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Issue 016 July 2012 www.themover.co.uk

TheMover

LEADING THE ELITE

Charles Luyckx takes over
as OMNI president. Page 20





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TheMover

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LEADER

Old friends and a new president

.....
Steve Jordan, Editor



July already! My birthday month, Wimbledon, strawberries, holidays and the Olympics – no wonder the weather's so shocking.

But there are a few gems in this issue to keep spirits high. I had the chance to visit my old friend (well he's not that old I suppose), Phil Pertoldi from Abels. We sat on BAR committees together in the distant past and fought each other for work. It was nice to see him again after so long passing in the night. His story in this issue is a good read.

Assistant Editor, David, went off to deepest Suffolk to have a chat with Mr. Box. Amazing the different ways in which a humble shipping container can be used.

Among our international contributions this month are reports from the EuRA conference in Stockholm courtesy of Dominic Tidey, (thanks Dom); and a brief summary of the OMNI conference in a very wet and wind-swept Miami Beach – and there's me thinking the hurricane season was in August. Congratulations to Charles Luyckx from Elliott International who has taken over as OMNI president for the next two years. Charles is a thoroughly good chap, so much so that I thought he should grace our front page this month.

Talking of good chaps, may I bid my personal farewell to Jack Dorrington who finally stepped down from his job as trade shipping manager for Anglo Pacific. I worked with Jack in the dark ages when we were both with (what was then) Trans Euro. He was always great company and I do hope he will keep in touch. Have a smashing retirement Jack, goodness knows you've earned it, our back page will never quite look the same again. If you would ever like to send in a contribution, 'Thoughts from the rose garden', or something similar, there are a few column inches waiting for you.

Steve Jordan



● Greg and Brian pictured toasting the new three-year agreement between the companies that was finalised at the BAR conference in Windsor.

20 years for Maidmans and Basil Fry

Maidmans and Basil Fry insurance brokers have signed a new three year agreement topping off a 20-year relationship between the companies.

Both of the companies have evolved dramatically during the period – Maidmans is now a major player in the south of England having developed the business dedicated to commercial moving, domestic moving and self storage through its associated business of Store and Secure Limited. Maidmans Removals was the winner of the Domestic Remover of the Year in 2011 after over thirty three years of hard work and dedication to the industry for Director, Brian Maidman. Brian has also dedicated a lot of his time to shaping and influencing policy within BAR via the local area meetings where he has held a number of posts: area chairman, area secretary, area chairman and TMI/CMG councillor for the last 12 years and more recently as a directly elected director to the BAR Board.

Brian freely admits that for the first 14 years of trading outside of BAR membership much time was lost. "Once we had filed our application to join and were introduced to fellow members and affiliates we were soon doing business with Basil Fry & Co as our

preferred insurance broker. After a meeting with Philip Wildman all those years ago I felt comfortable that we were with a specialist broker that only dealt with other professional removal companies. Their expertise and knowledge in this area persuaded me to give them my business ahead of the other BAR Broker Panel member of the time, Willis, who were also highly regarded. This relationship has certainly stood the test of time and our business has grown via their input and advice which has been invaluable."

Since 1992, Basil Fry & Company has changed too. Greg Wildman said: "In 1992 we had a staff of around 15, some of whom are still with us today. Our staffing levels have increased dramatically in the past 20 years and we now employ close to 35, on a full and part-time basis. Success stories like Brian's are relatively rare – the nation has suffered some difficult trading spells over the last twenty years and it is testament to the efforts put in by Brian and his staff that the company has expanded to become such a major player in the area."

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Yes, that's right, if you work for a moving company and think you are any good at recognising places you can win an iPad simply by identifying the location city of the picture in the Basil Fry advert above and the six other locations in the next three issues of *The Mover*. Simple? Well, maybe, as long as you are pretty well travelled or at least paid attention in Miss Newlove's geography class.

If you think you know the city pictured above, turn to this same page 5 of *The Mover* in the August, September and October issues and identify those locations too. When you have seen them all just e-mail your answers to Greg Wildman at Basil Fry: gregw@basilfry.co.uk. The first correct answer received will win an iPad. Seems easy enough!

Please wait until you have identified all the locations before sending in your entry. Competition open to employees of moving companies only.



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NEWS: UK

The Moving etc... Network reaches 1,000 members

In March 2012, the online forum The Moving etc. . . Network proudly reached over 1,000 members who can all now interact, discuss and do business together online.

The Moving etc. . . Network was launched in December 2009 and was one of the first independent forums created for the removals industry allowing networking with other removers and creating valuable trade partnerships.

The Moving etc. . . Network is completely independent and with over 80% of removal companies choosing not to belong to a trade association, it is now easier to find a trade partner and expand your own network and resources using the website.

Members are finding the site useful for sourcing staff and additional resources. "With the network, movers can save money by using other members' lorries to deliver or make extra money by booking jobs they would otherwise turn down because their own fleet is fully booked," said Jane Finch, founder of the network.

If you have space available on your removal trucks, are looking to increase your resources effectively or would just like to chat with other movers, then just log onto www.movingetcnetwork.com and sign up.

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● Left to right: Krishnan Guru-Murthy, Samantha Pope, Nikki King and Alex Pope.

Alexanders shortlisted for 'Small Business of the Year'

Alexanders Removals and Storage Ltd, of London NW10, was one of only seven finalists shortlisted for Small Business of the Year at The Business Excellence Awards 2012

The awards were presented at the gala awards dinner at Shendish Manor, near Hemel Hempstead.

Each year the Business Excellence Awards are open to businesses in a range of sizes and sectors in seven award categories. The directors at Alexanders were delighted to be shortlisted for the award. "To be finalists in these awards is an amazing recognition and one that everyone who works here at Alexanders deserves. We know that the key to success is to have an impressive product, which for us means an excellent removal service for every customer, and this is what all our staff help to deliver," said Co-director Alex Pope.

The prestigious ceremony was attended by the directors of Alexanders and representatives of staff from sales, logistics and finance. They chatted with representatives from other businesses and enthusiastically cheered the directors when receiving their certificate from Krishnan Guru-Murthy, the award-winning anchor of Channel 4 *News at Noon* and Jackie Withey of sponsor Alliotts.

"It was entertaining to hear the experiences of the keynote speaker, Nikki King, who starred recently in Channel Four's *Undercover Boss*,"

said Co-director Samantha Pope, "Nikki's story of how she became managing director at Isuzu Trucks in the face of considerable challenges was very inspiring."

"We know that the key to success is to have an impressive product, which for us means an excellent removal service for every customer, and this is what all our staff help to deliver."

Alex Pope

Alexanders has ambitious growth plans. The experience of entering the award this year has been such a positive one that Alexanders intends to enter the Business Excellence Awards again next year.

Alexanders Removals and Storage Limited were the winners of the 'Employer of the Year' Award at the 2010 Park Royal Partnership Business Awards.

There's more to hoarding than clutter

A self storage firm is offering support to Blackburn and Burnley hoarders after a Channel 4 series revealed that the problem affects more than 1.2 million people across the UK.

Channel 4 series *The Hoarder Next Door* has exposed a nationwide habit for hoarding, an issue now experienced by between 2-5% of the UK population. The programme sees psychotherapist Stelios Kiosses visit homes across the UK where serial stashers have let their hoarding habit spiral out of control.

Stelios visited Blackburn mum Yvonne, who was stashing her children's old toys, clothes, games and videos. Stelios looked at the psychological reasons behind the hoarding to help Yvonne work towards a clearer mind and happier home.

Store First, which has storage centres for individuals and businesses in Blackburn and Burnley, has spoken out in support of the series. Operations Director Stuart Laverly said: "This programme has shown that there are deeper issues at play than simple untidiness. Having a place to store unused or seasonal belongings safely is only one small part of the solution, but it is a step towards addressing the wider issue."



● Top: a Store First facility; above: Stelios talks to Nigel Jennings from Liverpool, one of the most extreme cases he has ever seen.



● Tumbleup4Life group.

Bournes Removals supports Tumbleup4Life cycle challenge for Cancer Research UK

Tom Bourne from Bournes Removals joined the Inspire2Live organisation in the challenge to conquer the Tumble in South Wales in its second annual Tumbleup4Life cycling event on May 5, 2012.

As a worldwide network UniGroup Worldwide UTS is supporting the Inspire2Live organisation by promoting and supporting its events and encouraging teams from its 1,300 worldwide service centres to join the challenges and raise funds for this worthwhile cause.

Tumble Up4Life event organisers are thanking everyone that was involved on May 5 for their support during what has been called an inspirational and fantastic event. The challenge took place on the 'Blorengé', otherwise known as 'The Tumble', near Abergavenny for Cancer Research UK.

Everything began at 5 o'clock in the morning by candle light. The candles are lit in memory of the people who have been lost to cancer or to be thankful for those who have survived. The weather was on the side of the volunteer event organisers and not a drop of rain was seen for the whole day, the sun even managed to shine for a while. At 7.15pm the

last group set off to conquer the mountain for the last time this year, arriving at the top just after 8 o'clock.

In total 67 participants climbed the Tumble, with a total of 359 'climbs' on bike or foot (walking or running). This year's event has seen the fundraising total increase to £15,000 raised for the work of Cancer Research UK.

Local fundraiser for Cancer Research UK, Carrie Barlow, said "This event that was organised for our charity by volunteers was absolutely fantastic, what an amazing amount of money that will be contributing towards our life saving research. We couldn't fund our vital research work into all types of cancer without people getting out there and raising money for us, so thank you to all those involved with organising and taking part in the event – Cancer Research UK truly values your support."

Event organiser Diana Castrop, added, "It was an emotional day. Not only was it a hard climb, most

participants took part in this challenge in remembrance of a loved one. It was a real group effort, everyone supporting each other to push the limits and live life to the fullest. Special thanks also go to Charles Whitton Event Photography for the photos and to UTS Bournes for the support van."

One-in-three people in the UK will be diagnosed with cancer at some stage in their lives. But the good news is that more people are beating the disease than ever before. Cancer Research UK's work is at the heart of that progress.

Cancer Research UK supports the work of scientists, doctors and nurses who are dedicated to beating cancer by understanding its causes and finding new ways to diagnose, treat and prevent the disease.

Bournes thanks all those who sponsored Tom and the rest of the team. If you still wish to make a donation you can do so online at <http://myprojects.cancerresearchuk.org>.

Fork Lift Truck apprenticeships are 'the real deal'

Leading trade associations in the materials handling sector, the British Industrial Truck Association (BITA) and the Fork Lift Truck Association (FLTA), have reiterated their commitment to developing quality apprenticeships, following a BBC *Panorama* programme, *The Great Apprentice Scandal*.

The programme - which aired on 2 April, 2012 - uncovered shocking evidence of private training providers in some sectors allegedly offering apprenticeships involving little or no work experience and inadequate training. Such an approach, if true, short-changes both the government, which provides funding, and crucially the young people who signed up to an apprenticeship.

Tim Waples, President of BITA, said: "Unlike other business sectors, the forklift industry actively needs to recruit young people and is currently aiming to take on around 200 apprentices a year. The development of the BITA Academy last year is clear evidence of our commitment, as an industry, to training and developing young people. We are keen to highlight the exciting and rewarding job opportunities available for young people in our sector."

FLTA Chairman, Martyn Fletcher, said: "We were deeply saddened by much of what we saw on *Panorama*, and we hope young people are not put off all apprenticeships as a result."

The forklift industry continues to work together to greatly enhance employment opportunities for graduates of the apprenticeship scheme and maximise the opportunities for retaining newly-skilled people within the sector.



● BITA has an academy dedicated to training young people for the industry.

PHS Teacrate's Olympic torchbearer shines

Patrick Sheehy, PHS Teacrate's National Sales Manager completed his leg of the London 2012 Torch Relay between Gloucester and Hartpury on 24 May. Patrick has

inspired others through his charitable work, which has been the basis for his nomination and resultant success at being awarded Olympic torchbearer within his community.



● Left: Patrick Sheehy jumps for joy during his Olympic relay leg.

INSIGHT: DIGITAL MARKETING



● Investment in search engine optimisation (SEO) is vital to any business that wants to compete.

Moving to digital

In today's digital world and with technology developing at an ever more rapid pace, some companies are being left behind in the race to promote their business. By Natasha Robson.

Well established and respected removals firms are finding themselves being overtaken by smaller 'one man bands' or unheard of competitors that have surfaced overnight. Natasha Robson is Account Director at Wildfire PR and Marketing, a specialist in the promotion of removals firms. She discusses how companies need to embrace the digital age or risk falling too far behind to catch up.

The way consumers access and interact with companies is changing so fast that the process of digital marketing can feel overwhelming. But to simply ignore digital media and all it has to offer – interactivity, social media, mobile apps – can be a regrettable mistake. The reason is that while your firm maintains the status quo, your competitors will be seizing the opportunity to get ahead.

You don't need to over-think your digital marketing strategy, but you do need to have one. Marketing is all about perception and consumers normally know what they are looking for – and the fact is that more and more people solely use the Internet to find it.

There are a growing number of review websites where customers can rate and review your company for all to see. It is worth taking the time to check if your firm has any reviews and if so, what they are like. While you can't remove negative comments, you should respond to them and give your side of the tale.

All customers know that companies will get the odd irate customer, but how you respond to it is what is important. You may also ask satisfied customers to leave their own reviews to help spread the word of your excellent service.

Social media too is an excellent tool for savvy customers to do their homework. Tales of customer service – sometimes good, normally bad – are increasingly likely to end up on people's Facebook or Twitter updates. Often these comments will spark a string of replies with people sharing their own experience – and if these users' accounts are not set to be private, anyone in the world searching for your company can find these. It is harder for businesses to respond to social media posts than reviews, unless the comments are directed at your company's own social media page. What you need to do is make sure you are getting enough of the right messages out into the public arena. If there is a vacuum of information and you are not making enough noise, your potential customers will listen to whoever is.

For the majority of consumers, their first point of contact with you will be your website, so Rule 1 – you need to have one. Your customers expect you to have a website, and if you simply appear on web directories with an address and contact number then alarm bells will start ringing. Rule 2 is to make sure your website isn't a bad one. For customers, a website that is cluttered, slow to load and difficult to navigate can

sometimes be more off-putting than none at all. A site one of your friends built for you ten years ago won't cut it anymore. Your website needs to reflect the public image of your company and if it looks cheap and nasty, people will assume your service is too. You wouldn't let your crews go to work in ripped jeans and tatty trainers, so you shouldn't scrimp on what can be your greatest marketing tool. Take a look at what your competitors are doing online and make sure your site stands out for the right reasons.

So now you have a stunning and informative website, you want the world to see it. Not just people who are familiar with you already and searching for your company name, but anyone who wants removals services. If you search for removals in your local area, you are likely to find several pages of the search engine filled with companies who aren't even based in your region, or small firms that can't offer anything like your standards of service. This is because they have invested in search engine optimisation (SEO) and you need to as well to compete.

SEO helps identify which search terms your customers may use to find you and helps you to rank more highly for these phrases. It is a complex and ongoing process that involves the structure of your site, the coding behind the pages and the content on the pages themselves and it needs an expert to make sure it's done right.

With a little help and creativity, the Internet can be your company's

greatest ally, helping you to reach an unlimited number of new customers and helping your company to thrive into the future.

● For more information e-mail questions@wildfire-pr.co.uk or visit www.wildfire-pr.co.uk.

