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Issue 002 May 2011 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



## A FAMILY AFFAIR

How Simpson Packaging became  
a leading industry supplier.  
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# TheMover

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## LEADER

## And they said it would never last

.....  
**Steve Jordan, Editor**



**H**ere we are with issue two of *The Mover*. And they said it would never last...

Thank you so much to all those who sent in your congratulations on issue one and your good wishes for the future. They were all very much appreciated and very encouraging. We didn't have any negative comments which means one of two things: either everyone thought the first issue of *The Mover* was perfect; or you were all far too polite to point out our failings. I like to imagine the former but suspect the latter. Thank you for sparing our delicate sensitivities.

In this issue you will again, I trust, find something for everyone. My thanks in particular to the chaps at 360, Simpson Packaging and Specialised Movers who let me into their homes with my intrusive camera and recorder. Their stories are not, however, simple company profiles, there's something for everyone to learn from them.

I would also like to take this opportunity to explain a little of our policy regarding editorial and advertising which can, I believe, be misunderstood by some. Our policy is, however, the same as all self-respecting publications who value the quality of their content. The principle is simple: editorial is published based on its interest to the readers; advertising is published because someone pays. There is no connection between the two. I know that some publications will only publish 'free' editorial if you have already bought at advert, but that's not what we do. If you send us a story that is interesting, it will be used, space willing, whether you are a current or prospective advertiser, or not.

That said, *The Mover* is funded predominantly by advertising and so we need advertisers for our survival. If you have something new to say, an editorial is probably the best way to get your message across; if you want to reinforce that message in future issues, advertising is the only way.

Thanks again for your support. Happy reading.

**Steve Jordan**

## Two new directors for John Mason International

John Mason International has two new directors: Noel Briscoe has been appointed International Director and Stewart Gauntlett, Business Development Director.

John Mason 14 years ago as group imports manager before moving on to the role of general manager, a position he has held for the last ten years. Noel previously worked for a freight forwarder where he gained extensive shipping experience. Noel works in John Mason's Head Office in Liverpool

Stewart grew up in the moving industry with his family business, Gauntlett Removals. Stewart first decided on a career in retail sales where he obtained valuable experience in sales and buyer behaviour before re-joining the removals industry in 1995.

Stewart is based in John Mason's London office.

**B**ob Clarke continues his role as Managing Director and Cris O'Hara as Deputy Managing Director along with Vivien Mason and the rest of the Board of Directors.

Noel has many years experience in the moving industry. He joined



● Stewart Gauntlett and Noel Briscoe

## FTA strengthens policy team with industry expert

**T**he Freight Transport Association (FTA) has announced that Karen Dee has joined as Director of National and Regional Policy.

Karen previously held the positions of Director of Policy at the Road Haulage Association and Head of Infrastructure at the CBI. Before this she worked with the Department for Transport as an advisor to Steven Norris when he was Minister for Transport.

Karen said: "The association has a well-deserved reputation for political campaigning and it is exciting to join a team with such a full and varied national and regional agenda. I am looking

forward to bringing my industry and lobbying experience to FTA to help co-ordinate its efforts to even greater effect for its members."

Karen will report to James Hookham, FTA's Managing Director of Policy and Communications. He said: "We welcome Karen into our already effective and high-achieving policy team where she will bring a wealth of policy campaigning and trade association management experience. Her appointment completes a strong senior management group covering the breadth of FTA's policy, information and communications activities."

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## Caution: Zebra crossing

In an unusual commission, Harrow Green has been engaged to move a zebra to an art exhibition venue in Manchester.

"We're known as specialist relocation experts for museums and galleries as well as for businesses," said Karl Crompton, Project Manager for Harrow Green. "But this is an unusual move by any standards."

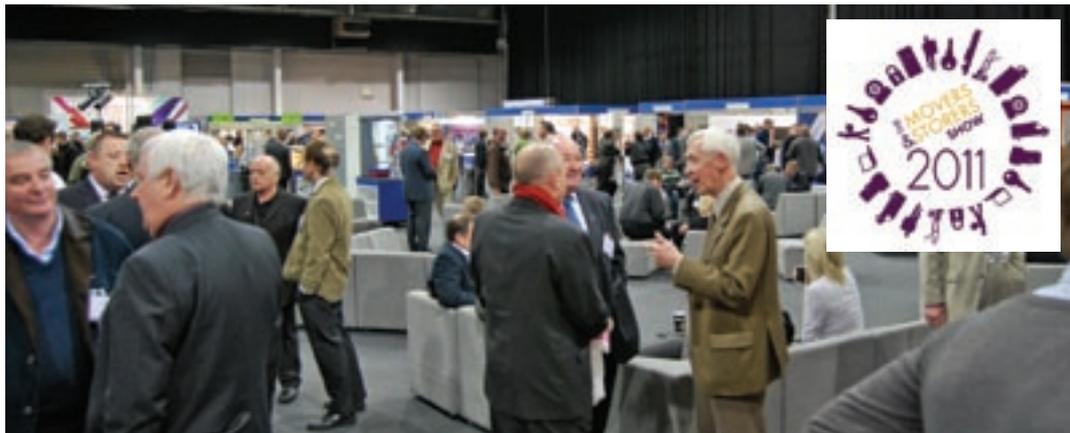
The larger-than-life-size fibreglass zebra (known as Jack, though not known to answer to his name) is the embodiment of the logo of Investec, the specialist private bank in Manchester's Spinningfields business district. Investec is sponsoring the current exhibition of international artist Anish Kapoor, his first major showing in the UK outside London in more than a decade. The exhibition runs at Manchester Art Gallery until 5 June before going on national tour.

