delighted to appoint James into this newly created role. James has been instrumental in the successful development of our international product over the last ten years and is a well known and respected figure in the industry." In addition to his responsibilities at Doree Bonner he is also currently president of the FIDI under 35 club.



● James Dasey

Steven Den Brinker joins Interdean in The Netherlands

Steven Den Brinker has joined Interdean to maintain existing client relationships but also to generate new business in the corporate marketplace. He has gained a great deal of valuable experience throughout the thirteen years of his professional career. He has held roles within sales, purchasing and account management. "I have spent a number of years working in buying and therefore I know how frustrating it can be dealing with pushy salespeople who don't actually want to listen to what your company's needs are, they just want to sell their goods or services to you. My experience has taught me that listening to clients is imperative and in doing so, I can build a tailored solution around their individual needs."



● Steven Den Brinker.

Nicolas Sepulchre, Regional Director for Interdean said, "I am delighted to welcome Steven as part of our Business Development Team in the Netherlands. His experience in the fields of procurement and account management has stood him in great stead to understand clients' needs and I am confident that he will be a valuable asset to the team."

New appointments at Orphee Bienoglou

Kelly Bertou joined Orphee Beinogolou S.A. in February 2011. With over 15 years experience in the moving industry, handling key accounts at Aplift Hellas SA she now supports key accounts in the Household Goods Department.

Caroline Pyliauou joined Orphee Beinoglou S.A. at the beginning of September 2011. Previously Caroline was at Venus for seven years and she is now working in the company's Household Goods Export Department, dealing mostly with US military.

Georgina Pyliauou recently joined

Orphee Beinoglou where she is now working in the European Division of the Household Goods Department. She brings three years experience and intends to build on that by learning the industry from top to bottom.

Nicholas Konstantinidis has joined the marketing and sales department. Nicholas graduated from the UK and France with a degree in politics and international relations as well as in marketing. Having worked for the European Union and the private sector in Greece, he has now joined a completely new industry which he is committed to learn.



● Kelly Bertou.



● Georgina Pyliauou.



● Caroline Pyliauou.



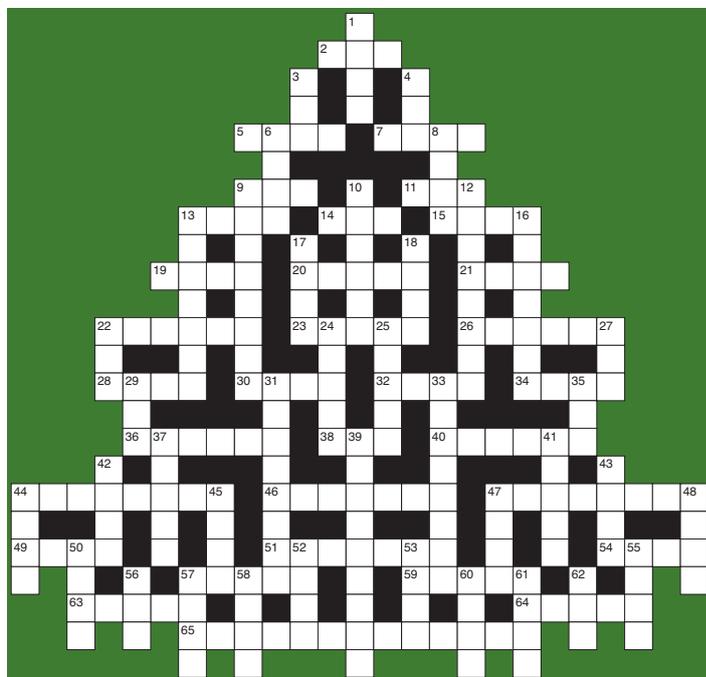
● Nicholas Konstantinidis.

WWL APPOINTS ROBERT LORD AS REGIONAL DIRECTOR FOR OCEANIA

WWL, the specialist car shipper based in Oslo, has appointed Mr Robert Lord as Regional Director for Oceania, based in Sydney. He will take over the role from 5 March, 2012.