Natasha Robson

Natasha, a former journalist, has an MA with distinction in marketing and communications and has worked with numerous clients at both agencies and in-house roles. Over the past two years she has worked closely with a national and international removals firm, focusing on home moving, business moving and international relocations. Her company Wildfire PR and Marketing now handles all the firm's publicity, including media relations, corporate literature, website management, search engine optimisation, full social media management, e-communications and advertising design and booking. Natasha also manages full proactive marketing campaigns for the firm, including partnerships and affiliate schemes.





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NEWS: UK

In Kurt Geiger's shoes

Following five months of planning, Kurt Geiger, the internationally renowned luxury shoe and accessories retailer, has moved into its new head offices.

Harrow Green was appointed to co-ordinate and carry out the relocation from multi-floor premises in Regent Street and Bermondsey to new headquarters in Farringdon, EC1.

"One of the challenges of this move," said Harrow Green's Wayne Buller, who managed the project, "was the access and parking restrictions that apply to Regent Street, which meant we could only start loading at midnight."

Harrow Green moved the entire staffing departments – from boardroom and directors to marketing, merchandise, finance, customer service and other office teams, along with furniture, filing systems, desktops and servers – into their new location.

The move entailed packing more than 1,000 crates of merchandise, including 900 crates of shoes and the Kurt Geiger 'mockshop' that acts as a showcase of luxury branded shoes and fashion accessories.

By working through the night from Friday afternoon to a tight schedule the Harrow Green team were able to ensure that staff were back at work on Monday morning without any disruption to their working day.

"We were very pleased with the way that Harrow Green worked under pressure in what for us was a major central London relocation," said Louisa Boulton, Retail Operations Manager, Kurt Geiger.



● Kurt Geiger, Regent Street.



● The APAK website.

APAK re-pack

Is allowing a bankrupt company to change its name and continue as a BAR ATN in BAR's interest?

It's not often that *The Mover* is contacted by an ex-BAR president asking for a subject to be aired, but that's exactly what happened recently. Annie Neave, and her husband Bob Holmes, of Britannia Neaves of East Anglia were concerned about recent commercial activity in their area that they believe is bringing BAR into disrepute and making local suppliers "spitting mad". They wish to alert the industry so that others can make a judgement and, perhaps, support their view.

On 12 March, 2012 APAK Removals & Storage of Dereham went into voluntary liquidation. A creditors' meeting was held on 21 March, 2012 which resulted in EuroGroup of Mildenhall acquiring the name. On 16 May, 2012 the company's website carried an announcement that the company was now APAK Relocation and was an Alternative Trading Name (ATN) of EuroGroup. In the May edition of *Removals & Storage* magazine, an announcement said that the company was applying to BAR to use APAK Relocation as an ATN of EuroGroup.

There is no suggestion that anyone has done anything illegal or morally questionable: it's actually very straightforward and the kind of transaction that takes place daily throughout industry. The question is whether BAR should accept the



"Allowing this organisation to promote itself as being part of BAR doesn't strike me as within the spirit of what BAR should stand for."

Annie Neave

ATN when the organisation is clearly one resurrected from a failed company, one that went bankrupt owing suppliers money?

At the time of writing, the company's website was still live, under the old name and sporting the BAR/OFT logo. It carries the announcement about the change of ownership, confirms that the management team remains unchanged, and calls itself

"a successful Norfolk removal company".

In an e-mail to BAR, Bob Holmes said that his objection was: "... primarily on the basis that the liquidation [of APAK Removals & Storage] meant many suppliers were left with a bad debt which will not be recovered." He added that BAR itself was owed over £2,000 and a local estate agent over £40,000. There was much goodwill in the area from suppliers and he didn't want that situation changed by having a bankrupt company, that owed in excess of £270,000 to creditors, apparently continuing to trade under the BAR banner.

Annie pointed out that although the ownership and name had changed, trade suppliers and members of the public would not immediately appreciate the difference. "It is one of the BAR's membership criteria that a member should be 'of good repute'," she said. "Allowing this organisation to promote itself as being part of BAR doesn't strike me as within the spirit of what BAR should stand for."

Responding to Bob's e-mail, BAR Director General Stephen Vickers said that BAR's responsibility was to "... ensure that the Articles and rules of the Association are correctly complied with in an objective manner ... if everything complies with the rules then we have no legal reason to prevent it." He also said that if the website breached the BAR's rules he would "take it up with EuroGroup".

Annie said that she knows that people will see her complaint as being 'sour grapes'. The company is a direct competitor and there is some 'history'. "But it's much more than that," she said. "We have always been very loyal to BAR and, during my time on the Board I worked hard to uphold its values. I feel very strongly that if BAR's rules allow this sort of thing within the Association, they should be changed to preserve its reputation and integrity. Customers and suppliers rely on BAR to provide some endorsement of a company's quality and financial security. This seems to fly in the face of what BAR should stand for."

Sir Douglas Bader, the World War II fighter ace, said: "Rules are for the obedience of fools and the guidance of wise men." Is this one of those cases when they should be applied in spirit or, if that is constitutionally impossible, amended?

Crown worldwide team up to support charity

Staff at Crown Worldwide Group, a leader of global mobility relocation services, have been busy fundraising for DebRA, the company's 'Charity of the Year' for 2012.



● Left to right: Les Elliman, Lucy Thorn, Karen Carwood and Nazan B.

Incredibly, five months into the year the offices from across the country have already raised over £2,500 by taking part in a number of activities including an extreme adventure day, quiz nights and running a PC health clinic.

As part of their fundraising efforts for the charity, 28 members of staff from across the UK completed a 250ft long zip wire ride, 150ft abseil, the Powerfan (a 150ft rapid descent towards the floor before a fan kicks in to ensure the thrill seekers float to a soft landing) and the world's highest bungee jump. These hair-raising activities alone raised an incredible £1,300 for DebRA, the charity that supports families of those with the rare genetic skin condition Epidermolysis Bullosa (EB).

The Ruislip relocations team also organised a very successful staff quiz night with 75 members attending to compete against their colleagues. 13 teams battled it out to become the overall winner and after a fun-filled evening the contestants raised £600 towards the total sum for the rare skin condition charity.

Various staff members also helped DebRA's Account Manager, John Parker, shake collection buckets and hand out leaflets to passers by at the busy Paddington train station, securing an additional £300. Together with filling up clothing sacks to

donate to the charity's clothing stores and giving up time from their working day to volunteer with the running of some of the charity's shops, Crown Worldwide employees have dedicated many hours to support DebRA.

David Hollins, Regional General Manager at Crown Relocations said: "It's great that our staff have been able to support such a worthy cause. DebRA is a great charity that does amazing things for people with EB so volunteering with them has been a privilege and one that the team really values and enjoys."

Teams across the country were also involved in organising cake sales, setting up 'PC Health Clinics', taking part in a 'wear green to work' day, as well as holding raffle draws to raise money for the charity.

EB is a very rare genetic condition in which the skin and internal body linings blister at the slightest knock or rub; causing painful, open wounds. EB is likely to affect one in 17,000 live births and it is estimated that there are currently 5,000 people with the condition in the UK.

All money raised this year by Crown Worldwide will go towards supporting families of those with EB and will support on-going medical services such as specialist nurses and allowing further research for a cure.

TIMELINE 2012

July

London Olympics start

The London Olympics start on 27 July. Anyone travelling in the Capital at that time can expect delays on prescribed routes.

August

London Paralympics start

After two weeks of diversions and hold ups for the Olympic Games the Para Olympics, starting on 29 August, will add another ten days of misery for anyone trying to work in London. Both will have been great events but most Londoners will be glad when normality returns.

September

New pension rules

New compulsory pension rules take effect for the largest companies. Smaller companies will gradually be brought into the scheme between 2014 and 2017.

October

New national minimum wage rates

New national minimum wage rates will take effect from 1 October:

- The standard adult rate (workers aged 21 and over) will rise to £6.19 per hour;
- The development rate (workers aged between 18 and 20) will remain at £4.98 per hour;
- The young workers rate (workers aged under 18 but above the compulsory school age; who are not apprentices) will remain at £3.68 per hour;
- The rate for apprentices will rise to £2.65 per hour;
- The accommodation offset will rise to £4.82 per day (up 1.9% from £4.73).



● New compulsory pension rules take effect for the largest companies in September.

Get the latest moving industry news at
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NEWS: UK

Woman of the year crowned

Wincanton's Lynne Watson has been crowned 'Everywoman in Logistics' woman of the year' 2012 sponsored by MAN Truck & Bus.

Lynne Watson is the General Manager of Wincanton. She has 25 years' experience in the logistics business and was described as "awe-inspiring" and "phenomenal" by the judging panel. The annual award is for "one enthusiastic and dedicated woman whose vision, innovative approach and success make her an outstanding role model, encouraging more women to choose a career in transport and logistics".

Judges of the Woman of the Year award described how they "loved her energy, passion and determination", adding: "In her current role she has demonstrated an innate flair for accelerating growth, securing contract after multi-million pound contract whilst implementing innovative processes to improve operations across the company."

After the awards ceremony Lynne said: "Naturally I was extremely thrilled and proud to win the award, but I couldn't have achieved everything I have without such a fantastic team around me at Wincanton. Although there are still relatively few women who view transport and logistics as a clear and viable career option it is getting better, and these high-profile awards such as these can only help draw more females into the industry. Ultimately I would like to see more and more women not just coming into the transport and logistics industry as drivers and warehouse operatives, but also breaking through into more management roles."

How about having someone from the removals sector win it next year. Come on girls!



● Lynne Watson.



● Martin and Amanda Thomas fly the flag in Las Vegas.

Britannia removals hits Vegas!

Martin and Amanda Thomas from Britannia Thomas Casserly's in Shropshire, have been rewarded with a luxury £10k holiday to Las Vegas, courtesy of Utility Warehouse.

The adverse trading conditions in the moving industry that have been prevalent in recent times have led to smarter businesses exploring and developing additional revenue streams to support their core business. Martin and Amanda made the decision a few short years ago, to become a business partner with Telecomplus, who trade as Utility Warehouse.

Telecomplus offer utility services at competitive rates and it makes perfect sense for removal companies to be able to offer this service to their customers who need to move their utility provision to new premises. "We give our customers an opportunity to save money on their monthly household bills and take all the hassle out of moving their utilities to their new home," said Amanda. In return for new customers, Telecomplus will pay commission and rewards to their distributors.

Martin and Amanda have found that offering utility removals alongside their removals business has given them a fabulous opportunity to develop an additional long term income stream working with the fastest growing company on the London Stock Exchange.

With growing monthly commissions that will continue to pay as long as customers remain with Utility

"We are looking forward to qualifying for the next £10k holiday, wherever that may be. We just know we'll definitely be on it"
Martin Thomas

Warehouse, Telecomplus also offers fabulous incentives and rewards to all levels of distributors for their consistent referrals over a period of time. Pickfords is already a successful business partner with Utility Warehouse and promotes the service via its depots and a link on its national website.

Any removal company that is interested in generating an additional revenue stream can join Utility Warehouse as an Independent Distributor (ID), and can easily earn rewards for offering an extra service to their customers that at the same time complements their business.

It certainly works for Martin and Amanda. "We are looking forward to qualifying for the next £10k holiday, wherever that may be," said Martin. "We just know we'll definitely be on it."

Join British Business Club free during the Olympic period

The British Business Club is a one-stop shop bringing you up to date details of networking events, business activity, news and potential partners around the London 2012 Games and other major international sporting events.

Membership is free and you can join wherever you are based in the world. It only takes a few minutes to create an account and password. Once registered, you can then set up an online profile, showcase your business capability and expertise and connect with other members. You will also be able to promote your own relevant business events through the website as well as benefit from exclusive member offers.

Temporary membership to the Institute of Directors

From 1 July – 14 September, 2012, British Business Club members will benefit from temporary membership of the Institute of Directors (IoD). This will give you access to the IoD's superb facilities in Pall Mall in London before and during Games time. Once you've registered for the British Business Club follow the links to find out more.

The British Business Club is an initiative of the government's UK Trade & Investment Department that helps UK-based companies succeed in the global economy. It also helps overseas companies bring their high-quality investment to the UK's dynamic economy - acknowledged as Europe's best place from which to succeed in global business.

● For more information visit: <https://britishbusinessclub.innovateuk.org> or e-mail britishbusinessclub@ukti.gsi.gov.uk.



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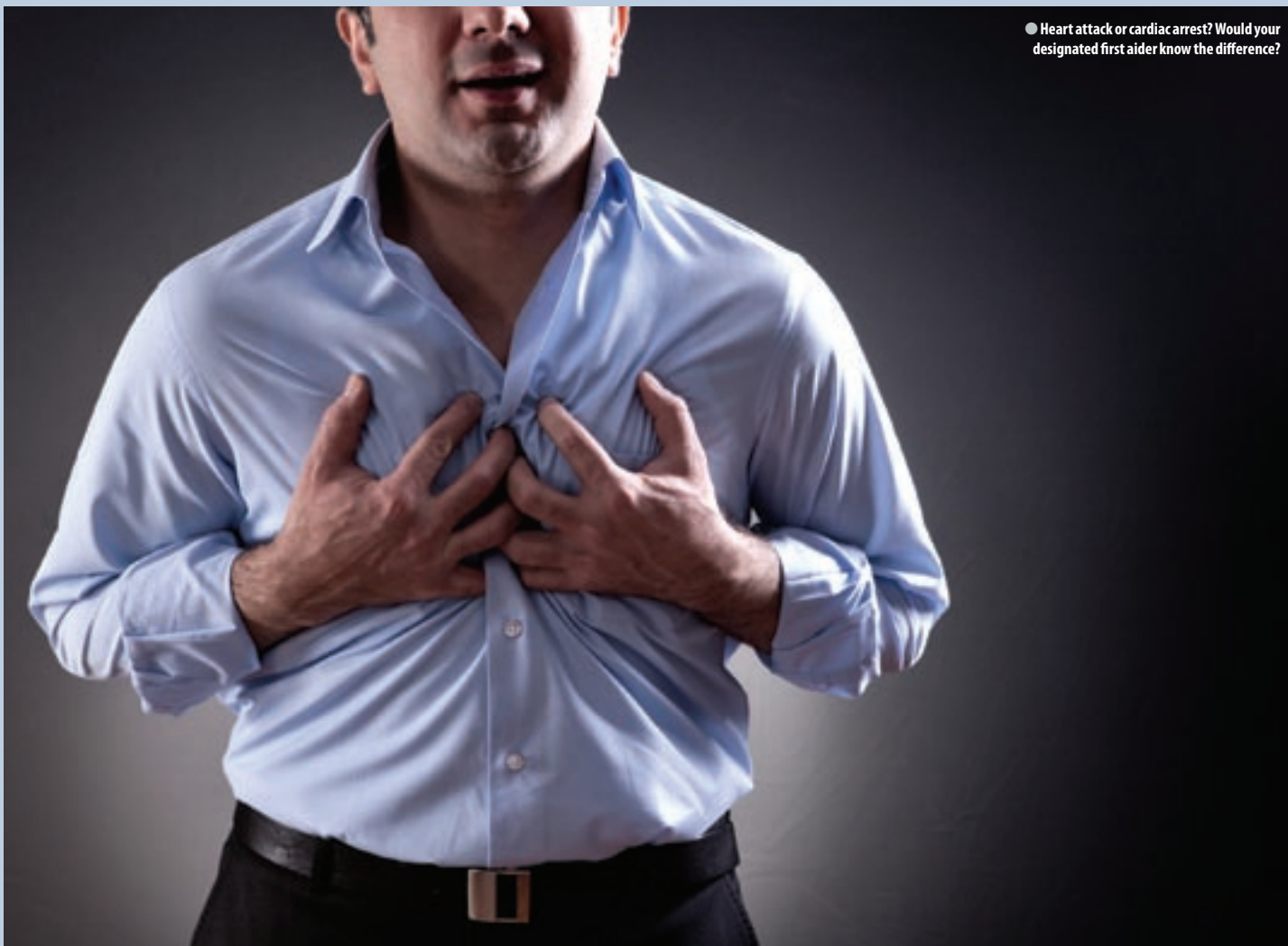
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(Outside the UK)



HEALTH & SAFETY: FIRST AID



● Heart attack or cardiac arrest? Would your designated first aider know the difference?