Last year Harrow Green moved Investec's offices and IT equipment from two building locations into its new Spinningfields premises. Now they have another task on their hands – to deliver Jack in good shape to greet exhibition visitors in Manchester.



● Jack the zebra

Read *The Mover* online at [www.themover.co.uk](http://www.themover.co.uk)



● The moving industry has few opportunities to get together so last year's show was very well attended.

## The Movers and Storers Show

The 4th Movers and Storers show will take place on 21 and 22 November, 2011 at the Telford Exhibition centre.

It's a little later in the year than previously but the organisers have returned to the 2-day format. They have already had excellent bookings for stands and are expecting an even better turnout of visitors.

The show first hit the moving industry's calendar in 2008 when for two years it took place at the NEC in Birmingham. The choice of venue for an event of this importance is vital and the organisers, Animo Events, say that the location is not always straightforward.

The NEC, though centrally located and with good facilities and transport links, was expensive and was probably a bit over the top for the moving industry, especially during the recession.

Last year the show moved to Telford. Again it has great transport links by road and rail and from Birmingham International airport for attendees from overseas. Last year's show was a great success which is why Telford has been chosen for 2011.

"We found that at the NEC we had a lot of attendees from the Birmingham area and Telford drew people in from Wales too," explained Charlotte Parslow from Animo. "It's great to have lots of interest from local visitors but we also have people travelling from far and wide to visit the show, so transport links are a key consideration."

But no venue will suit all the people all of the time. "People

regularly ask us to stage the show in London but it just isn't practical. The venues (such as Earls Court, Olympia, the O2, Excel, etc.) are extremely expensive, many don't have halls of the right size with access to exhibit large vehicles, and as many of our attendees drive we would also be concerned that the congestion charge would put off potential visitors." Charlotte added that many of the visitors and regular attendees come from the north-east and Scotland so moving the show to London wouldn't suit them.

**"It's great to have lots of interest from local visitors but we also have people travelling from far and wide to visit the show..."**

Charlotte Parslow, Animo Events

As well as the venue itself there are other considerations. For example health and safety requirements can change from one county to another, so the location can influence the design of the floor plan including things like the widths of the aisles. This in turn can affect the number of stands that can be accommodated and, therefore, the cost of exhibiting. It's a complicated business.

Before finally settling on Telford for 2011 Charlotte and her team considered other venues to try to be as inclusive as possible. But it's not always as easy as you

might think. For this year they considered, among others, the facilities at the Ricoh Arena in Coventry, the East of England Showground, Stoneleigh and Bruntingthorpe Proving Ground. "But so far, none have ticked all the boxes," said Charlotte. And that's perhaps not surprising when she's on the lookout for good hotel accommodation nearby, competitive pricing, halls of the right size which can accommodate trucks, outside space, and good transport links. It's quite a shopping list.

So Telford it is for 2011 but the search is still on for somewhere even better for 2012 and beyond. "There's lots more we could do if we could find the right venue," said Charlotte. "For example, if we had more outside space we could have driving competitions and a larger vehicle show." If you know of anywhere in your area that might fit the bill, please let

Charlotte know on [charlotte@themoversandstorersshow.co.uk](mailto:charlotte@themoversandstorersshow.co.uk).

Meanwhile be sure to book your stand at The Movers and Storers Show 2011 if you are a supplier to the moving industry. If you'd like to visit, it's free to register online at [www.themoversandstorersshow.co.uk](http://www.themoversandstorersshow.co.uk) or you can turn up on the day and pay a small entry fee. The organisers will be sending out invitations to the whole moving industry nearer the time.

Treat yourself to a day out and don't miss the only show in the UK exclusively for the whole moving industry.

## 40 years with Reason Global Insurance

Bournes of Rye in East Sussex celebrated 40 years of business with Reason Global, at a private dinner hosted by Mike Reason, at a restaurant in the town.



● Roy and Eric Bourne with their liveried model trucks

**M**ike Reason handled the Bournes business when he first entered the insurance industry and held on to it through numerous changes of broker. Reason & Co., Mike's own company, started trading in 1986 and the company has retained the business ever since.

Immediately before the dinner Mike Reason and Graham Puddephatt from Reason Global met the family at the Bournes office to present Roy and Eric Bourne with replica model trucks reminiscent of their earliest days in business. The trucks were Corgi models hand crafted by Code 3 Models to show the livery of one of the early T. Bourne & Son vehicles.

"We wanted to do something special for Bournes," said Mike. "Business relationships are very important, but even for us four decades is a long time."

The dinner was held at Webbe's Fish Café in Rye. The restaurant is owned by Paul and Rebecca Webbe and specialises in serving locally caught fish from the ports of Rye and Hastings. The building itself was significant too. The café occupies an old furniture depository that was previously run by Wright and Pankhurst, an old Rye removal firm that closed in the early 1960s, and a member of the then National Association of Furniture Warehousemen & Removers

(NAFWR, which became BAR in January 1972).

"Mike has always provided us with an excellent service and a reasonable price," said Eric. "He's always been there to answer our questions and deal with the inevitable incidents that come along. It's been brilliant."