Christmas Crossword

Sponsored by:



Across

- 2 Travellers' rest
- 5 Mischievous devils!
- 7 Bill of fare
- 9 Bang goes father!
- 11 This spinning toy is so secret
- 13 A stretch after the turkey!
- 14 Paper or tin cap?
- 15 Mad about Hazel
- 19 Pulls with some gusto
- 20 Guardian spirit called Gabriel?
- 21 Brilliant celebrity?
- 22 Ron gets bib with decorative tape
- 23 Fragrance worth cents
- 26 Store for coal and 61 down
- 28 Cinderella's dress
- 30 Learner Sid glided over ice!
- 32 Stop mixing up the mail!
- 34 Bound to a diet
- 36 Thomas doubles on the Indian bongo (3-3)
- 38 Skate in a beam of light
- 40 Frozen Spike's a cold fish!
- 44 Bob's next to a snow-traveller
- 46 Pals see delights
- 47 Scottish occasion for Auld Lang Syne
- 49 Get the ... bag!
- 51 Rest and pop a cork
- 54 Free from Gaelic
- 57 Father Christmas ... and Maria!
- 59 "Is it diagonal?" we ask
- 63 A cracker of a saying?
- 64 Snow shelter
- 65 Christmas-time (7,6)
- 66 "Salute!" and "Good Wishes!" as tot is raised
- 68 Hears about lion's part
- 6 A good or bad spirit?
- 8 It's high time anyway
- 9 Offers gifts
- 10 A bracelet for Len to gab about
- 12 Tom or Kit, where have you been? (5-3)
- 13 Our Bob 'n' whisky!
- 16 O'Hara was brilliant!
- 17 Pas and pops
- 18 A story line! take off pilot
- 22 Matt's heard of a magic carpet?
- 24 All cried for scrumpy
- 25 Biting cold and frosty
- 27 Ruddy wine!
- 29 Not at home or under the table!
- 31 Pillar of light
- 33 Cross sis does the splits!
- 35 First lady of Christmas
- 37 O gran, it's a hurdy-gurdy!
- 39 Merry Christmas and ... (1,5,3,4)
- 41 Lamp of little weight?
- 42 Order a novel
- 43 Labels stag afresh
- 44 A master undertaking?
- 45 Grandma finishes a banana
- 47 And seek a party game
- 48 Abominable snowman
- 50 Search with great care honey!
- 52 Hail a cab!
- 53 Pleased having rest from work
- 55 Head chef and bottle-washer?
- 56 Consumed some dates
- 57 Centred on non-alcoholic drinks
- 58 Nuzzle nozzle!
- 60 Smack me quick!
- 61 Fortified plonk in this bar?
- 62 House of home-brew?
- 66 Dolls, trains and computers?
- 67 Evergreen after Christmas

Down

- 1 Plough for a winter fall
- 3 Reach in and out of the fondue?
- 4 Eyed a deer

- Solution on page 43



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TheMover

DIARY DATES/CROSSWORD

CALLING ALL NEWCOMERS

The cover story for the October issue of *The Mover* was about Army Ants, a growing business that started in 2008. 2008 was, of course, the year that the recession started to kick in and was, with hindsight, not the best time to start a business. Despite that, Anthony and his crew have made the business work and are likely to continue their success well into the future.

But *The Mover* would like to hear from more start-up businesses, the successful ones and those that are finding it tough. We are interested to know about the challenges, frustrations, joys and fears that come with being your own boss. Your story will inevitably give your company a little more exposure and, perhaps, the leg up it needs. It might also inspire others who could be feeling a bit exposed right now and would like

to hear of people who understand their difficulties and have come through them.

So, if you started your moving business, or a business supplying the moving industry, within the last three years, please give us a call so we can tell your story. Being in business can be a lonely place. Your story will have the power to inspire, console and educate others at the time when they most need a helping hand.

Just phone the editor Steve Jordan, on: 01908 695500 or e-mail him at: editor@themover.co.uk.