Is your first aid training good for your health?

First aid training is all very well, but no use at all if your designated first aider cannot remember their training when a medical emergency arises.

Barbara Cherryman is the Director at Guardian First Aid. She said that it is vital that the first aid is remembered when needed. "Whilst you are having a heart attack, it is not the time to discover that your first aiders have forgotten everything they had learned and cannot tell the difference between a heart attack and a cardiac arrest," she said.

Under Health & Safety Executive (HSE) regulations, most organisations require at least one person trained in first aid.

Many companies receiving a compliance health check were found to be inadequately covered and non-compliance can lead to a criminal record. It may be tempting to send people on non-accredited courses to save money, but Barbara maintains that this is false economy and could cost a company dearly if a medical incident is not dealt with correctly in the work place.

In an ideal world first aid training would

"Whilst you are having a heart attack, it is not the time to discover that your first aiders have forgotten everything they had learned and cannot tell the difference between a heart attack and a cardiac arrest."

Barbara Cherryman

be free to everyone, taught by qualified teachers and be memorable and enjoyable to ensure that there would be a qualified first aider on hand in any situation who would be confident and competent in an emergency and be able to save lives.

The team at Guardian First Aid go some way to achieve this by making the teaching process informative and fun whilst getting the important messages

across in a professional way. All of the tutors hold teaching qualifications which enables them to use a variety of teaching techniques to ensure that everyone on the course understands the procedures and will remember them when needed in a medical emergency.

All first aid courses are accredited by the Health & Safety Executive and are priced to ensure that cost is not a factor when training is being considered. "I want as many people as possible to be first aid and safety aware," said Barbara.

Barbara believes that first aid is a life skill and is passionate about first aid competence in the workplace, the community and the saving of lives. She does all that she can to make sure that every person who has attended one of her training courses remembers what to do in a medical emergency and is confident in administering first aid.

● Visit www.guardianfirstaid.co.uk.

Jack steps down at Anglo Pacific

At the age of 68 and after eight years with Anglo Pacific, Jack Dorrington has finally succumbed to retirement.

A well-known figurehead in the industry, Jack will be sorely missed as he passes the baton onto his successor, Teresa Connolly.

Joining the company in 2003, Jack brought a wealth of removals experience with him from stints with Pickfords and TEAM Relocations alongside a sizeable collection of stories from his colourful life. Born in Ware, Hertfordshire, Jack went straight from school into the RAF for eight years before sampling life over the other side of the world running licensed restaurants and hotels in Perth, Sydney and Queensland – coincidentally some of Anglo Pacific's strongest markets. He accidentally fell into an export manager role on his return to the UK in 1979 and the industry is rather grateful that he did.

"Honestly and genuinely, my time with Anglo Pacific has been one of the best working relationships I have ever had and I've enjoyed it tremendously," said Jack. "After staying on probably three years longer than expected, it was time for me to embrace retirement and bid my farewells. I'm now looking forward to busying myself in the garden and taking advantage of our lovely holiday home in the Turkish resort of Fethiye where you'll find myself and my wife three or four times a year. Of course I'll miss my colleagues at Anglo Pacific but I'll carry fond memories with me."

Stepping into Jack's shoes is Anglo Pacific's new Trade Shipping Manager, Teresa Connolly. No stranger to the company, having originally joined back in 1998, Teresa spent four months working alongside a then semi-retired Jack in 2011 to ensure the smoothest of



"Honestly and genuinely, my time with Anglo Pacific has been one of the best working relationships I have ever had..."

Jack Dorrington

handovers. "Jack had a wonderful rapport with our 500 or so trade shipping clients and the ladies especially were very fond of his charming manner," she said. "My aim is to simply continue where he left off and, together with the help of my team, maintain close relations with our trade customers and assist them in their need to keep a close eye on quality and costs in this tough climate."

Anglo Pacific recently announced its unique Money Back Guarantee offer to coincide with clocking up 35 years in business. Targeted at trade shipping customers and coming into effect on 1 May, 2012, the scheme guarantees a full refund of groupage charges if transit exceeds stipulated timescales.



● Crown Relocations' iPad2 tool.

Crown Relocations launches iPad2 tool for home consultations

Crown Relocations has launched an iPad2 tool that has revolutionised its in-home relocation consultations.

The company claims that the device is the industry's first 'Real Time Interactive Transfer Assistant' (RITA), a survey system that allows Crown's consultants to plan customer relocations more efficiently.

The innovative survey tool allows consultations to be conducted in the home of people moving overseas, providing a detailed inventory and accurate calculation of the volume and weight of the belongings that need to be relocated.

Images and measurements can be captured for items requiring tailor-made crating or special care and the online mapping technology assists with potential destination access issues. All data collected is then transferred electronically to the local Crown office and added to the transferee's relocation file securely and effectively.

Andrew Heeley, Crown Relocations UK & Ireland Sales Manager –

Northern Region, said: "This technology puts Crown one step ahead in the relocations industry and will allow for greater efficiency and accuracy when planning items for relocation. Our enhanced survey system demonstrates huge benefits to our customers, enabling them to enjoy a simplistic and skilled relocation process that's tailored to their needs."

RITA also contains an audio feature which allows for specific needs to be recorded and stored for each customer. All of the relocation processes are presented graphically providing reassurance and peace of mind to the transferee.

Crown Relocations was named as a finalist for the 'Technological Innovation in Relocation' Re:locate award 2011/12. The shortlisting recognised the effective and innovative use of technology by Crown Relocations to bring about business and employee benefits.

Interdean wins at Re:locate

Interdean has won the Re:locate award for the Relocation Service Provider of the Year. The award was presented to Robert Fletcher at a ceremony held on May 10 at the Institute of Directors in Pall Mall, London. "I am thrilled to accept this award on behalf of everyone at Interdean," said

Robert. "We all work so hard to provide our clients with relocation services of the highest quality so it is fantastic to know that our efforts are being recognised. I am proud of what we have achieved as a company and Interdean will continue to grow and develop ... it's an exciting time for us."



● Interdean's Re:locate winners.

NEWS: INTERNATIONAL

Scammers hijack website

Hijackers, possibly based in the US, have stolen a UK company's name and opened a website suggesting that they are a legitimate trading moving company.

The UK company is called Logistics Action Ltd., run by Michael and Angela Donnelly. The company provides logistics consulting and teaching services and is nothing to do with the moving industry. It does not have its own website.

Scammers have opened up what looks like a legitimate website for a moving company and decked it out with BAR, OMNI, FIDI, LACMA, etc. badges to give it added gravitas. The idea, presumably, is to extort money from unsuspecting customers. The site even says that the company is the winner of the EMMA award for the International Moving Company of the Year 2011, actually won by Robinsons.

Anthony Robinson said that he had almost lost some business to the site: "Two customers almost bought from them who happened to come to us wondering how there were two winners of the EMMAs in 2011," he said.

Michael Donnelly said that the first he knew of the problem was in mid May when he received a call from someone asking if he was delivering a car for them. "It seems that they get people to send money to someone pretending to be Logistics Action and then that money vanishes. We've shut them down once on one domain and they've moved to another domain with exactly the same set up. We were looking at putting up a website but it now looks as though we'll have to change our name."

Brian Friedman, Founder and CEO of the Forum for Expatriate Management said: "Our legal counsel has been in contact with the Donnellys who themselves have reported the matter to the police. I understand that the scammers may be based in Romania but we have no details of them and are not sure what we can do."

The rogue website was operating on 7 June but by the following day had been taken down. Perhaps the authorities were closing in upon the culprits.

Get the latest moving industry news at
www.themover.co.uk

EuRA Conference in Stockholm

The 15th Annual EuRA International Relocation Congress took place in the vibrant Swedish capital Stockholm in April.



The event has become a highlight in the relocation calendar and EuRA was delighted to welcome 600 delegates to Stockholm. The three-day event included over 20 plenary and breakout sessions focussing on where the industry is today and how it will develop over the coming years in response to the economic uncertainty in Europe. Representatives from the corporate world discussed how their mobility programmes are evolving and focussed on the supply chain management issues that exist between the global relocation companies and the regional and local destination service providers. Over three days of discussion and analysis, many new ideas were formed and EuRA says it will take forward the work by creating two new forums to support HR needs and encourage dialogue between GRMCs and DSPs.

But it was not all work. There were three evening networking parties, the biggest of which was the Gala

● Top: Patrick Oman of Irish Relo acts as moderator for the business discussions; above: Helmut Berg receives the EuRA Award for Exceptional Services from Ase Lofgren Gunsten (EuRA President).

Dinner, which this year took place in the astonishing Vasa Museum, which is host to a complete 16th century galleon, whose ignominious fate was to sink just 800 metres from the shore on its maiden voyage. Brought up from the deep in the 1970s a painstaking 20 year restoration project resulted in the most visited museum in Scandinavia and a terrific venue for EuRA. The dinner was also the scene for the inaugural EuRA Award for Exceptional Services to Relocation which was given to Helmut Berg of RSB Deutschland, who the EuRA Council felt has truly been a leader, innovator and promoter of our industry over his thirty year career.

The 16th Congress will take place in Bucharest from 24 - 26 April, 2013. Full details will be online at www.EuRA-relocation.com in September.

MOL announces new services

New Asia-USEC Service

MOL Liner Ltd. (MOL) has announced a new service to expedite cargo moving from major Asian ports to key destinations on the US East Coast, via the Suez Canal.

Launched on 2 June, the "SVS" (South China/Vietnam – the US South East Coast) service will be jointly operated by MOL and Evergreen. MOL will provide nine ships and Evergreen one ship, with the capacity range of 4,500-5,600 TEU per ship.

The introduction of the new service will enable MOL to offer direct connections from Vietnam/South China/Singapore to the US East Coast, including Jacksonville, with competitive transit times and reliable on-time performance. The "SVS" will be the only Asia to US East Coast service with Norfolk as the first call.

• Port rotation:

Hong Kong (Sat/Sun) – Yantian (Mon/Tue) – Singapore (Fri/Fri) – (Suez Canal) – Algeciras (Sun/Sun) – Norfolk (Mon/Tue) – Savannah (Wed/Thu) – Jacksonville (Thu/Fri) – Charleston (Sat/Sat) – Algeciras (Tue/Tue) – (Suez Canal) – Singapore (Sun/Mon) – Cai Mep (Wed/Thu) – Hong Kong (Sat/Sun)

New China - Middle East Service (CMS)

MOL has also announced its new China – Middle East Service (CMS). Departing from Shanghai MOL will offer an additional weekly service by joining the existing service operated by Wan Hai Lines, Pacific International Lines, and Kawasaki Kisen Kaisha. The service will be operated by six vessels and MOL will provide one Post Panamax ship (Mv. MOL Solution).

In addition to the current services, MOL will be able to enrich service coverage as well as frequency between China and the Middle East. MOL is committed to meeting its customers' needs by providing high-quality services and more comprehensive port coverage.

• CMS port rotation:

Shanghai – Ningbo – Kaohsiung – Hong Kong – Shekou – Singapore – Port Kelang – Jebel Ali – Karachi – Mundra – Port Kelang – Singapore – Hong Kong – Shanghai

• Frequency:

Weekly (turn round 42 days by six vessels).

New Heritage Center at Unigroup Inc

A new 2,500ft² heritage centre has recently been opened by UniGroup Inc. at its Fenton headquarters in Missouri.

The centre showcases the history of the company and the rich heritage of United Van Lines and other subsidiaries in the group.

Unigroup is the parent company of United Van Lines which is celebrating its 65th anniversary, and Mayflower Transit, which is simultaneously celebrating its 85th anniversary.

Some interesting items on display at the new centre include a torch from the 1984 Olympics, antique moving equipment and photos of agents and moving vehicles used throughout the company's history.

UniGroup is a \$1.6 billion privately held company. It employs about 850 people, most of whom work at the corporate headquarters, and has a network of 350 agents at 700 locations nationwide and a number of international partners.

Customers and visitors are welcome to explore the Heritage Center, examine historic artefacts and photos, as well as search for agent-specific information.



● Left: Chris Porter (nearest camera) and Linda Nosko - both UniGroup associates - explore information available on screen at the centre; above: the ribbon cutting at the opening of the Heritage Center - left to right: David Corrigan - Vice Chairman, UniGroup Board of Directors, Dan McCollister - Chairman, UniGroup Board of Directors and Rich McClure - President of UniGroup; right: a typical display.

Reason Global presented with excellence award at Euromovers

Euromovers International has honoured the UK's largest specialist removals insurance broker, Reason Global, with an 'award of excellence' at its annual global conference in Nice, France.

The award – created especially for Reason Global – recognises the company for its outstanding services towards the Group's growth.

Euromovers International comprises more than 70 experienced and reliable moving companies located across the globe. Its conference, held in Nice between 13 - 15 April, 2012 (See *The Mover* June 2012), was attended by 96 delegates from all over the world.

Reason Global's Graham Puddephatt collected the award on behalf of the specialist insurance broker, in recognition of his work

creating special insurance packages promoting Euromovers.

Speaking on the decision, Thomas Juchum, Managing Director at Euromovers said: "Reason Global has always been a valuable and faithful supplier. However, during their last two years as a co-operative partner with Euromovers, Graham Puddephatt has truly gone the 'extra mile' to support our Group, as well as to deliver dedicated services to all individual partners."

"He takes every opportunity to promote the Euromovers message to the industry, forever exalting the prestige of our company and the Euromovers worldwide network.

What's more, he has pioneered a concept for the partners of our Group, which includes – beside general insurance coverage – an integrated payment protection programme and the ability to generate additional income for every individual network company. He truly deserves to collect this award on behalf of Reason Global for his tireless efforts."

The 'award of excellence' follows Reason Global achieving preferred supplier status at last year's Euromovers conference event.

● Right: Graham Puddephatt received the award at the Euromovers conference in Nice.



SPOTLIGHT ON EUROPE

If you are interested in moving to Europe, and need to keep up with the latest news, you're in the right place. Here is *The Mover's* selection of the top stories from the continent. Information courtesy of FEDEMAC.



FRANCE



BREATHALYSER KITS

Remember that from 1 July, 2012, all drivers of any motor vehicle, excluding mopeds, will need to carry an unused breathalyser kit if driving in France. Enforcement of a euro 11 fine for non-compliance will start on 1 November, 2012. The breathalyser kit must meet certain conditions, notably the expiration date set by the manufacturer. 11 euros won't break the bank just yet but rumour has it the fines will go up later.

Authorities will not ask drivers to use their own breathalyser kit to test their blood alcohol level. Should a driver be required to submit to a blood alcohol test, authorities will use their own.