**"Business relationships are very important, but even for us four decades is a long time."**

Mike Reason

The new generation of Bournes (the fifth) also attended the dinner: Roy's son, Tom, is the company's facilities manager; and Eric's sons Wesley and Leon are involved with sales and business development. "We decided back in 2008 to take a positive attitude to succession planning," explained Eric. "We have encouraged the boys by giving them part ownership in the business and specific areas of responsibility. The plan is for them to take full control in due course."

For more information please visit [www.reason-global.com](http://www.reason-global.com).

## Brian Maidman chooses Basil Fry for self storage

Basil Fry and Store and Secure Limited have recently signed a three year agreement that ties up their partnership until 2014.

**S**ore and Secure Limited is the new self storage facility opened by Brian Maidman in Bournemouth and managed by his daughter Lucy.

According to Greg Wildman, Director at Basil Fry, this was an interesting project. "Brian let us know early in the planning stages what he was going to do with Store and Secure Limited.

**"Brian let us know early in the planning stages what he was going to do with Store and Secure Limited."**

Greg Wildman

The execution of the building project, managed by Active Supply and Design, was first class. From seeing the building as an empty shell to the end of phase it was really interesting and the end result is stunning."

"The site is in an amazing location right next door to Castle Point Shopping Centre in Bournemouth and will undoubtedly fill up quickly. The staff have been motivated to concentrate on filling up phase one quickly and good progress has already been made."

"Bob Tree (Basil Fry Director) and I are delighted that Brian has chosen Basil Fry to provide the insurance policies and execute the training programme that was required," said Greg. "Bob and Peter Doman (Basil Fry Account Executive) have been responsible for this. Peter's previous experience as a training consultant at a blue chip

company was invaluable."

Brian Maidman commented: "I was aware that Basil Fry have insured self storage sites for a number of years and after speaking to Bob Tree, I knew that I would be using the company to provide the coverage. Bob's understanding of the self store market and insurance requirements were critical in this decision and the training programme delivered by Bob to our staff was very detailed. The cover provided by Greg and written by the company's Self Storage Scheme provider, RSA, is excellent and free of many of the restrictions so common in these policies"

The sparkling new facility includes a two-tier mezzanine floor with fire protection, enclosed staircases, 122 self storage rooms to both the ground and first floor levels and a full electrical and security package to complement the works. The new facility will also house Maidmans' successful removal business which was the first UK business to attain all three BSI quality standards for moving and storing.



● Greg Wildman of Basil Fry & Co (left) and Brian Maidman of Store and Secure Limited.

## NEWS: UK

# The BAR New Met Area Meeting

The BAR New Met Area meeting took place at the Novotel Hotel close to London's Heathrow airport on 15 March, 2011.

As usual it was well attended by around 50 members who came to hear the latest from the UK trade association and guest speakers. The keynote speaker for the day was Lou Reid of SOCA (Serious Organised Crime Agency) who gave an intriguing insight into the operations of her organisation and showed how movers can help fight organised crime.

The day-long mini conference was introduced by Ian Studd, the BAR Vice President. Ian will take over the BAR presidency at the annual conference in Manchester this month. He welcomed everyone to the meeting and explained a little about his company, Harrow Green, and his long career in the moving industry.

Ian Palmer, who has now been chairman of the BAR Overseas Group for two years, also had the opportunity to introduce himself and explain something of the workings of the organisation. He said that the Overseas Group currently had around 60 members in the UK and 160 overseas affiliates.

Neil Rogers, from Business Moves Group, and the current vice chairman of the BAR Commercial Moving Group, also had an opportunity to address the meeting. Neil explained the role of the CMG. He said that the organisation had 50 members in the UK all of whom had achieved the BS 8522 Standard for commercial moving. He said that making the BS 8522 Standard compulsory was, "The best thing that ever happened to us." Neil acknowledged that there was a need for the CMG to engage with its clients and, to that end, it had formed partnerships with the FMA (Facilities Management Association) and BIFM (British Institute of Facilities Managers). The CMG was also attending trade shows, "Where members of the CMG take off their company badges and sell the Group." In closing Neil referred to the COMTY (Commercial Mover of the Year) competition and said that it was a valuable marketing opportunity for all those who took part.

Bob Tree from Basil Fry made an appeal on behalf of the RBA (Removers Benevolent Fund) that exists to help employees of the moving industry who have fallen upon hard times. A raffle held during the meeting raised £200 for the fund.

The Young Movers were represented by Colin Craib and Darren House who encouraged the younger members of the industry (the under 40s) to take part in the events and their employers to give them leave of absence to do so. "Every young mover gets something from the events," they said, "and it's our job to help you nurture them."



**The CMG was also attending trade shows, "Where members of the CMG take off their company badges and sell the Group."**

Neil Rogers

Peter Doman from Basil Fry became the cabaret act for the day with his impressive 'memory man' show. In a 30-minute presentation he showed the group a foolproof technique for remembering up to 20 items in any order. It was an impressive display with a very practical purpose allowing people to store ideas and actions in their heads until they had a chance to do something about them. Very effective – but you had to be there.

Before Lou Reid took to the stage Ian Studd returned to explain a



● Keynote speaker Lou Reid from the Serious Organised Crime Agency

little of the BAR's plans. Regarding the recent referendum on compulsory standards, which had been rejected by the membership, Ian said: "Most people are in favour of higher standards but BAR hasn't yet hit on the best way of introducing them." He added that the matter would be discussed again at the next BAR Board meeting (due last month) and that BAR would be reconsidering its membership criteria. Other matters included: the use of the CMOTY and DMOTY (Domestic Mover of the Year) as marketing tools; the aim for BAR to increase its membership; BAR's lobbying work on matters such as VAT thresholds, fuel prices and OFT reorganisation; and a surprise announcement that BAR was considering the re-introduction of Regional Training Centres.