Diary Dates

E-mail your Diary Dates to nikki@themover.co.uk

FIDI Annual Conference

Boston, USA. 22 – 27 April, 2012

Commercial Vehicle Show 2012

NEC Birmingham, UK. 24 – 26 April, 2012

OMNI Annual Conference

Miami Beach, USA. 28 April – 1 May, 2012

BAR Annual Conference

Beaumont Estate Hotel, Old Windsor, UK. 17-19 May, 2012

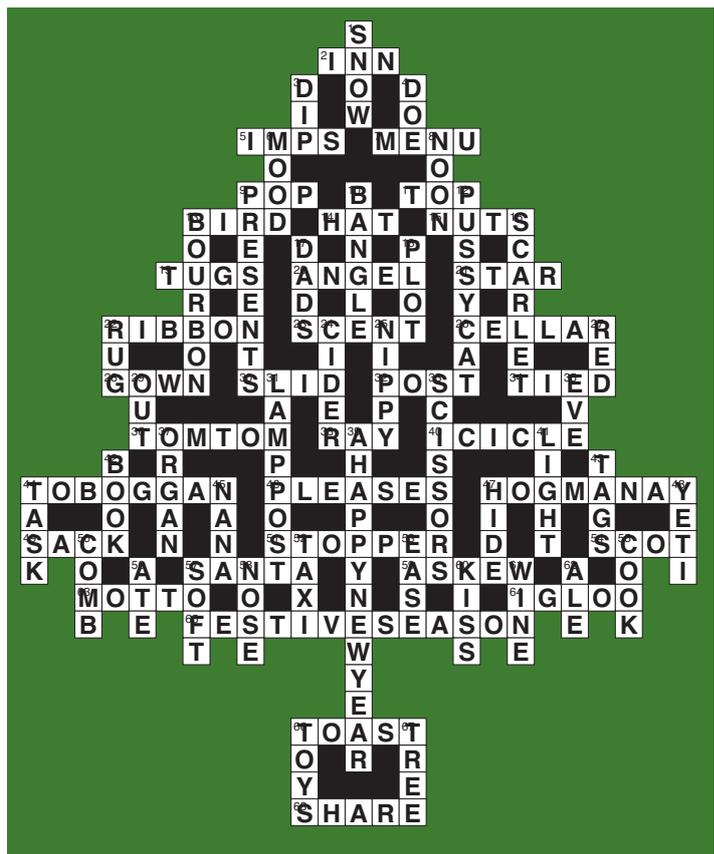
Christmas Crossword

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Solution: December 2011

ACROSS 2 Inn 5 Imps 7 Menu 9 Pop 11 Top 13 Bird 14 Hat 15 Nuts 19 Tugs 20 Angel 21 Star 22 Ribbon 23 Scent 26 Cellar 29 Gown 30 Slid 32 Post 34 Tied 36 Tom-tom 38 Ray 40 Icicle 44 Toboggan 46 Pleases 47 Hogmanay 49 Sack 51 Stopper 54 Scot 57 Santa 59 Askew 63 Motto 64 Igloo 65 Festive season 66 Toast 68 Share
DOWN 1 Snow 3 Dip 4 Doe 6 Mood 8 Noon 9 Presents 10 Bangle 12 Pussy-cat 13 Bourbon 16 Scarlet 17 Dads 18 Plot 22 Rug 24 Cider 25 Nippy 27 Red 29 Out 31 Lamppost 33 Scissors 35 Eve 37 Organ 39 A Happy New Year 41 Light 42 Book 43 Tags 44 Task 45 Nana 47 Hide 48 Yeti 50 Comb 52 Taxi 53 Ease 55 Cook 56 Ate 57 Soft 58 Nose 60 Kiss 61 Wine 62 Ale 66 Toys 67 Tree



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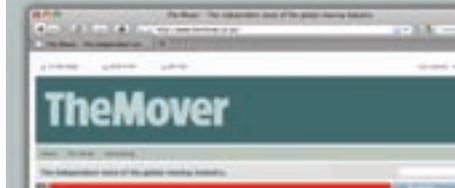
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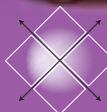
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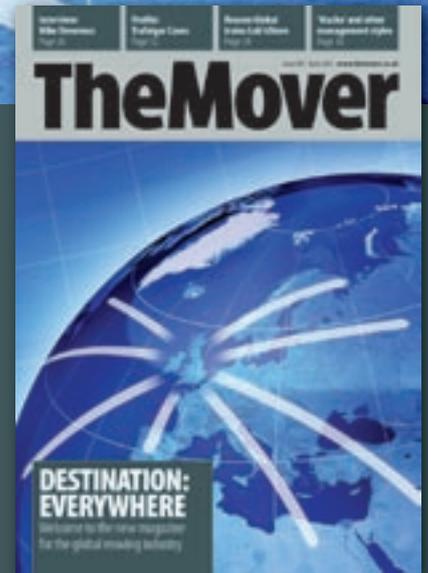
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Booking of adverts: 1st of the month preceding publication. Artwork for adverts: 8th of the month preceding publication.

Enquiries

All enquiries to:
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PLEASE NOTE:

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	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
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Full page	£900	£875	£850
Half page	£570	£555	£540
Quarter page	£330	£320	£310
Inside front cover	£1100	£1070	£1040
Outside back cover	£1150	£1120	£1090
Centre spread	£1400	£1365	£1330
MARKETPLACE*			
1 unit mono	£400 (1 year)	n/a	n/a
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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	£180	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
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