44 tonne trucks on the national network

France will allow the circulation of 44 tonne trucks on the national network from 1 January, 2013.

On 7 March, 2012, the French Ministry of Transport published a press release regarding the conditions for allowing the circulation of 44 tonne HGVs on the national road network. By fixing the authorised weight for HGVs at 44T (as is the case in some other EU Member States), this measure aims to strengthen the competitiveness of the road haulage sector (by reducing the fuel consumption and the CO₂ emissions). The implementation of the authorisation will come into force from 1 January, 2013.



PORTUGAL

Low Emission Zone changes and updates

On 1 April, 2012, Lisbon's LEZ was tightened and extended to Euro 2 in the inner area and Euro 1 in the outer area.



GERMANY

LONG TERM ROADWORKS - COLOGNE A1

Important road works on the Cologne A1 ring road in Germany started on 16 April, 2012, and will last until the end of 2012. For more information visit: www.strassen.nrw.



Low Emission Zone changes and updates

Cologne has confirmed it's extending its LEZ area from 1 April, 2012, and tightening the emissions standards from 1 January, 2013, to 1 July, 2014. Erfurt announced an LEZ to start on 1 October, 2012, with a Euro 4(PM) standard. Wiesbaden announced an LEZ to start in December 2012 with a Euro 4(PM) standard.



ITALY



Congestion charge - Milan

A court in Milan has rejected five legal attempts to suspend the city's congestion charge area that came into force in January. The administrative court said it had a need to balance the public and private interests at stake, but said the public interest in health and environment protection was more important than the interests of private motorists, and that the congestion charge was reasonable.



LATVIA

Paternieki-Grigorovschina border checkpoint suspended

Due to the building works at Grigorovschina customs checkpoint (Belarus), truck traffic through the Paternieki-Grigorovschina checkpoint on the Latvian-Belarusian border has been suspended from 15 March until 15 October, 2012. It is recommended that international cargo truck traffic is redirected to border-crossing points: Silene-Urbany (Latvia-Belarus) and Burachki-Terekhovo-Burachki (Latvia-Russia) and other checkpoints. Long delays have been reported at the Silene-Urbany border-crossing point.



EUROPE-WIDE

EU STRATEGY TO REDUCE ROAD TRAFFIC INJURIES

Road safety strategies traditionally focus on reducing fatalities. Injuries have however become a major health problem and, in 2010, about 1,500,000 people were injured on the roads of the European Union. The European Commission is developing a comprehensive strategy of action concerning road traffic injuries and emergency services and hopes to find a common understanding of definitions and concepts relating to casualties (in particular, the definition of serious and slight injuries), improve data collection and identify courses of action to improve prevention and intervention, including their socio-economic impact.



EuroFOT: Intelligent vehicles to the road

The European Field Operation Test of active safety systems (EuroFOT) will soon reveal the results of its first large-scale operational test. A thousand vehicles and trucks were equipped with safety and fuel efficiency features for 12 months during which large amounts of data was collected. Some preliminary results have already been provided based on a questionnaire that was filled out by the drivers three times during the period of 12 months. The results of the questionnaires provided two major observations: firstly, that driver behaviour changed in the course of the test since 70% of those who did not believe the systems to be helpful at the beginning of the test thought the opposite at the end of the test period. Secondly, the added value of the systems were noticed to reach beyond road safety, for example they had the impact of remarkably reducing fuel consumption.



● Adaptive Cruise Control is one of the safety features being tested.

Revised tachograph legislation in the first parliamentary reading

The European Commission proposal for the new tachograph legislation aims to make fraud more difficult, to better enforce social rules applicable to road transport and to reduce the administrative burden by using a range of new technologies and regulatory measures.

TRACE project

The aim of the TRACE project is to develop a harmonised training format for enforcers on the Drivers' Hours' Rules Regulation. This goal will be achieved through the development of harmonised training modules for officers responsible for monitoring the social legislation relating to road transport in Europe. The project is funded by the European Commission and it will be lead by VOSA. The project is now reaching its final stage with an official end set for August 2012.

EC demands all truckers comply with Working Time Directive

The European Commission (EC) has called on Austria, the Czech Republic, Finland, France, Poland, Portugal and Spain "to take appropriate measures" to apply the Working Time Directive to self-employed road hauliers. The EC warned: "If these Member States fail to inform the commission within two months about the measures taken to ensure compliance with EU law in this respect, the commission could refer the cases to the European Court of Justice."

Road interests launch 'Green Freight' initiative

Estimates of today's fuel efficiency of lorries vary widely. Existing data measuring emissions from lorries give a very varied picture. An alliance of road freight interests has therefore launched 'Green Freight Europe', aimed at working out a reliable method of measuring emissions from lorries. The improved system being trialled will be monitored by an independent energy trust.

"e-CMR" needed to further increase efficiency of road transport

The International Road Transport Union (IRU) has welcomed the entry into force of the Additional Protocol to the CMR Convention, which transitions from the current slow and unreliable paper-based system, to faster and more efficient electronic Consignment Notes (e-CMR) and has called upon governments to join the Additional Protocol and adopt a harmonised approach to its implementation. It also says that governments should agree on technical standards regarding electronic signatures and authentication methods in order to experience the full benefits of e-CMR. At present, e-CMR can only be used in seven countries - Bulgaria, The Czech Republic, Latvia, Lithuania, Netherlands, Spain and Switzerland.

IRU calls upon the EU to lift road transport barriers

The IRU General Assembly has adopted a Resolution on 'Driving the Europe 2020 Growth Strategy' calling upon the European Union and its Member States to lift, without delay, the impediments and barriers imposed on the road transport sector and to recognise the vital role of road transport in driving economic growth.

Europe agrees core transport plan

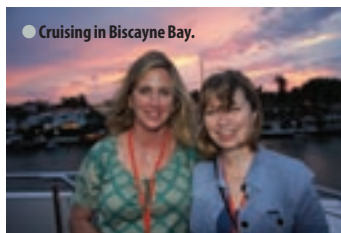
A euro 31.7 billion EU plan to streamline and integrate Europe's segmented and rattling transport network into a cohesive whole was agreed by EU transport ministers in Brussels in March 2012. Debate can now start over the most difficult issue: funding. Siim Kallas, European Commissioner for Transport, said that although crunch discussions on financing lay ahead, the deal was "a very important achievement" that would start to move Europe away from a patchwork of national networks towards a pan-European hub.

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NEWS: INTERNATIONAL



● Everglades.



● Cruising in Biscayne Bay.



● Larios restaurant.



● Charles Luyckx, new OMNI president.



● Federico Britos.



● Jeffrey Otteau.



● Gunnar Moeskjaer, Mobeltransport Danmark.

Charles takes the helm at OMNI

Charles Luyckx from Elliott International in South Africa became the 14th president of OMNI (Overseas Moving Network International) at the organisation's annual conference in May this year in what was supposed to be a sunny Miami Beach, Florida.

The weather turned out to be unseasonably wet (pouring down most of the time) but, except for the purchase of a few raincoats, the organisation's flagship event went off without a hitch.

As always the OMNI conference is a mixture of business with a liberal sprinkling of fun. The meeting room was packed for every business session, as usual, and the organisation made some significant decisions that undated its rules to help its members remain competitive in today's global market. The keynote speaker, Jeffrey Otteau, gave an insight into the causes of the US property crash, the current position and the prospects for US growth in the immediate future.

In his opening speech Charles thanked Tom Ansley who introduced him to the moving industry 25 years

ago. "Tom has been a great mentor, a great inspiration and largely the reason that I am here today," he said. He thanked his business partner Brad Barker, his wife, Moira and all the Board members with whom he had served for their support. "I will always strive to work in the best interests of OMNI and to uphold the values that have been established and entrenched in the organisation," he said.

OMNI also welcomed two new Board members: Nigel Mayo Saunders (Nuss International) and Keith Meader (Asian Tigers Mobility, Thailand). The other members of the new OMNI Board are: Willy Toedtli (Trafimar Relocation, Mexico); Bill Graebel (Graebel Movers International, USA); Nick Kerr (DT Moving, UK).

The OMNI conference is renowned for the quality of its social events.

The golf tournament was held at the Miami Beach Golf Club with Willy Toedtli and Karin Milivoyevich (TEAM, UK) winning the respective men's and women's competitions. The opening night was held on a cruise ship in Biscayne Bay with entertainment including the multiple Grammy award-winning violinist Federico Britos; on day two the US members entertained the whole conference to dinner at Larios restaurant on Ocean Drive owned by Gloria Estefan; and the gala dinner, in the form of a Rat Pack themed evening was held in the conference hotel, the 5-star Eden Roc.

The weather kept most people from venturing too far from the hotel base but a planned visit to the Everglades did go ahead and turned out to be one of the highlights of the entire conference.





Euro 5 2009 Daf CF220

3 man sleeper with pod.
5 container body. Air suspension.
Aluminium ramps and side table.
Belly locker, etc. Ready to go.



2 x 2008 Scania P230

Sleeper cabs plus cab top sleeper
pods. Full 5 container bodies with
dropwells and barn doors. Side
tables and ramps. Painted in
your colours. 12 months MOT.
Ready to go.



2009 Mercedes 1843 x2

2 man sleepers. Euro 5 engines.
6 container bodies with dropwell
and false floor and barn doors.
Aluminium ramps and side table.
Painted into your colours.



Euro 4. 2007 Daf LF 150

New 25ft GRP Luton dropwell body.
False floor. Tie rails and kick boards.
Clear roof. 3 side loading doors.
Aluminium ramps and side table.
Painted into your colours.
12 months MOT. Ready to go



2008 Daf LF 160 3 container body.
2x side doors. Dropwell. 150,000
kilometers. Aluminium ramps and
side table. New paintwork.

IN BUILD FOR SALE

- 2 x 2009 Mercedes Axor High roof, 5 containers.
- 2008 DAF CF 220 Sleeper pod, 5 container, air suspension.
 - 2x 2008 SCANIA P230 Sleeper pod, 5 container, air suspension.
- 2008 MERCEDES 816 High roof sleeper cab, 3 container.
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2009 Mercedes 816 high roof sleeper New 2 door dropwell
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TRANSPORT: DAF EURO 6 ENGINES

DAF announces Euro 6 engines

DAF Trucks has announced a new engine generation, developed for the new Euro 6 emissions legislation, which comes into force in the EU on 1 January, 2014.

The 12.9 litre Euro 6 PACCAR MX-13 engine uses state of the art common rail technology, a turbo with variable geometry and advanced controls for maximum efficiency. In order to comply with the strict Euro 6 emissions requirements it features exhaust gas recirculation, together with SCR technology and an active soot filter. "The PACCAR MX-13 engine is ultra clean", said Ron Borsboom, member of the DAF Trucks N.V. Board of Management and responsible for Product Development. "In addition, we've gone to great lengths to obtain industry leading fuel efficiency, reliability and sustainability."

Compared with the current Euro 5 standard, Euro 6 requires that nitrogen oxide (NOx) emissions must be reduced by a further 77%, while soot particle emissions must be cut by 66%. In concrete terms, this means that nitrogen oxide emissions have to be reduced from 2.0 to 0.46 grams/kWh, and soot particle emissions from 0.03 to as little as 0.01 grams/kWh. These are however not the only requirements: Euro 6 engines must meet these stringent requirements for a minimum of seven years or 700,000 km, in all operating conditions. In future, authorities will carry out random checks to ensure that vehicles in service are compliant with these standards, and new on-board diagnostics systems will warn the driver in the event that this is not the case.

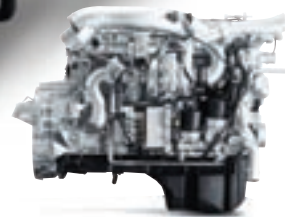
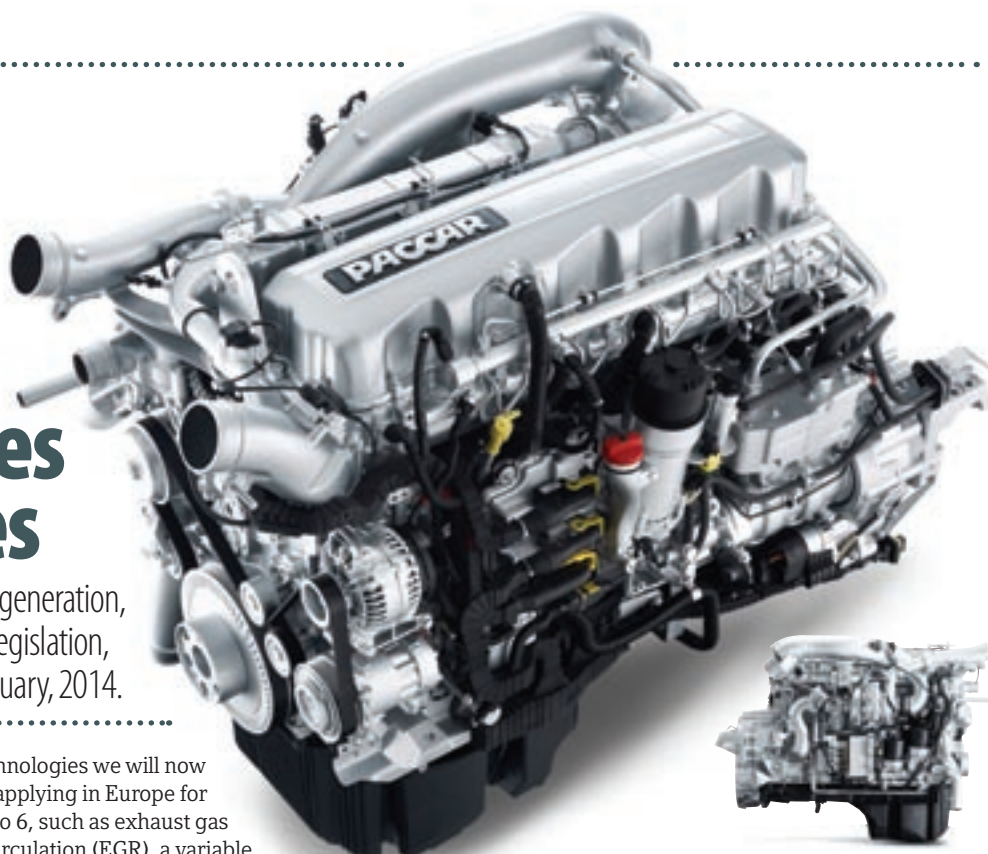
A quarter of the Kenworth and Peterbilt trucks supplied in the United States since summer 2010 are equipped with the six cylinder 12.9 litre PACCAR MX engine with EPA10 specification. "This engine complies with current North American legislation, whose emission values come close to those set out in Euro 6", explained Ron Borsboom. "We have therefore been able to build up vast experience of

technologies we will now be applying in Europe for Euro 6, such as exhaust gas recirculation (EGR), a variable geometry turbo and an active soot filter. We have further developed these technologies, focussing in particular on how we can best integrate them into the European vehicle configuration. A good example is the higher position of the EGR cooler, which allowed us to place the turbo closer to the block, further reducing the overall size of the engine. This is an important factor when it comes to fitting the engine in our European cab-over-engine vehicle designs: it allows for a low cab floor to ensure ease of entry and maximum cab space. In addition, we will of course also be applying technologies to the Euro 6 PACCAR MX-13 engine that have recently been introduced as part of our ATe programme for Euro 5. An encapsulated exhaust manifold for even better turbo efficiency and optimised piston rings and cooling are just a few examples of these technologies."