**Lou Reid – SOCA**

SOCA was formed five years ago with a mission to: "Reduce the harm caused to UK individuals, businesses and communities by serious organised crime." Serious organised crime can be described as: "Any group having a corporate structure whose primary objective is to obtain money from illegal activities surviving on fear and corruption."

Lou Reid, a Principal Officer in Prevention for SOCA, explained SOCA's aim to combat money laundering, drugs interdiction, organised immigration crime, fraud and fire arms. She said that the harm caused came in many forms: Some people suffered direct harm; there was the cost of catching and

imprisoning offenders; the damage caused by corrupt employees; damage to corporate branding; and commercial undercutting through criminal activities. She said that it was part of the agency's job to deny opportunities to criminals to do harm. The agency does this by working out how crime is committed and supporting target hardening opportunities to stop criminals doing it again.

SOCA is seeking new ways of enforcing the law and new ways to intervene and prevent criminal activity. It wants to maximise existing facilities and opportunities with other organisations. By working closely with the private sector in trusted partnership, SOCA can learn more about how crime affects business. She said that e-crime (crime that takes place largely through the Internet) is a particular current and future problem. Criminal activity in this area has developed so that cyber attacks on individuals and businesses can be executed from anywhere in the world, which makes investigation of these offences all the more difficult.

Lou explained some of the projects that the agency was working on. One, for example, was the control of uniform availability. She said it was possible for criminals to buy uniforms (such as those for security guards) on the open market and, by controlling these sales, the agency could significantly inhibit the opportunity for criminals to obtain these aids to crime. Companies might consider reviewing their policies on uniforms

to secure the audit trail of products, particularly at disposal.

SOCA is helping businesses by providing information on false identities to help employers check the bona fides of potential and current employees. This information is now available to industry at large and further details can be found at [www.soca.gov.uk](http://www.soca.gov.uk).

In closing Lou encouraged business people to talk to SOCA. SOCA wants to know where companies are vulnerable to attack by organised crime. It wants to listen to threats raised by business. All information was valuable to help build a general picture of criminal activity and to highlight ways in which this can be curtailed.

Lou Reid may be contacted at: [index@soca.x.gsi.gov.uk](mailto:index@soca.x.gsi.gov.uk).

**Question and answer session**

The New Met meeting closed with a question and answer session between the attendees and a panel chaired by Ian Studd. Understandably perhaps, in view



**“Most people are in favour of higher standards but BAR hasn’t yet hit on the best way of introducing them.”**

Ian Studd

applications for BAR membership had increased and nobody had written to BAR to say they would resign if compulsory Standards were introduced. “The debate around having standards was properly aired within BAR and arrived at in a democratic way. What the process has demonstrated is that the lines of communication [to the members] are not necessarily as robust as we would have hoped.”

Ian was also concerned that standards could be imposed from outside if BAR did not take a lead.

“At some point in the future it is almost inevitable that Brussels will impose upon us the necessity of having a standard.”

John Mitchell from Pluscrates said: “It is refreshing to know that it is part of BAR’s strategy for growth to raise standards rather than creating an elite organisation.”

There was some discussion about the cost of acquiring and maintaining standards however Ian Studd said he did not believe that this was a major issue, commenting that it represented only £1.19p a day for his company.



● Memory man Peter Doman

Robert Syers, who was until recently the general secretary of BAR and is now a committee member for the New Met Area commented: “If there is no compulsion the current BAR [membership] criteria needs to closer mirror the requirements of the Standard making BAR the standard itself.”

The debate will, no doubt, continue.



**“Every young mover gets something from the events, and it’s our job to help you nurture them.”**

Darren House

of the closeness of the recent referendum, the main topic for discussion was Standards-based membership of BAR.

The general message from the panel was that the principle of a Standards-based association has not gone away. Ian said that the Board is committed to raising standards but there has to be a return on investment for everyone. Ian Palmer added that members generally wanted the policing of the Association to be stricter but the problem was the issue of compulsion.

Ian Studd said that during the Standards debate the number of

**CMG at Procurex**



● Richard Hill and Liz Hill at Procurex

**A**s an illustration of the CMG’s pro-active attitude to promoting the Association to a wider market, Richard Hill from Delivery Services in Belfast and Liz Harper from Harrow Green in Birmingham took off their

company hats and supported CMG at the Procurex exhibition at the NEC in March. Richard reported much interest from other exhibitors and visitors and said that it also provided an opportunity to learn from the procurement industry.

**Mini-museum at BAR**

If you are attending the BAR conference at the Renaissance City Hotel in Manchester between 12-14 May, why not have a squint at the Reason Global Insurance stand in the exhibition area.

This year the company will be presenting a little nostalgia with a ‘mini- museum’ of photographs, documents and artefacts from the moving industry: it will be enough to stir a longing for ‘the good old days’ even in the trend-setting, smart-phone-packing, social-media-obsessed twenty-somethings who don’t even remember them.