The engine has:

- A newly designed engine block for optimum stiffness and integration;
- High pressure common rail fuel injection for injection pressures of up to 2,500 bar;
- Variable geometry turbocharger;
- Innovative technologies for maximum efficiency: integration of functions, encapsulated cable harnesses and advanced management systems.

To meet the stringent Euro 6 emission requirements, DAF is using a combination of exhaust gas after-treatment technologies, such as an SCR catalytic converter and an active soot filter. For its Euro 6 technology DAF has implemented important innovations in all areas. New is a single poly-V belt, as well as a fan that is mounted



"Obviously, the introduction of new and additional Euro 6 technologies will have consequences for our vehicles. We will be revealing these at the IAA in Hanover in September."

Ron Borsboom



● Ron Borsboom

directly on to the crankshaft without a coupling shaft - which save on maintenance costs, improve reliability and reduce weight and fuel consumption. A larger oil sump volume also allows service intervals of 150,000 km with Euro 6. It is made of composite material to reduce weight and noise levels. The fuel filter and water separator have been combined into a single unit, which is mounted directly on the engine for maximum ease of maintenance, and the oil cooler - usefully combined with the oil filter - is now made from stainless steel to further increase its robustness. Still unique in the industry is the fact that the cable harnesses are encapsulated, just as they are in the current Euro 5 engines.

The new 12.9 litre Euro 6 PACCAR MX-13 engine will enter production in early 2013, with outputs of 300kW/410hp, 340 kW/460hp and 375 kW/510 hp.

"Obviously, the introduction of new and additional Euro 6 technologies will have consequences for our vehicles," concluded Borsboom. "We will be revealing these at the IAA in Hanover in September. You can be sure that DAF will come up with something beautiful!"

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FEATURE: RECRUITMENT

Can't get the staff!

In conversations up and down the land with removal companies a common theme has emerged: the difficulty in recruiting good staff. Even considering the high rate of unemployment, getting the right people seems increasingly difficult. Often the high number of applicants gets in the way, fogging the process of recruitment making the good people more difficult to spot.

In this feature *The Mover* has asked for contributions from those in the recruitment business to provide a little advice for employers and applicants alike.

TheMover

Removal Recruitment - the real alternative to employing full-time staff

Belying its title, Removal Recruitment specialises in supplying top quality agency staff for removal companies on a temporary basis.

The nature of the removal business means that work can be sporadic and in times of recession, excess staff are an expense that most companies can ill afford.

Directors Paul Dyde and Lesley Crumpton pride themselves on providing trained staff at competitive rates specifically for removal companies who benefit from reduced permanent staffing levels and associated costs.

Removals experts Paul and Lesley started the business in 2001 and unlike their non-specialist competitors have devised their own training scheme to prepare staff for work in the removals industry. "Staff who are provided by standard agencies are not screened for ability or reliability and are not trained for the removal industry," said Lesley. "This often causes problems out in the field. We make sure that our staff have been selected locally, have the right attitude and are willing to learn the skills required to provide an excellent service to clients. All our staff undergo a full in-house induction and training programme, covering health and safety, fire safety, risk management and PPE requirements."

"For domestic moves the focus is on lifting and handling; packing of delicate goods and customer care," said Paul. "It's also important that staff know how to relate with customers and we're keen to make sure our people have the right attitude."

"For commercial moves our staff are taught to pack crates safely and how to move files. Staff can develop further with

specialist skills training in IT moving which enables their earning potential to increase because they are of more value to removal clients."

Removal Recruitment does not have a direct competitor as they are unique in their sector and are trying to shake off the concerns many removals companies have about using agency staff.

Paul and Lesley are surprised more removal companies don't use more temporary staff. "We provide professional, uniformed removal staff without the overheads and the problems associated with untrained individuals at a very competitive rate which will save them money. If you have a reliable source of trained temporary staff you need only employ enough permanent people for your immediate needs, that makes good business sense, especially when times are tough."

Paul said that employers are often not aware of the true cost of employing people. The headline rate of employing temporary staff might look high but it doesn't work out that way when all the costs (including NI, holidays, pensions, and employee benefits) are taken into account.

Lesley sends out an availability list to all her clients every Monday morning, so her customers may book staff for the next day or in advance. Removal Recruitment is completely neutral and makes sure that confidentiality agreements and contracts are in place for all their customers.

Removal Recruitment is an affiliated member of BAR, but Lesley is disappointed by the level of interest from

BAR members. "We hoped that members of the Association would use our services, but most will not entertain the use of agency staff in their operations. I can understand their concerns, but our experience in the removals business and the care we take with our recruitment and training sets us apart from the non specialist agencies."

Removal Recruitment's approach to staff training has won them the Investors in People Bronze award which is a great achievement for a company of its size. Staff have the chance to gain certificates in construction site safety (CSCS) and IT, which offers benefits to commercial clients.

Historically removals companies have always been reluctant to use agency staff, probably fearing that using unskilled labour would put their reputations at risk. However, after ten years as a specialist supplier to the industry and its focus on quality and training Removals Recruitment offers a solution to the problem of controlling staffing levels and labour costs.

In these times of uncertainty in the property market, pressure on margins and ever increasing transport costs, it may be time to take another look?

● Removal Recruitment
Directors Paul Dyde and
Lesley Crumpton.



Employers organisation calls for 'fit note' reform

A survey by manufacturer's organisation the EEF has shown that 58% of employers did not think the introduction of the 'fit note' had helped them to manage absence. In addition, employers reported reduced contact with GPs during the last year with only 5% having spoken to them about making adjustments to the workplace to allow workers to return to work: this compares with 15% during

2010 when the scheme was introduced.

The EEF is calling for more training for GPs to encourage more of them to use the 'may be fit for work' option. It is also calling for the government to introduce tax incentives to encourage employers to invest in rehabilitation measures as recommended by the recent Frost/Black report into sickness and absence.

UKCES survey shows lack of training is derailing recovery

A survey by the UK Commission for Employment and Skills (UKCES) has shown that a lack of training in skilled trades is derailing the recovery by making vacancies hard to fill.



● Businesses well equipped with the skills that training brings are most likely to succeed.

However, despite this, the survey found that many employers were reluctant to provide training for their staff preferring to spend more on advertising and recruitment to fill vacancies. In the transport communication and business sectors only around half provided any training at all while in areas like education, health and public administration more than 80% of employers had trained their staff in the past year.

Skills Minister John Hayes said, "Businesses well equipped with the skills that training brings are most likely to succeed. We know that businesses that don't train their staff are twice as likely to fail and there's a very strong link between low skills, poverty and unemployment."

"My mission is to reshape the character of learning and workforce skills. That is why this government has helped 457,000 people start apprenticeships last year and we're aiming for half a million. We know that businesses that invest in skills improve their bottom line and the health of the nation."

"Some employers are outstanding at

"We know that businesses that don't train their staff are twice as likely to fail and there's a very strong link between low skills, poverty and unemployment."
John Hayes

training their staff, but many are not," said Jeremy Anderson, Chairman of Global Financial Services at KPMG and a UKCES commissioner. "This has led to the development of so-called 'skills potholes' – areas, sectors or occupations which are suffering from deep, painful and persistent skills gaps. Like potholes they are often ignored, but risk making the road to economic recovery throughout the UK bumpier and slower than it needs to be." He encouraged firms to look upon training as an investment rather than a cost.

Restricting workers from EU could ease UK unemployment says Labour MP

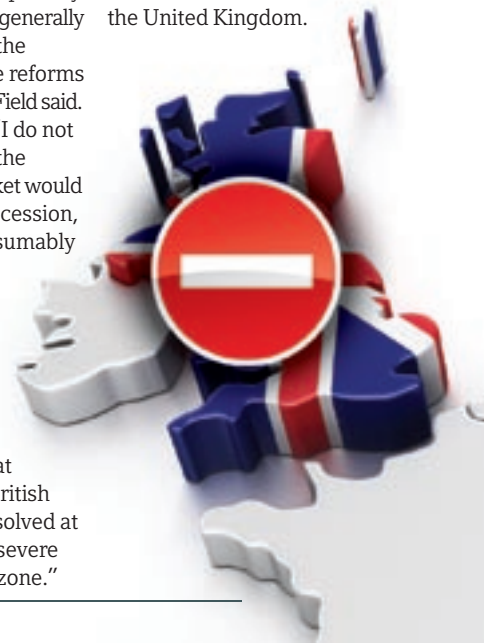
High unemployment in the UK could be eased by restricting the movement of workers from Europe, Labour MP Frank Field told Parliament recently.

Mr Field made his remarks to Immigration Minister Damian Green following the release of government data which revealed that one in five unemployed households included someone who had never worked.

"Is there not a case, while this recession lasts, for temporarily restricting movement generally from Europe, so that the government's welfare reforms can have a fair wind?" Field said.

Mr. Green replied, "I do not think that closing off the European labour market would be appropriate in a recession, because it would presumably apply both ways, meaning that British workers looking for jobs in the rest of the EU would also be badly affected. He is quite right to suggest, however, that the problems of the British economy need to be solved at the same time as the severe problems in the Eurozone."

Restrictions on the number of workers from outside the European Economic Area (EEA) were tightened by the government in 2010 when a temporary migrant limit was introduced. A permanent cap followed in April 2011. However there are currently no plans to restrict the movement of workers from the EU to the United Kingdom.



SITUATIONS VACANT



Write, don't e-mail

By Steve Jordan.

I was always told that first impressions count. When I was going for my first job after leaving school I had a bath, dressed smartly, had a hair cut, and even polished my shoes. Not so the youngsters of today by all accounts.

I have received requests for work by e-mail that start with 'Dear The Mover' and clearly have no idea what we do for a living. Now I know that the jobs market is tough, but I constantly hear moving companies say that finding the right people is a big headache for them – so there are jobs for those who make the grade.

E-mail might be great for general business communication, but when you are looking for a job – no, I think not. Most business people get hundreds of e-mails every day, most of which are of no interest. But old fashioned letters! I can't remember the last time I got a letter from a real person.

So, the moral of the story is, if you are looking for a job, write, don't e-mail. By all means send in a typewritten CV, that's fine, but I would like a hand-written covering letter, addressed to me. It's polite and, if nothing else it shows that the applicant is literate. It also shows that the person is prepared to take the time to find out my name and show a little initiative. In most businesses it's easy to find people to do things for you – much harder to employ people

to think.

So, if you are thinking of applying for a job, consider these:

- Find out as much as you can about the company before you go. It's easy on the Internet so there's no excuse.
- Write, in your best handwriting (as they used to say at school) to a particular person and make sure that you spell their name correctly. Make sure that the letter is obviously for them specifically, it's not a standard letter you have just copied.
- Try to find something interesting about the company and comment on it. Everyone likes to be flattered but make sure your interest and appreciation is genuine.
- Don't make spelling, grammatical or punctuation errors. If you do it shows that you don't care about detail – no company wants that.
- Be a nag. If you don't hear back from the company, give them a call. Even if you get a no thank you letter, if you really think you have something to offer, call them back and say so.

We all live in what has become known as 'the communication age'. It's ironic that with all the different forms of communication around, getting your message to the right people has rarely been harder. Perhaps, in our IT driven world, the best way just might be the old way.

Tell the truth on your CV

Good advice from Red Recruit.

According to Red Recruit, one of the biggest problems when people write a CV is that they tell lies. Caroline Seear said that people often overstate what they have done and, more importantly perhaps, omit vitally important information.

"It's very common for people to miss out a whole period of employment," she explained. Apparently they just expand the period of employment at either side to cover up a period of employment with a company that is not well respected or if they were dismissed. "It's a really stupid thing to do," said Caroline. "It's a very small industry so everyone knows everyone else. We've been working in the moving sector for ten years so our own database will often throw up inaccuracies. If not, I find out straight away as soon as I follow up a reference."

Of course any candidate using the agency will have

their hand held throughout the process. But for those who are going it alone, Caroline's advice is to make sure your CV is accurate (no typos) and truthful. "People should also outline their achievements – that's really important." Caroline explained that her company's ethos is to build a long term relationship with its clients and so to let any untruth through on a CV would be totally unacceptable.



● Anything untrue in a CV will be exposed when references are checked, so it's not worth the risk.

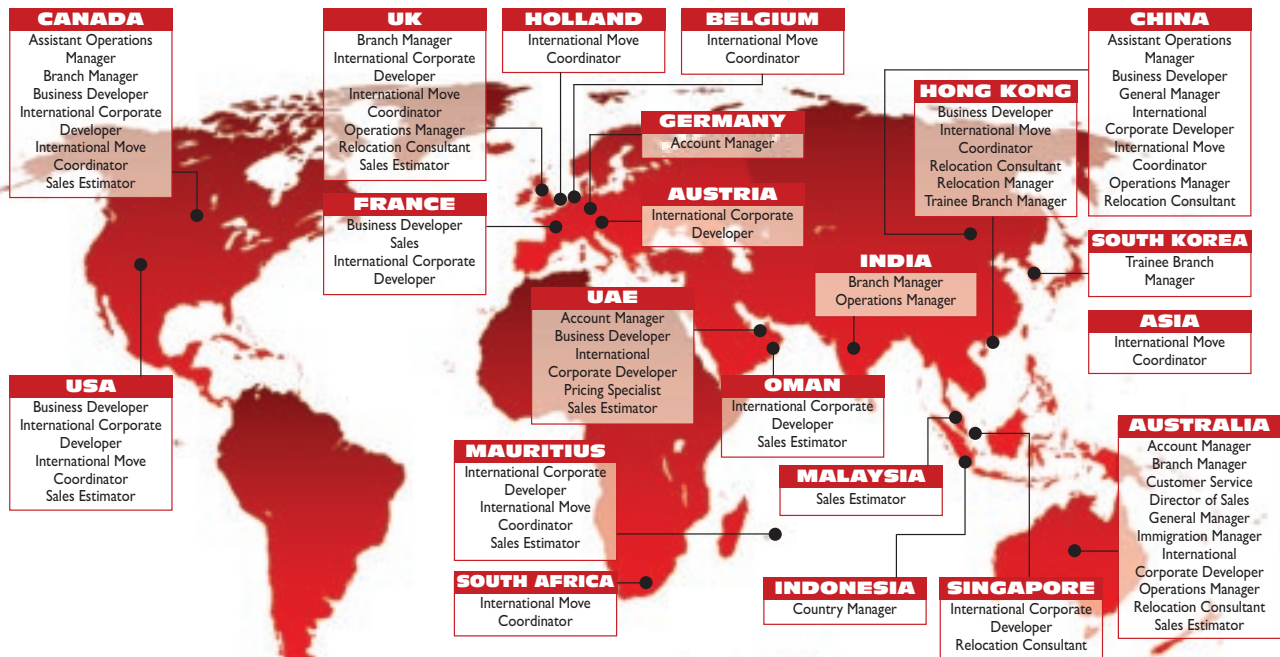
Pro-active companies doing best says Red Recruit

Caroline Seear from Red Recruit says that it's clear that companies who promote themselves strongly, even in a poor market, are doing better than most.

Red Recruit works very closely with its clients to provide an in-depth service that studies their businesses needs and finds the right people for them. This has led Caroline and her colleague to notice that those companies that have maintained a high level of sales and promotional activity have a much greater need for new staff than those who do not.

It might seem obvious but many would argue that if the business is low there's no point in spending money chasing what little is there. But Caroline's observations suggest otherwise. "When it gets quiet it's the more aggressive sales companies that are successful. They increase their advertising, networking and promotion and do much better as a result."