The exhibition will change twice a day (so there will always be something new to see). It has been compiled by Graham Puddephatt with the support of industry friends and colleagues including Frank Rose, Britannia Whitby Oliver, Pickfords, Bishops Move, GB Liners, Bournes of Rye, Fox Moving Group, White and Co and others. Graham has also done plenty of research, discovering images of vehicles, buildings and even, to everyone’s horror, a mug shot section.

Don’t miss it and, if you have any interesting objects, take them along for all to see.



● Museum pieces - top: an old photo of a vehicle belonging to Ginters in Brazil; above: a photo of Luton-based Stephen’s Removals & Storage’s first truck.

# TESTING TIMES

According to Volvo, two-thirds of Europe's truck rigs are driving around with incorrect wheel alignment, many also have the wrong tyre type and the wrong tyre pressure.



Carbon dioxide emissions from these rigs would be able to be significantly reduced if these faults were rectified – in some cases by as much as 15%. These findings were revealed in a large-scale test that tyre manufacturer Michelin carried out in partnership with Volvo Trucks.

"We know that wheel alignment, tyre type and tyre pressure all have a major impact on fuel consumption," said Arne-Helge Andreassen, Business Area Manager for tyres and wheel alignment at Volvo Trucks' Aftermarket department.

Since fuel consumption is directly linked to carbon dioxide emissions, Volvo Trucks and tyre manufacturer Michelin decided to produce statistical data on just how much wheel alignment, tyre pressure and rolling resistance affect fuel consumption and thus carbon

dioxide emissions. In a two-week long test, a rig with optimal tyres, tyre pressures and wheel alignment was compared with a vehicle featuring different wheel alignments and tyre parameters.

Analysis of the test results revealed that there can be a difference of as much as 14.5% in fuel consumption depending on how the wheels are aligned and equipped. Choice of tyre can cut consumption by as much as 11%, correct tyre inflation brings a reduction of 1%, while proper wheel alignment can cut fuel consumption by 2.5%.

"There is a lack of awareness in the transport industry about the importance of checking tyres and wheel alignment, on both the truck and the trailer," said Arne-Helge Andreassen. "At our dealers, we can help haulage companies check the entire rig and correct any problems. If everyone did this, it would have a significant impact

**"It's not enough to just build fuel-efficient engines, Volvo Trucks works consistently and in a variety of ways to cut the fuel consumption of our vehicles throughout their lifecycle."**

Arne-Helge Andreassen

on carbon dioxide emissions."

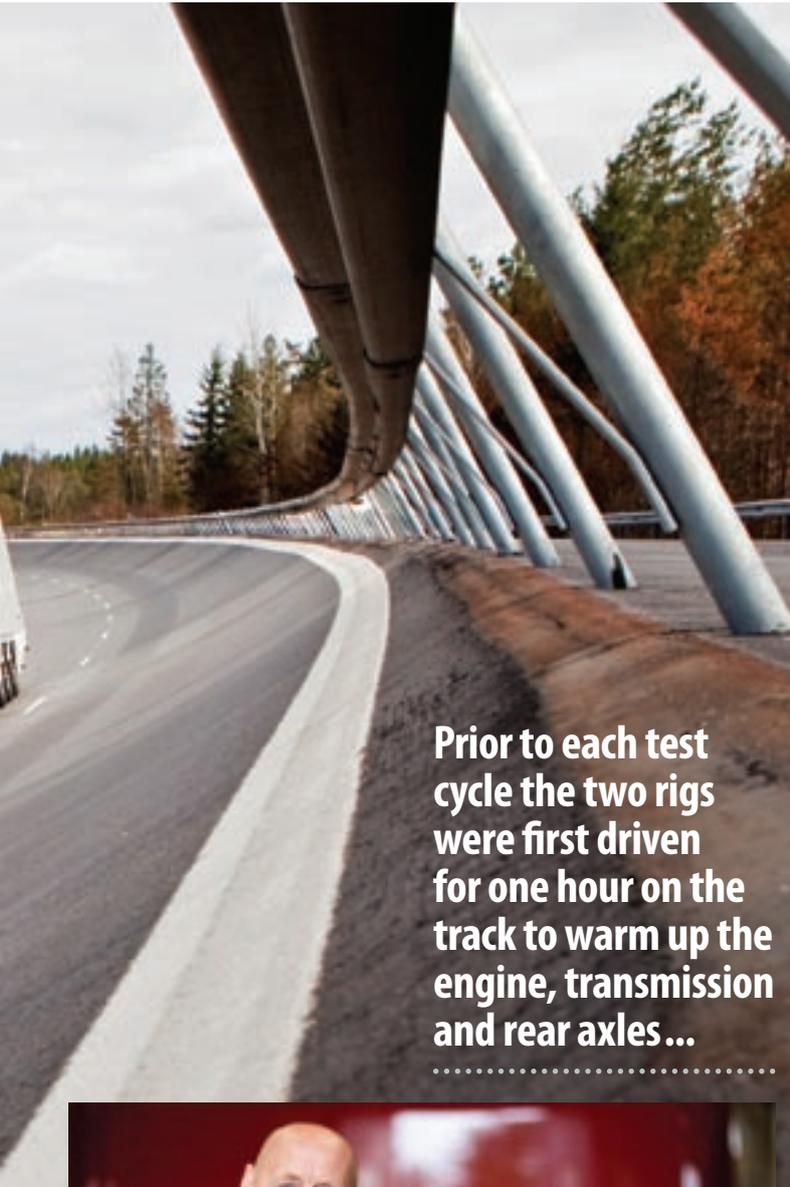
Commercial traffic accounts for 30-40% of total carbon dioxide emissions from road transport. "As a manufacturer of heavy

vehicles we have considerable responsibility. We must try to do everything we can to reduce emissions of carbon dioxide," Arne-Helge Andreassen continued. "It's not enough to just build fuel-efficient engines, Volvo Trucks works consistently and in a variety of ways to cut the fuel consumption of our vehicles throughout their lifecycle."

Here's how the test was carried out: Mats Lidbeck from SP (the Technical Research Institute of Sweden) was on location both at the test track and in the workshop when the tests were carried out.

"We serve as a guaranteed neutral third party and we reviewed the measurement methods, ensuring that the engineers had taken into account all the most important aspects. For example, that the measuring instruments were suited to the task and were correctly calibrated, and that the proper

**TRANSPORT:** WHEEL AND TYRE TESTS



● Main picture: the two rigs on the test track at SP - Sweden's Technical Research Institute; Bottom left: Arne-Helge Andreassen, Business Area Manager for tyres and wheel alignment at Volvo Trucks' Aftermarket department; Left: Adjusting tyres; Below: Statistical data

Prior to each test cycle the two rigs were first driven for one hour on the track to warm up the engine, transmission and rear axles...



**“We know that wheel alignment, tyre type and tyre pressure all have a major impact on fuel consumption...”**

Arne-Helge Andreassen

testing procedures were followed,” he explained.

The tests used two Volvo FH 4x2 trucks, each equipped with a 500hp 13 litre Euro 5 engine, and each hauling a fully loaded van-bodied trailer. The rigs each weighed 40 tonnes gross. One rig was driven with a variety of incorrect wheel alignment settings.

“All the conditions tested were realistic, no exaggerations were allowed. Real life is bad enough.

Diesel consumption increases dramatically if the wheels are not entirely parallel, and this applies to all vehicles, for construction and long-haul operations too. A trailer with a rear axle angled to the right will roll diagonally across the road and its side panels will operate as a sail that traps the wind,” explained Arne-Helge Andreassen.

The rig was also run with various tyres and various tyre pressures.

“One-third of fuel consumption stems from the tyres’ rolling resistance. Having the right tyres is of paramount importance. And checking tyre pressure - which has a significant effect on fuel consumption - is also important,” said Jacques de Giancomoni, Technical Account Manager at Michelin.

The second rig served as a reference vehicle and was consistently run with optimally

aligned wheels and with standard tractor and trailer tyres from Michelin.

The trucks were not only equipped with fuel gauges but also with special instruments that monitored exact speed, tyre wear, tyre pressure, rolling resistance and so on. Prior to each test cycle the two rigs were first driven for one hour on the track to warm up the engine, transmission and rear axles in order for the tests to be as reliable as possible. The test engineers made adjustments in the test results for factors such as wind, rain and temperature. The tests took two weeks to complete and the total mileage for the test cycles was just over 1000 kilometres.

Read *The Mover* online at [www.themover.co.uk](http://www.themover.co.uk)

**NEWS: BUSINESS**



● A customer only has to inform their credit card company, and the money they paid is charged back.

## Credit card chargebacks: have you been a victim?

Many moving companies accept credit cards nowadays. Plastic is here to stay and cheques are being phased out so, if you don't have the facilities already for your customers to pay by credit, maybe you should. But it's not all good news.

**S**ome companies have reported bad experiences with chargebacks which can be particularly devastating when accepting payments for international moves. Have you suffered? If so, please let *The Mover* know. Maybe together we can put some pressure on the credit card companies to do something about it.

**If a customer is not satisfied with a service that they paid for by credit card all they do is to inform the credit card company and the money they paid is charged back.**

The problem is simple enough. If a customer is not satisfied with a service that they paid for by credit card all they do is to inform the

credit card company and the money they paid is charged back. It comes straight out of the supplier's account pending an investigation, which can take weeks. Meanwhile, no cash.

International moving companies in particular have suffered badly. Imagine the scenario: You export wrap, load, ship to Australia and deliver a container load of goods for a customer who paid on credit. The shipment arrives with some minor damage, or a few days late perhaps and the customer stops payment. You've had the money in your account for two months, you've paid your staff, the shipping line, the destination agent, etc., and now all the money has been withdrawn, without discussion. That can't be right surely?

But that is exactly how it seems to happen. Has your company suffered in this way? *The Mover* has contacted Worldpay one of the largest suppliers of payment services for credit card transactions for comment but so far they have refused to do so. All information on their website simply explains the procedure. Not that helpful.

### @ Comment

**What's your experience of chargebacks? Have you been a victim of a cancelled payment? Do you think that the system is unfair and needs to be changed? Tell *The Mover* what you think. Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk)**

## TenderTree - Tender Matching Service A new service from FMJ



**J**ust to show that *The Mover* is not averse to promoting the wares of other magazines in the sector, here's news of a new service from *Facilities Management Journal (FMJ)*. The March issue launched its new tender matching service called TenderTree

where suppliers to the facilities management industry can check up on what tenders are around and how to get involved. For more information go to [www.mpp.co.uk/emags/fmj\\_march\\_2011](http://www.mpp.co.uk/emags/fmj_march_2011) or e-mail [FMJtenders@mpp.co.uk](mailto:FMJtenders@mpp.co.uk). Happy hunting.