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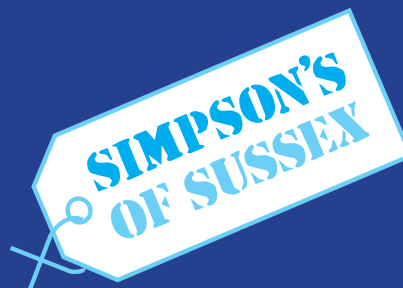
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NEWS: ON THE ROAD



● Only 1% of employed drivers are under 25 and the cost of gaining a licence is prohibitive

The LGV driver shortage will worsen

The UK's shortage of LGV drivers will get worse according to a recent survey by the Sector Skills for Freight Logistics and Transport.

The driver shortage is likely to be even more serious for the moving industry as only a small proportion of professionally qualified drivers are prepared to enter the removals industry due to the extra work necessary to complete a move.

The study has found that 16% of LGV drivers are aged 60 or over and the number of individuals taking and passing their LGV test is declining year on year. Over the next five years we can reasonably expect the 16% of professional LGV drivers over 60 years to retire. This equates to a potential replacement demand of 48,000 LGV drivers or on average 9,600 drivers each year. With the profession dominated by older drivers, and only 1% of employed drivers under the age of 25, it is clear that the industry needs newly qualified younger drivers to fill the breach.

The changes in EU legislation and the skills required for the drivers role has meant a rise in the educational attainment level with LGV drivers now requiring ICT, safe goods handling procedures and customer service skills, that in the past were not required. Insurance cover for under 25s has also become prohibitive with many removal companies only insuring vehicles for older workers.

The number of individuals taking and passing their LGV test has steadily fallen since 2007/08 with a

The study has found that 16% of LGV drivers are aged 60 or over and the number of individuals taking and passing their LGV test is declining year on year.

decline of 31% in tests passed in the last four year period. Less than half of the LGV and PCV tests passed have resulted in a Driver Qualification Card, enabling the individual to work professionally and currently only 8.2% of professional drivers have received their Driver Qualification Card after completing 35 hours worth of training.

The costs involved in gaining a licence are prohibitive, requiring a substantial and often personal, investment in training. A new driver

needs to pass the Driver CPC theory and practical tests in addition to the licence acquisition theory and practical tests if they intend to drive professionally. Once an individual has passed these tests, a Driver Qualification Card (DQC) is issued and then they have to complete the periodic training to maintain the Driver CPC. All professional drivers will need to have their Driver CPC card by September 2014, however, the report indicates that on current projections this will not happen.

The lack of public funding or finance support for driver licence acquisition seems to be a factor in the low levels of uptake of Driver CPC periodic training and it is predicted that there will be a shortfall of 1.7 million training hours or nearly 250,000 seven-hour training courses by 2014.

In summary, LGV driver shortages are here to stay and will impact on the removals industry. As the qualified drivers get scarcer and the demand gets greater, the cost of employing professional drivers can only increase.

Rules needed on excessive tolling

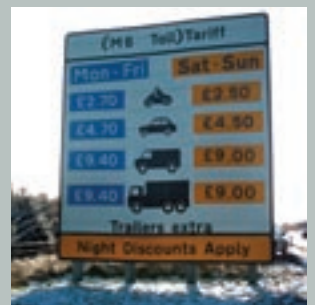
As Spaghetti Junction turned 40 on 24 May, the Freight Transport Association (FTA) said that the level of tolls – including those for goods vehicles – on any new, privately built parts of the roads infrastructure should be restricted in order to get the best use out of all parts of the roads network.

Originally known as the Gravelly Hill Interchange the junction serves 18 routes and is an essential part of the road network in the West Midlands as it most importantly links the M6 with the A38(M) Aston Expressway in Birmingham, as well as the A38 (Tyburn Road) and the A5127.

When the M6 Toll road was planned, it was envisaged that significant relief would be provided for the M6 and Spaghetti Junction, but that did not happen, particularly for goods vehicles. The toll charger decided to price heavy goods vehicles off that road, leaving them, along with the majority of motorists, to use the M6.

Malcolm Bingham, FTA's Head of Road Network Management Policy, said: "Due to a combination of where people need to get to and excessive tolls, particularly for goods vehicles, the 40-year-old Spaghetti Junction infrastructure to the north of Birmingham is still the choice for most drivers. Therefore we believe that going forward, some rules are needed in order to make privately built parts of the road network affordable for all drivers, including goods vehicles."

Spaghetti Junction was originally built to take 75,000 vehicles per day but now carries around 210,000 per day. The junction was built to last for 120 years; however, less than one-third of the way through its projected life it has had major repair work, adding to the maintenance budget for what is the central part of England's motorway system.



@ Comment

The Mover has been alerting its readers to the looming problem of a shortage of Driver CPC-qualified drivers for some time. What's your opinion? Is it a Millennium Bug problem? Or is there really a crisis approaching?

Have your say at comment@themover.co.uk.

It's as easy as CPC

IAM Drive & Survive has launched a full programme of Driver CPC classroom and on-road learning.

Five classroom courses cover customer care, driver risk management, working hours, green driving and health and safety. Each module lasts seven hours. The three on-road courses are a new driver foundation course, advanced driver coaching and post incident coaching. All of these courses are designed to recognise the professionalism and practical needs of LGV and PCV drivers.

An IAM Drive & Survive poll of over 300 drivers showed that three quarters of drivers don't realise that not taking training on time could disqualify them from professional driving. They and their employer also risk being fined up to £1,000 each.

IAM Drive & Survive Head of Training Simon Elstow said: "The clock is ticking, and while September 2013 and 2014 may seem a long way off, if you haven't started Driver CPC yet, you've still got the equivalent of a full working week of training to go. With so many companies putting off their training until the last minute, there will be drivers who miss out simply because they've left it too late."

Driver CPC means that all professional drivers now need to complete 35 hours of training every five years to continue driving for a living. New drivers to the profession also need to pass the initial qualification.

Those who've been driving for a while (before 10 September, 2008 for bus and coach drivers and before 10 September, 2009 for lorry drivers) have 'acquired rights' that last for five years from these dates. The deadlines for these drivers to have completed 35 hours of periodic training are September 2013 for bus and coach and September 2014 for lorry.

• You can book courses quickly and easily online at www.iamdrivercpc.org.uk.

• For information about IAM Drive & Survive phone 0870 120 2910 or visit: www.iamdriveandsurvive.co.uk.

• Get qualified, stay qualified. Find out more about Driver CPC, visit www.direct.gov.uk/drivercpc.

• View how many hours of periodic training you've completed online at www.direct.gov.uk/checkdrivercpc.

• Statistics relating to Driver CPC can be found at www.dft.gov.uk/publications/dsa-driver-cpc-statistics.



● Drivers who haven't started Driver CPC yet have still got the equivalent of a full working week of training to go before the September 2014 deadline.

A8 upgrade goes ahead

On 1 May, 2012 the Northern Ireland Regional Development Minister Danny Kennedy announced his decision to proceed with the £100 million A8 Belfast to Larne dual carriageway scheme. This and upgrades to the A2 and A5 will be funded from the shortfall of £583 million as a result of the decision to withdraw from a project to upgrade the whole of the A5.

The A8 is a vital trade route between Larne and Belfast that is currently very congested lacking the capacity to cope with the sheer volume of lorries that rely on this important route to reach Larne Port. It is an essential link in the supply chain between businesses on the island of Ireland and large freight hubs in northern England and Scotland.

Tom Wilson from the FTA said: "This short sea crossing is preferred for urgent 'next day' inward deliveries of a wide variety of items required for production lines and domestic consumption, but also for deliveries of fresh food products into the GB marketplace. These services are often only achievable through the use of this short sea crossing."

At present there are often long tailbacks on the route, leading to frustrated motorists sometimes taking risks when overtaking lorries, which are restricted to 40mph on all single carriageways. Tom Wilson concluded: "This work will finally make the A8 fit for purpose and will make a major contribution to road safety."



● Changes to vision standards required for driving are on the way.

New DVLA minimum medical standards for eyesight and epilepsy

The Driver and Vehicle Licensing Agency (DVLA) has published its response to the consultation proposals to amend the minimum medical standards for eyesight and epilepsy in relation to driving.

There will be some changes for drivers and riders with epilepsy and to the vision standards

required for driving. There will be no change to the distance from which a number plate must be read to test visual acuity.

Road Safety Minister, Mike Penning, said: "Road safety is a top priority for the government and our licensing rules have an important role in ensuring that Britain maintains its position as having some of the safest roads in the world. We must make sure that only those who are safe to drive do so, while at the same time avoiding placing unnecessary restrictions on people's independence. We believe that these changes strike the right balance in allowing as many people as possible to drive, without compromising safety."

Some changes have already been introduced with the vast majority of the new standards expected to come into force later this year. This follows a public consultation that sought views on the implementation of European minimum medical standards for drivers. While UK standards must be at least at the level of a minimum standard, the UK is not required to relax existing domestic standards where these are

justifiably higher than the EU ones.

The main aspects of the new standards for lorries are:

Eyesight

- There will be no change to the current distance from which a number plate must be read to test visual acuity. The consultation proposed reducing the distance to 17.5 metres but following further consideration the distance will remain at 20 metres.

- In addition to the number plate test, new rules recently introduced mean that drivers must also declare that they have never been told that their vision is below that of the EU minimum measurement. Although an optician's certificate is not routinely required a licence will be refused if a formal eye test reveals visual acuity to fall below that of the EU minimum measurement.

- There has been a change to the visual field standard to meet the EU minimum requirement.

- Glasses used to meet the standards must not exceed prescribed limits.

Epilepsy

There are also changes to the rules for drivers who have ever suffered seizures. More details are available at: www.dft.gov.uk/dvla/consultations.aspx.

TRANSPORT: WHEEL DAMAGE



● John Ellis, Managing Director of Motor Wheel Service, with a damaged CV wheel.

SPIDERS AND STARS DAMAGE WHEELS

Research initiated by Motor Wheel Service – one of the leading independent distributors of truck and trailer wheels throughout Europe – has found that commercial vehicle wheels operating on spider and star-shaped hubs are suffering untested load stresses which are causing cracks and halving life expectancy.

At present all quality wheels are tried and tested to European Tyre and Rim Technical Organisation (ETRTO) standards on a circumferential hub with a continuous contact diameter, which is universally acknowledged as the main criterion by the Association of European Wheel Manufacturers (EUWA). However, the introduction of non-circumferential hubs, which give only partial contact between the axle and wheel, is causing localised stresses in the wheel that are almost twice as high as the industry approved full contact hub.

The repercussions of the research will be numerous. Operators will be required to contact hub and wheel manufacturers as products originally replaced or refunded under warranty may no longer be considered if the product is shown to have operated on a spider or star shaped hub. In addition, due to the differing characteristics of the various hub shapes, interchangeability can be affected as mounting those wheels on hubs with yet another shape can further drastically reduce the attachment area leading to increased surface pressure and an

“Time and time again we have told people that there is a problem in the marketplace exemplified by a sharp increase in the number of cracked wheels we are witnessing.”

John Ellis

undefined attachment of wheel to hub.

Vehicle maintenance, service schedules and MOT tests will also need to be more rigorous, with the company suggesting that operators contact VOSA and the main CV organisations for their interpretation of the findings. The investigation has been carried out by one of the world's leading CV wheel experts, Dr. Sundararajan of Wheels India, and forms an integral part of Motor Wheel Service's ongoing wheel safety campaign.

The results will be presented to Mike

Penning, Under Secretary of State for Transport, and senior personnel at the Freight Transport Association (FTA); Institute of Road Transport Engineers (IRTE) and Road Haulage Association (RHA) by John Ellis, Managing Director of Motor Wheel Service.

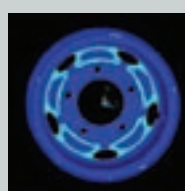
Mr Ellis said: “The research is undeniable. Wheels designed and manufactured to ETRTO standards are being placed on axles that are non-standard, or non-circumferential. This is leading to the early fatigue of wheels, primarily displayed as cracks, approximately halfway through the lifetime expectancy. We do not know how many vehicles are operating on UK roads with spider and star shaped hubs. It is now up to VOSA and the main CV bodies, who I suspect are completely unaware of this problem, to ascertain the scale of the issue and exactly how it should be handled.”

“Time and time again we have told people that there is a problem in the marketplace exemplified by a sharp increase in the number of cracked wheels we are witnessing. I suspect we will see a correlation with the increasing use of these hubs. The wheel safety issue is still a number one priority and we will continue to push for further clarification of testing and unregulated sellers. In the interim I urge any operator concerned with the findings to contact VOSA, the manufacturers or MWS and we will help resolve this issue,” concluded Mr Ellis.

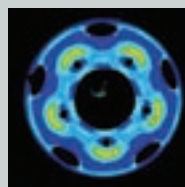
The Department for Transport has stated that it will undertake independent testing to verify the research. During a meeting between Mike Penning, Parliamentary Under-Secretary of State for Transport, John Ellis, and Paul Goggins, Labour MP for Wythenshawe and Sale East, it was also confirmed that VOSA will look to ascertain the number of vehicles operating on non-standard hubs.

Mr. Ellis said: “The Minister listened astutely to our findings and stated that the DfT will undertake published, independent research and instruct VOSA to ascertain the scale of the issue. No timescale has yet been set, but we will continue to liaise with government and assist wherever possible. I would like to publicly thank the Minister for listening to our research and immediately instigating decisive action. His unequivocal commitment to safety is mirrored by Paul Goggins MP, who has backed our wheel safety campaign and who has continued to push hard to get us to this juncture.”

Paul Goggins added: “This is a very positive outcome to the dialogue we have been having with the Minister. I commend John Ellis for his determination to get to the bottom of this issue. Road safety is an absolute priority.”



● Finite regular analysis regular hub: an FEA simulation showing stress patterns on a wheel created by a circumferential hub.



● Finite element analysis star hub: an FEA simulation showing stress patterns created on a wheel by a non-circumferential hub

● For more information call: 0161 908 1023; e-mail: info@xlitewheels.com or visit: www.mwsdistribution.co.uk.

Lower drink-drive limit proposed in Scotland

Scottish Ministers have approved a stricter drink-drive limit, lowering the legal level of alcohol from 80mg of alcohol per 100ml of blood to 50mg.

The new law means some people will be over the limit after drinking just one pint of strong lager or a glass of wine and brings Scotland in line with Germany, France and Spain, where the limit is 50mg.

However, it could spell disaster for motorists in England and Wales who can currently drink the equivalent of a pint-and-a-half of beer and then legally get behind the wheel - but would be breaking the law in Scotland.

Under current laws, which apply to the whole of Britain, drink-drivers face a maximum sentence of six months in prison, a fine of up to £5,000 and a 12-month ban. The new limit could come into effect as soon as later this year.

Justice Secretary Kenny MacAskill said: "The Scottish government has long called for a reduction to 50mg. We strongly believe that reducing the limit will save lives.

Evidence from across Europe shows that alcohol-related road deaths drop dramatically where the limit has been reduced. Having secured the powers through the Scotland Bill, the Scottish government will bring forward proposals later this year, with a view to the change taking effect as soon as possible."

The move comes just days after the Scottish Parliament passed a controversial law limiting the minimum price of alcohol to 50p per unit. Under the new legislation, an attempt to tackle Scotland's historic alcohol abuse problems, a bottle of wine would cost at least £4.69 and a four-pack of lager at least £3.52.