● Titania Ng



● Richard Hooker

## Promotions at Santa Fe

**S**anta Fe has announced promotions at its offices in Hong Kong and Singapore. Titania Ng is now the Group General Manager - Operations and will look after the training needs for the company from her base at the Hong Kong office. E-mail: [titania.ng@santafe.com.hk](mailto:titania.ng@santafe.com.hk).

After running the company's Singapore Relocation Services Department for the last four years, Richard Hooker has now been promoted to Group Account Manager. Before joining Santa Fe Richard held various international positions in the industry both in the UK and Asia. E-mail: [richard.hooker@santafe.com.sg](mailto:richard.hooker@santafe.com.sg).



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**PROFILE:** SIMPSON PACKAGING

# Simpson Packaging: a family affair

**Simpson Packaging started in 1988 when John Simpson, experienced in the industry, borrowed £3,000 and set up in business.**

A little later, his brother in law, Tony Dawes joined the company and the stage was set for the growth of a family business that would become a major supplier to the moving industry, and beyond.

The early days were tough, as they always are when a business starts. Long days, hard graft and managing cash flow to keep the wages paid and the stock flowing is always a trial. At that time the

new company was just supplying cartons and tape, but there was more to follow – much more. Joan Simpson, John's wife, Jackie Dawes, Tony's wife, and Sue McCormick, Joan and Jackie's sister all worked in the business too. It was a real family affair.

Early in the growth of the company the country, and the moving industry, was hit by a recession. But far from being a problem, John said that the enforced downturn was



● Left to right: Oliver Dawes, Tony Dawes, John Simpson and Andrew Simpson.

a blessing. "It stopped us growing too quickly," he said.

But the recession lifted and business began to flow again. That was when the trouble started. A friend of John's, someone he had met while watching their respective sons play rugby, worked for Barclays bank. He told John one day to come to see him when his business reached a turnover of £500,000. John didn't know why, but he soon found out.

**"We had vehicles running all over the place and plenty of business. When we reached the magic £500,000 level we were in danger of over trading."**

John Simpson

"We were growing rapidly," said John. "We had vehicles running all over the place and plenty of business. When we reached the magic £500,000 level we were in danger of over trading." The problem was that the company had become a victim of its own success. It was supplying customers faster than it could buy stock. "If you can't supply people they are not inclined to pay you what they already owe. We had to take action."

Fortunately the company's suppliers continued to support them, but they needed paying. Profitability was never a problem; cash flow was. So John and Tony went to see John's rugby-fan banker who helped them raise finance by re-mortgaging their houses. "We mortgaged everything we had," said Tony. "We used our own money to finance the business."

#### Diversification

For Simpson Packaging diversification came in a number of forms. The first was to realise that there was a big world out there in addition to the moving market. Andrew Simpson, John's son, explained: "We saw other packaging companies delivering right next door to one of our removal clients and thought, why can't we do that too?"

Of course they could, and did.

The moving industry has always been very seasonal. Branching out into general industry smoothed out those peaks and troughs and gave the company a much wider base from which to develop. Today the company is much more than a supplier just to the moving industry, it has customers in all areas of industry including manufacturing, retail, even other packaging companies.

Diversification number two came when John and Tony bought a small box making company, now called White Rose Packaging. This was and still is a specialist manufacturer of short-run boxes for a variety of applications. "If someone wants a few hundred boxes of a special size, printed with their own corporate logos, we can do it. It might be expensive but whatever they want, we can do." The company now operates from a 40,000ft<sup>2</sup> factory in Leeds, employs 20 people, and is firmly in the made-to-measure, just-in-time business.

It was just five years ago that Dependable Packs, the manufacturer of paper blankets from Merthyr Tydfil, closed down. Simpson Packaging was the company's biggest customer and John and Tony were understandably concerned about the reliability of their supply. "We offered to help rescue the company but, in the

**"We saw other packaging companies delivering right next door to one of our removal clients and thought, why can't we do that too?"**

Andrew Simpson

end, it wasn't possible," said John. Dependable Packs went out of business and Simpson Packaging ended up buying the assets.

"Our first idea was to move everything to Yorkshire," said Tony. "But it was impractical. There were also the old staff in Wales who had been made redundant, we didn't want to let that experience go to waste especially as we knew nothing about making blankets."

It was not an easy transition. They renamed the company

Dependable Packaging Limited which, as it turned out, was a mistake. People assumed that it was a 'phoenix' company and the old firm had let a lot of customers down. "With hindsight we should have called it something else," said John.

Ironically it was the recent recession that came to their aid again. For a long time Dependable Packaging's only customer was Simpson Packaging, but as the

**"I think this year is going to be the worst of the lot. We haven't seen the cuts yet. When the public sector contracts come to an end it will reduce the work."**

Andrew Simpson

down turn came and companies had to look for cheaper suppliers, enquiries started to flow in. "People started giving us a chance again," said John. Today the plant is working well and has the capacity to manufacture up to 30,000 paper blankets a day.

#### Today's range

Today the company's range has moved on a bit from the days of cartons and tape. A flick through the catalogue reveals everything a moving company, or anyone else for that matter, could possibly need: wrapping machines, shrink systems, labels, strapping, self storage equipment, retail displays, quilted protectors, handling equipment ... even uniforms. There is also the bubble blanket: a roll of bubble sandwiched between a paper outer and a soft fabric inner much favoured by the international market.