Scottish Health Secretary Nicola Sturgeon described the new legislation as a "historic moment". She told parliament: "Tackling alcohol misuse is one of the most important public health challenges that we face in Scotland."

VOSA opens 200th ATF

VOSA Chief Executive Alastair Peoples has officially opened the 200th Authorised Testing Facility (ATF) in the rapidly expanding ATF network.

The milestone event took place at the brand new, drive-through, two-lane

facility owned by Volant Passenger Services Ltd in the Midlands.

VOSA's aim this year is to increase capacity at existing ATFs where demand is highest and to deliver the majority of core strategic testing to non-VOSA sites by 2013.

New Authorised Testing Facilities

ATF	Location	Email	Telephone
Pullman Fleet Services	West Thurrock	atf.thurrock@pullmanfleet.co.uk	01708 890 000
Beech's Garage	Stoke on Trent	d.stevens@beechstrucks.com	01782 840 477
Lakeside	Rochester	asdtransport@btconnect.com	01634 726 412
SJ Bargh	Lancaster	vosaatf@sjbargh.co.uk	01524 772 825
Volvo	Enfield	enfield.atf@volvosouth.co.uk	0208 344 3700
Adam Bowes	York	adam.bowes@fsmail.net	01430 876 677
North West Trucks	Huyton, Liverpool	huytonservice@northwesttrucks.co.uk	0151 949 5454
Chatfields	Sheffield	david.wales@chatfields.co.uk	0117 298 9200
M C Truck and Bus	Hythe	trevor.banyard@mcgrouppltd.co.uk	01303 266 864
LTH	Sittingbourne	atf@lthltd.com	01795 420 212
Volant PVS	Aldridge	info@volantpvs.co.uk	01922 457 003
M Pannell Commercials	Launceston	m.pannell@hotmail.co.uk	01566 733 896
TIP	Bootle	david.gibson@ge.com	0151 922 6100
Scania	Fareham	fareham.atf@scania.com	01489 886 800

For a complete list of ATFs visit www.data.gov.uk.

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INTERVIEW: PHIL PERTOLDI



Keeping the faith

What makes a great company great? Sometimes it's hard to tell. The moving industry is notoriously competitive yet Abels Moving Services has a history of rising above the crowd. By Steve Jordan.

Abels Removals started in 1962 when Noel Abel expanded from his auctioneering business. Noel always maintained high standards. He was a member of the old school who knew that a job was only worth doing if it was done well. Keeping faithful to that ideal has led Abels through good times and bad, and is still working for it today.

In 1988 Abels became the first removals company to hold the Royal Warrant to H M the Queen. The connection with the Royal family started in 1981 when the company was contracted to move the Prince and Princess of Wales' wedding presents. In 1988 it performed a major move for the Royal household over nine days involving 30 staff and six vehicles moving offices

between Buckingham Palace and St. James'. "It was following that move that it was suggested it might be appropriate for us to apply," said Phil Pertoldi, the company's Group Managing Director.

Phil joined the company in 1981 but the change in direction, from a highly regarded local business into an international player had already started. "It was when Robert Crosthwaite joined the company in the late 1970s that there was a step change. He really gave the company a long-term plan and direction that had been lacking," said Phil. Robert was the first outside professional to join the company. "He applied his general manager role to what we were doing and made things happen." It was during that time that Martin Parker joined the company to run

the international side and Phil himself, met Tony Abel (Noel's son) and Robert Crosthwaite at the BAR autumn conference, and was headhunted from Neale and Wilkinson to expand the UK military business from a new Cambridgeshire branch and be mentor to Martin.

Growth

The company grew, largely organically, opening in Huntingdon, then Colchester, and St. Albans. David Muir also joined the team to run the Watton branch and the European division. Phil was based at Huntingdon as the new branch developer.

St. Albans was to serve the London and International markets. Ted Philp worked there for around a year after leaving Pickfords and Martin Parker

too transferred to that office. "It was about that time that I realised culture doesn't always travel," said Phil. "We were used to the loyalty and hard work you can expect in a small community, but St. Albans was different. It was a very prosperous area but very hard to hold onto staff. We often used to bring people in from Huntingdon and Watton to fill the gaps."

In 1985 the company got the opportunity to handle the home delivery business for retail giant Marks and Spencer. This took over as a more prosperous alternative to the UK military work and the warehouse in Brandon was opened just to handle the company's returns policy. In 1991 the company was bought by Hays plc. Phil stayed on to run the removals side; Robert ran

Biography in brief: Phil Pertoldi

Phil Pertoldi is the Group Managing Director of Abels Moving Services. He started in the moving business working for the Constantine Group and, in the 1970s, ran Neale and Wilkinson Northern Ltd. He joined Abels in 1981.

Phil was the chairman of the BAR Overseas Group 1993-94 and BAR president from 1997-98. He has also been the chairman of UTS UK and Ireland, sat on the international Board of UTS, and is a current member of the Unigroup/UTS international Board.



"What Noel and his son Tony began, Robert, myself, my son Neil ... John Watson and all the team have carried forward."

Phil Pertoldi

the home delivery; David having left in early 1990.

In 1998 Phil, Robert and a fellow investor bought the company from Hays. The business has prospered since. Robert retired in December 2008. A majority of the company's business is now overseas moving, around 20% is UK domestic and a similar amount is project work such as the recent project to handle the movement of new furniture into the Savoy Hotel during its refurbishment.

Selling quality

Abels has held up well during the recession while others have struggled. Phil believes that it has been the company's ability to project a top quality image that appeals to the right type of customer that has made the difference. "I think the business is always there, but we have to come up to the mark with the way we sell it, our knowledge, and our expertise so when the sales surveyor goes out they really do know what they are talking about," he explained. "We build up a rapport with the client so they understand that we really do know how to do this job." As an example, Phil quoted one of the speakers at the BAR conference many years ago: Richard Denny. He asked why "you are frightened to go a second time to visit a client who will book, preferring to see

three more clients who won't book". Phil thinks it's much better to concentrate on the jobs you can win at the right price.

A lot of Abels' work is from the bigger homes. The Royal Warrant has helped the company build a niche in this end of the market, as has many hours of networking amongst the right influencers such as solicitors and top estate agents. But it's still not easy. "We've come across some of the biggest skinflints who have sold their house for millions, paid a fortune to the estate agents and still quibble about what we want to charge," he quipped. "But you have to be true to your beliefs. Make sure the customers understand the value of the work that is being done. And you have to be prepared to say no if the work is wrong for you."

"We've come across some of the biggest skinflints who have sold their house for millions, paid a fortune to the estate agents and still quibble about what we want to charge ..."

Phil Pertoldi

Working online

Phil accepts that the Internet has been both a blessing and a curse. Much of the company's European and overseas work comes to it online but you have to be fast to respond and be clever about sorting out the good jobs. "It's about how quick and professionally you can respond to that enquiry. It's amazing what

gems are in those kind of enquiries but it's very hard work to find them." Even over the Internet Phil still believes that it is the relationship that makes the difference. "We don't believe we will get anywhere by just firing a quote in. If we can't build a rapport with the client we probably won't get the job."

Getting the people right

Abels has always believed that it employs the best people. But what exactly does that mean? Phil said that training is important – the company has its own training school on site – and a strong peer group that encourages people to do well and be proud of their work. "We often have to go through ten people to find the right person," Phil explained. "But we train them well and there is a great pride in the company. They also like working for famous people in nice houses. Customers often say how much the staff enjoy their job. It's a good team ethic."

Abels has also taken on five new apprentices this year. Phil said that they do not have a minimum academic level to be accepted but they do give them a day's practical training and that soon sorts out those who have the natural aptitude for the job. He is concerned, however, that the general educational level of school leavers is poor. "It's disgraceful that we have 16 and 17 year old boys who can't read and write very well." He has even had to give some people English lessons to bring them up to the level necessary to complete the paperwork properly. Phil does, however, insist that they look the part. He doesn't accept piercings, obvious tattoos or anything that would put the customer off. Phil also feels that training people early in life is helpful as they become part of the culture and their friends and family accept the unsocial hours as part of who they are.

Quality standards

Quality has always been important to Abels and, therefore, it comes as no surprise that it has embraced recognised quality standards such as ISO 9001, FIDI/FAIM, Investors in People, etc. In general, Phil supports the aims of quality standards as a way of documenting a process as a management tool. He also accepts that it's important to be able to tick all the boxes when quoting for project work. However, there are times when he feels the process gets out of control. He recently had to provide so much paperwork to

FIDI for the FAIM audit that he said it would have been cheaper to fly the assessor over for the day. "But I think that FIDI has done a pretty good job of getting out into the market, so the FAIM Standard is of value."

For smaller domestic movers, however, Phil can understand how they would have a fairly jaundiced view of standards. "It's hard to imagine that they would be of much commercial benefit but the process itself could be helpful by making them focus on what they do and improving efficiency."

Abels has always been a success story in the moving industry right from the days of Noel Abel and his Shire horses. Phil is clear about the source of that success. "We have always been true to the culture that was set by an entrepreneurial family. What Noel and his son Tony began, Robert, myself, my son Neil as International Manager, John Watson UK Services and all the team have carried forward."

Indeed the first two years of the recession, when most companies were struggling day to day, were among the best in Abels' history including the 100% purchase of ICM Gerson. So they must be doing something right.

"It's about how quick and professionally you can respond to that enquiry. It's amazing what gems are in those kind of enquiries but it's very hard work to find them."

Phil Pertoldi



NEWS: PRODUCT

'Red alert' on hydraulic leaks

A smart new fluorescent dye from Spectroline is being hailed a – literally – brilliant solution to a problem that has long prevented engineers on hydraulic and oil systems enjoying the benefits of ultraviolet (UV) leak detection.



● The new Spectroline Red leak detection dye fluoresces brilliant red under UV light; eliminating false positives from oils, grease and hydraulic fluid.

Ingenuously, new Spectroline Red Dye solves the problem of 'false positives' from oil, grease and hydraulic fluid, simply because of its unique colour.

In many industries, UV leak detection, which uses fluorescent additives and a blue (450nm) UV light, is well established as the simplest and most reliable way to pinpoint escaping fluids.

However, many of the substances used in hydraulic and automotive systems naturally fluoresce yellow under UV light: the same colour as other commercially available leak detection dyes, leading to the chance of false positive results from residual oil, grease or sealant.

In response, Spectroline has worked closely with a number of household names in the automotive and industrial markets to develop an exclusive red dye, with spectacular results.

This special formulation is now available for the first time on the open market, in a range of eight products offering solutions and colours for a variety of different

hydraulic and water-based situations – exclusively through Advanced Engineering.

Advanced Sales Director Vern Klein explained: "The benefit of having so many dye formulations and colours available is that we can offer bespoke combinations and fault-finding regimes for all manner of systems, engines and manufacturing plants. For example, an engine might have lubricant, coolant and fuel each dyed a different colour – enabling the engineer to not only spot the leak, but identify its source, as quickly as scanning with a lamp. UV leak detection is incredibly easy to use, and the dyes are all completely inert so they can be added to all manner of fluids without damage to the system. The possibilities are endless."

Spectroline dyes are available in the UK exclusively through Advanced Engineering.

● For more information, or to request a free engineer site visit, call 01256 460300 or visit www.advancedengineering.co.uk.

Axtec OnBoard axle load indicator receives VCA approval

Axtec's OnBoard axle load indicator has received approval from the Vehicle Certification Agency (VCA) allowing it to be fitted as original equipment by vehicle manufacturers. The system is the first and only one of its type to receive this approval.

Approval from VCA for use in Europe not only meant rigorous testing of samples of the Axtec OnBoard but also stringent checking of the company's quality system, testing methods and procedures to ensure national and international requirements are met.

Keith Gresham, Axtec's Managing Director, said: "Obtaining VCA approval means that Axtec OnBoard can be fitted by vehicle manufacturers anywhere in Europe. It's a huge endorsement for the product together with the manufacturing and testing functions we have".



● Axtec's onboard system.

Also known as e-marking, the VCA approval permits vehicle manufacturers to install the system without compromising their Whole Vehicle Type Approval. Gresham said: "Vehicle manufacturers are increasingly being asked for systems to enable their vehicles to be operated efficiently and legally, without contravening weight limits. This important advance enables them to offer their customers Axtec OnBoard Axle Load Indicators, installed at the factory."



● The in-vehicle all-in-one CE-500.

Micronet innovation cuts the cost of in-vehicle computing

Rugged mobile computer manufacturer Micronet is driving down the cost of in-vehicle computing.

The company is offering its all-in-one CE-500 series from a starting price of £495 for a base unit. It is also offering the option to purchase a computer for monthly payments beginning at just £9.95. The rugged IP-54 rated mobile touchscreen CE-500 range combines the benefits of a fixed-mount terminal that doubles as a handheld device.

"We are doing something radical in the mobile computing market by making our computers amongst the most affordable products available anywhere. We are also delivering the products to our customers faster than the industry standard. So, they are benefiting both from a price breakthrough as well as quick delivery, which speeds up their sales and their customers get their installations quicker – all of which helps for

faster invoicing and payment and cashflow improvements," said Martin Port, Micronet Europe MD.

The 7 or 4.3-inch backlit LCD screen format of the CE-500 range of computers has been developed to provide a cost-effective solution that is ideal for vehicle tracking, telematics, and mobile data capture and communications applications. The CE-500 runs Microsoft Windows CE 6.0 and connects easily to a vehicle tracking or full telematics system, allowing it to utilise the onboard GPS and GSM/GPRS features.

Micronet also provides a comprehensive Development Toolkit for the devices and offers professional services and support to assist application design, programming and system integration.

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PROFILE: MR BOX

BOXING CLEVER DURING A RECESSION

The market for containers is growing despite the downturn in the economy and pressure on margins. *The Mover's* Deputy Editor David Jordan travelled to Felixstowe to meet Sarah Jones, General Manager of Mr Box to discover the secret of their success and why people in the moving industry should care.



● Above left: Sarah Jones; top centre: inside the mobile retail and advertising pod for high-performance sportswear supplier Under Armour; top right: exterior of the Olympic sailing team's container, and the interior (above); below: the exterior of Under Armour's pod.



I met Sarah at the company's storage and workshop facility in Felixstowe and for once I was thankful to be wearing my high-visibility jacket. Sea containers stacked several storeys high surrounded us as we walked through the busy yard; a huge fork lift truck hurrying around, effortlessly lifting them precisely into place like a giant playing with Lego. Sarah explained that this was only one of their depots, the company has seven similar sites around the country including London, Liverpool and Manchester. New containers of various sizes are shipped in from China with one-way cargo to reduce costs while second-hand units are bought directly from shipping lines. Once in the UK they

are cleaned and prepared for sale or rent with many being adapted to suit customers' individual requirements. The delivery period for a standard container is no more than five days.

Mr Box has enjoyed considerable growth since it was formed in 2000 and is now one of the UK's largest suppliers of storage containers with a hire fleet of more than 2,000 units and annual unit sales of around 1,200. "About 25% of our business is in the self storage sector," said Sarah. "Using sea or metal storage containers is an easy way to get into the business, all you need is the space to site them and you can expand the capacity simply by adding more units as you need them. There's

"Using sea or metal storage containers is an easy way to get into the business, all you need is the space to site them and you can expand by adding more units..."

Sarah Jones

no need for a building because all the units are fully weatherproof and secure." Around half the units Mr Box supplies are modified in some way. For example, a 40ft container

can be sub-divided into eight five foot compartments each with its own multi-lever security lock and anti-jemmy flanges. Using units like this greatly increases the return on investment for the self storage operator.

With over ten years' experience Mr Box is keen to attract more people to the self storage industry and is happy to offer free advice to anyone thinking of entering the business. "We supply about thirty self storage companies in the UK and we've helped many of them to get started by advising them on things like planning the site, security, obtaining planning permission and drawing up terms and conditions," said Sarah. "We also help find leads for our

MOVING MOVIES: WHAT TO EXPECT WHEN YOU'RE EXPECTING



customers through our website www.mrbox.co.uk. People looking for somewhere to store their belongings just enter their location and details on the site and we pass the lead onto the closest company to them. After all, the quicker they fill their boxes the more boxes we'll sell or rent!"

Mr Box also supplies access staircases and gantries for multi-level installations, high-security padlocks and all other ancillary equipment needed to set up and run a self storage business. "We aim to be a one-stop-shop for the self storage industry," said Sarah.

But there's more to Mr Box than just self storage, over the years the company has gained a reputation for designing and building some of the most novel creations ever derived from the humble sea container. For example, a workshop and team welfare unit for the 2008 British Olympic Sailing Team was built by converting a new 40ft cube tunnel container with doors at both ends. It came complete with machine tools, storage for the boats' spare parts, sail repair facilities and even a reverse osmosis machine for preparing isotonic drinks for the athletes. The unit was fully air conditioned, painted white to reflect the heat, and could run from either mains power or its own generator.

Another unusual project was the creation of a mobile retail and advertising pod for high-performance sportswear supplier Under Armour. Again this was created by Mr Box from a 40ft tunnel and was equipped with special racking for hanging garments, TV monitors for showing promotional videos, forty spotlights and anti-slip rubberized flooring. The exterior was painted black and featured the client's logo to complete the corporate image. The unit, which also sported a DJ booth on its roof, travelled around Europe and appeared at numerous sporting events.

"The market for containers has really taken off during the past few years and there is every reason to think the trend will continue, especially in the self storage sector," said Sarah. "For removals companies with a little space there is a real opportunity to get a share of the action in this low overhead, highly profitable industry."



● Lose it and weep? Well you would, wouldn't you?

Expect the unexpected

Title:

What To Expect When You're Expecting

Director:

Kirk Jones

Starring:

Cameron Diaz, Jennifer Lopez, Elizabeth Banks, Chace Crawford, Brooklyn Decker, Anna Kendrick, Matthew Morrison, Dennis Quaid, Chris Rock and Rodrigo Santoro

Classification:

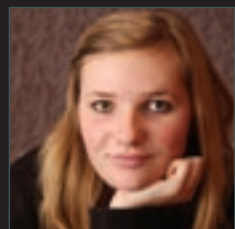
12A

Genre:

Romantic comedy

Run Time:

110 min



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

Upcoming films:

On 3 July *The Amazing Spider-Man* came out. It's a remake of the 2002 classic replacing Toby Maguire with Andrew Garfield

This film uses what some may call the 'Love Actually' effect: It has lots of different story lines that all come together while making you laugh and cry in equal measure. The main characters are: Cameron Diaz who plays Jules Baxter; she has her own fitness programme and at the beginning of the film is a contestant on a celebrity dance competition. She gets pregnant by and is in a relationship with her dance partner (Matthew Morrison). Jennifer Lopez plays Holly who, with husband Alex (Rodrigo Santoro), adopts a baby from another country because they can't have children of their own. Elizabeth Banks is Wendy who after years of trying to have a baby with her husband finally gets pregnant at the same time as her mother-in-law Skyler (Brooklyn Decker). Chace Crawford is Marco, who works in a food van and after seeing an old friend from school, Rosie

(Anna Kendrick), accidentally gets her pregnant. Chris Rock is the founder of 'the Dudes group', very proud fathers who love their children more than anything.

This film is very funny, with some of the funniest lines coming from the minor characters. Diaz and Banks add their helping of comedy too; with Lopez and Santoro, Crawford and Kendrick, providing the essential emotional side.

As it's a romantic comedy, a 12A and Chace Crawford is in it, it's obviously aimed at teenage girls but mums will enjoy it too if their daughters force them to watch. Boys: it's best that you see something else – it's really not for you.



NEWS: PEOPLE

Obituary: Bob Duross

Bob Duross, of Suddath International in Florida, died on 28 May aged 75.



Bob was born on December 11, 1936 to Harry and Helen Duross in Gross Point Woods, MI and graduated from Annunciation High School in 1955. Chasing the "California Dream" in 1958 Bob relocated to Corona Del Mar, CA and worked in the design and construction industry. In 1973 Bob was recruited by his lifelong friend, Quinn Bell, to relocate to Orlando, FL and join the Suddath Companies. Eventually settling in Jacksonville in 1976 Bob pioneered in the international side of the relocation business retiring in 2001 as Suddath International's world wide

relocations president and CEO. Of Bob's many accomplishments he was responsible for the Disney companies' Euro Disney move from the United States to France. The international business took Bob to every corner of the globe.

Bob was an avid skier, tennis player, and golfer and a member of Deerwood Country Club for many years. Bob maintained many close relationships with his many friends throughout the world. He was loved and respected by all who knew him.

Bob is survived by his loving wife Elicia, his son Mark, and his grandchildren Justin and Katie.

Andrew Hopgood joins Interdean

Andrew Hopgood joined Interdean in April 2012 as UK Relocation Director, heading up the destination services team based in London.

Andrew has over 20 years of experience within the relocation and property sectors having started his career in a real estate agency in 1991.

In 2002, Andrew joined Phoenix ARC, a UK-based relocation company, where he subsequently rose to the position of operations director with overall responsibility for domestic and international service delivery for a range of blue chip clients such as Pfizer, BMW, EDS and BOC.

He moved to Pricoa Relocation in London in 2006, as international operations manager, where he managed a multi-national team, delivering international assignment services across the EMEA region to clients including American Express, Nortel and JP Morgan. Andrew was the regional operations lead, acting as the senior point of escalation for the resolution of service issues as well as the key contact for VIP moves and new projects. In addition, he was the regional lead for the transition of new clients to service delivery including outsourced compensation engagements.

Andrew later joined Icon Relocation, an independent UK relocation destination services provider, in May 2009. There, he was involved in all aspects of the business, from the development of new clients through to the account management of key customers and marketing activities to build the awareness of



● Andrew Hopgood.

Icon within the relocation marketplace as well as establishing third party supplier relationships to widen the service offering.

At Interdean, Andrew will be responsible for the continued growth of the UK destination services team and the continuous enhancement of the service provided to its clients. His aim is to build upon Interdean's international reputation of providing high quality and innovative relocation services on a global basis and expanding on this to demonstrate Interdean's capabilities in the UK destination services marketplace.

Away from the office, Andrew lives in Chiswick, West London, with his wife Grayson and daughter Imogen. In his spare time, he plays rugby for Chiswick RFC and enjoys fitness training, the cinema and current affairs. **Andrew.Hopgood@interdean.com.**

Teams required for Interdean's Rugby 7s tournament in August

Interdean will be holding its annual rugby seven-a-side tournament on Saturday 18 August and it's not too late to enter a team. The event will take place at the London Wasps training ground in London W3 and will include stalls, side shows, visits from rugby stars and, of course, the tournament itself.

The format will be a league tournament with 20 teams competing for the cup, plate and bowl. You'll need a minimum of 12 players per team. Entry fee is £100/team if you book before the end of July. All proceeds will go to Marie Curie Cancer Care.



Contact rugby7s@interdean.com for more information or phone Mike Mabry on +44 (0) 208 9632547.



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Memories of moving the church

Hearing the announcement of the pending retirement of the Archbishop of Canterbury, Dr Rowan Williams, brought the memories of my career at Whitby C Oliver flooding back.
By Frank Rose.

During my time with Whitby C Oliver, initially as removals manager and latterly as a director, I project managed and effected the removals of four Archbishops of York and Canterbury and of seventeen Bishops. The Bishops of Carlisle, Durham, Newcastle, Whitby, Selby, Sheffield, Lincoln, Lichfield, Worcester, Guildford, Salisbury, Winchester, Liverpool, Chester, Norwich, Bath and Wells and London.

This work was brought about by the fact of Whitby C Oliver's having a contracts department that was renowned for its quality work in upholstery, curtain making and french polishing, etc.

The Church Commissioners became aware of this service and commenced to engage the company throughout Britain, the Commissioners also learned of its removal activities and the removal of the Bishop of Durham, Dr Michael Ramsey to become the Archbishop of York was the first of these high profile moves.

Some of the moves were not easy, the volumes and packing requirements were usually much larger than the average move and consequently, as vans were not as large as the vehicles used today, often three or four van loads were involved. Another problem often encountered was access. Several of the residences could not be accessed with 1,800ft³ vans and transhipment was the only method of loading and unloading.

It was the norm for these moves to contain a large number of books, one Archbishop's study required 170 tea chests (no book cartons or pack 1s then!) to move his books

and he insisted that each book was moved in sequence and placed in its exact place at the new location.

As some garments and vestments worn by Archbishops and Bishops were 6' to 7' long our contracts department constructed some 8' hanging frames to accommodate this task and on one move from Windsor to Worcester we had to acquire some ramps to move a Frazer Nash racing car - a fast moving Bishop!



It was the norm for these moves to contain a large number of books, one Archbishop's study required 170 tea chests to move his books ...

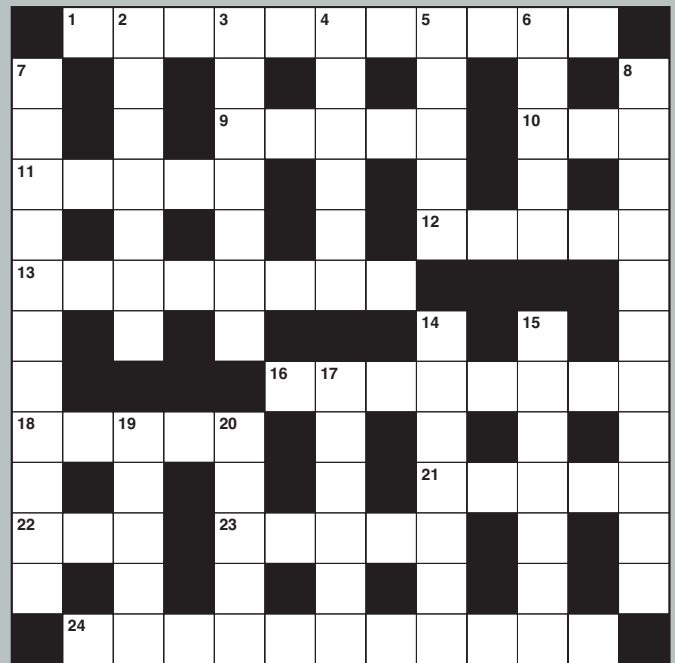
I was fortunate to be personally involved with these people and invited to some of their enthronements and the banquets that followed and there could be many stories to share but this would not be ethical to do so.

The memories of this chapter of my working life will never be forgotten.

@ Comment

Do you have some moving memories?
Why not share them with *The Mover's* readers?
Have your say at comment@themover.co.uk.

Puzzles



ACROSS

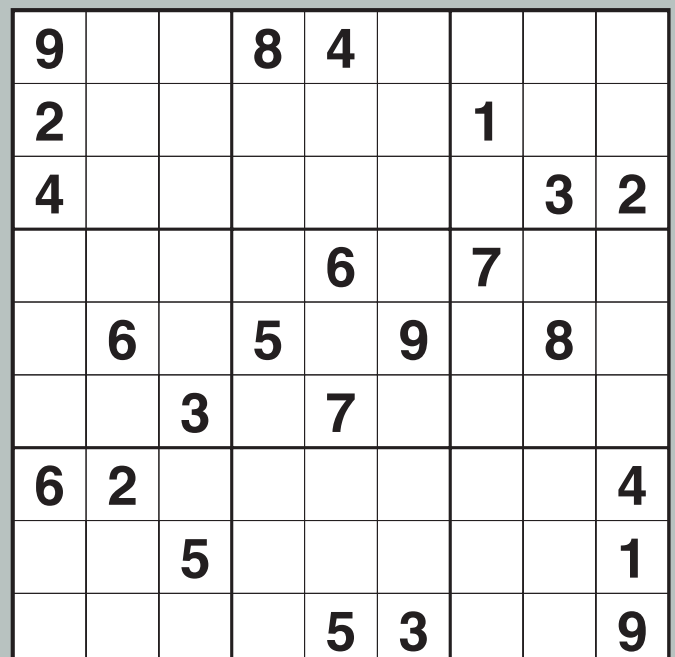
- 1 Free from control (11)
9 High up (5)
10 Perceive (3)
11 Smells strongly (5)
12 Hides (5)
13 Religious travellers (8)
16 Type of pasta (8)
18 Old French currency (5)
21 Service colour of the army (5)

- 22 22nd Greek letter (3)
23 Declare invalid (5)
24 Astronomer who studies the origin of the universe (11)

DOWN

- 2 Short story (7)
3 Pencil rubbers (7)
4 Selfishness (6)
5 Single piece of information (5)

- 6 Facial protuberances (5)
7 Correct to the last detail (4-7)
8 Embodies (11)
14 Accumulation (7)
15 Searches for food (7)
17 Not written in any key (of music) (6)
19 ___ acid: protein building block (5)
20 Assertion (5)



DIARY DATES

DiaryDates

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

The PMA conference

9 – 12 August, 2012, Legends Golf and Country Club,
near Cape Town, South Africa

European Self Storage Conference

12 – 13 September, 2012, Budapest

Fork Lift Truck Association: National Fork Truck Safety Conference

26 September, 2012, Warwick University, UK

FEDEMAC General Assembly

28 – 30 September, 2012, Innsbruck, Austria

IAM 50th Annual Meeting

10 – 13 October, 2012, Washington DC, USA

ASTAG Annual Convention

12 November, 2012, Switzerland

16th Annual EuRA International Relocation Congress

24 – 26 April, 2013, Bucharest

OMNI Annual Conference

15 – 11 May, 2013, Monte Carlo

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Send in your stories too

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

Don't forget that all stories published in the magazine itself will be reproduced on www.themover.co.uk allowing anyone the opportunity of reading them at any time. What's more, your stories will all carry a live link to your company website making it easy for search engines and real people to find you.

So, what are you waiting for? Time to get typing.

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Did you know?

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

85% of plant life is found in the ocean.

Birds need gravity to swallow.

The names of all continents both start and end with the same letter.



Tennessee is bordered by 8 states:
Alabama, Arkansas, Georgia, Kentucky,
Mississippi, Missouri, North Carolina and Virginia
- more than any other in the US.

Goldfish can see both
infrared and ultraviolet light.

Each time you see a full moon
you always see the same side.

There is no such thing as
a naturally blue food.

A cat has 32 muscles in each ear.



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	I	N	D	E	P	E	N	D	E	N	T	
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6	2	9	1	8	7	3	5	4
3	8	5	2	9	4	6	7	1
7	1	4	6	5	3	8	2	9

FEATURE SCHEDULE

Over the coming months we'll be putting together in-depth features concerning aspects of the moving industry. If you'd like to contribute, please e-mail editor@themover.co.uk.

Features coming up this summer:

August: Fork Lift Trucks
September: Vehicle Hiring



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