Oliver Dawes, Tony's son, summed up the offering from the company. "We offer a complete package: Simpson Packaging distributes removals supplies, self storage supplies and industrial packaging; White Rose Packaging supplies medium-volume bespoke cartons; and Dependable Packaging supplies paper for export wrap. The three companies employ over 80 people and have 20 vehicles on the road

delivering throughout the UK.

#### The future

The family affair continues. Andrew is Sales Manager ably assisted by Oliver and Becky Dawes, Oliver's sister, who now works in the accounts office too.

Despite the company's success, there is still some anxiety about the future. Although the general industrial work is recovering from the recession, the moving industry is still slow. What's more, Andrew is convinced that the worst is yet to come. "I think this year is going to be the worst of the lot. We haven't seen the cuts yet. When the public sector contracts come to an end it will reduce the work. First time buyers are already struggling. In the immediate future we will all need to keep a close eye on credit control."

There is also the threat of rising material prices. Almost everything the company supplies is made of paper or plastic. The European paper market is dominated by a handful of giant suppliers who have the ability to control supply to keep prices high. "Paper has gone up by 40% in the last few months and we all know what's going on with the oil price," explained Andrew. Much of the company's efforts go towards buying well and buying forward to make sure it maintains supplies at a reasonable cost. "We recently had to wait nearly six months for a delivery of paper."

Advice for movers? "If you possibly can, put some money into stock," said John. "I know companies will struggle to do that right now but with prices rising and supplies irregular, it really makes sense. Also it makes sense to buy reusable materials, such as Coversafe products, if you can afford them as they last much longer and can save you money in the long run as well as improving the quality of your service."

More generally, John, Tony, Andrew and Oliver recommend diversification. That's what they have done and that, they believe, has helped many of the most successful moving companies to thrive and ride out the hard times. Good advice from a family business that has seen the bad times, enjoyed the good, and appreciates the difference.

Read *The Mover* online at  
[www.themover.co.uk](http://www.themover.co.uk)

**NEWS: BUSINESS**



● Eco Friendly Removals' homepage

## Eco friendly backloads

Moving etc... has recently launched a backload service called Eco Friendly Removals accessed through the Moving etc... Network.

If you have space for backloads the service might help you run more efficiently and profitably. You'll need to sign up to the Moving etc... Network which is a free forum for removal companies and staff working within the moving industry. Within the website there are several Operational Groups where you can add your job details and backload information. There is a small monthly charge for being a group member, but the rest of the

website is free to use.

Eco Friendly Removals only handles household goods so you can be sure that your customers' personal belongings will be transported by another removal company and not with a general haulier who might also be moving greasy car parts or flammable chemicals.

When you add your empty vehicle to Eco Friendly Removals, members of the public will be able request a quotation for their move.

## Budget 2011 – confused?

Are you confused about how the 2011 budget will affect your business? Are you wrestling with Corporation Tax rates, Capital Allowances, VAT Thresholds and Vehicle Mileage rates (which have gone up at last to 45p for the first 10,000 miles. Hallelujah!)?

If you are, there is no need to struggle. The Sage organisation has produced a fabulous Budget Report that you can download free. It explains everything really clearly so you won't be in the dark any more.

Go to [www.sagehello.co.uk](http://www.sagehello.co.uk) and follow the 'downloads' tab for more information.



● The Sage Budget Report.

## FTA training courses and dates

The FTA provides regular training for its members on a variety of transport-related subjects. For more information on any of the courses listed below go to [www.fta.co.uk/services/training/](http://www.fta.co.uk/services/training/).

DATE	COURSE	VENUE
09 May	CPC Freight National Intensive - 5 Day	Bristol
09 May	CPC Freight National Intensive - 5 Day	Leeds
09 May	Adr Initial	Grangemouth
11 May	Olympic Freight Conference	London
11 May	CPC Freight National Intensive - Split Course	Milton Keynes
12 May	Freight Driver CPC Community	Alfreton
16 May	Freight Driver CPC	Perth
16 May	CPC Freight National Intensive - 5 Day	Maidstone
16 May	Freight Driver CPC	Perth
16 May	Freight Driver CPC	Perth
17 May	Freight Driver CPC	Perth
17 May	Freight Driver CPC	Perth
17 May	Operator Licence Awareness	Grangemouth
18 May	Local Authority Conference	Coventry
18 May	CPC Freight National Intensive - Split Course	Grangemouth
18 May	Freight Driver CPC	Perth
19 May	Freight Driver CPC	Perth
20 May	Freight Driver CPC	Perth
23 May	CPC Freight National Intensive - 5 Day	Milton Keynes
23 May	Adr Initial	Lerwick
23 May	CPC Freight International Intensive	Milton Keynes
23 May	CPC Passenger National Intensive	Leamington Spa
23 May	Adr Refresher	Lerwick
31 May	CPC Freight National Case Study Workshop	Leamington Spa
31 May	CPC Freight National Case Study Workshop	Leeds
31 May	CPC Freight National Case Study Workshop	Milton Keynes
31 May	CPC Freight National Case Study Workshop	Maidstone
01 Jun	CPC Freight National Case Study Workshop	Bristol
01 Jun	CPC Freight National Case Study Workshop	Milton Keynes
01 Jun	CPC Freight National Case Study Workshop	Grangemouth
01 Jun	CPC Freight National Case Study Workshop	Leeds
02 Jun	CPC Passenger National Case Study	Leamington Spa
06 Jun	Passenger Operator Licence Awareness	Leeds
06 Jun	Dangerous Goods Safety Advisor	Leeds
06 Jun	Freight Driver Cpc Community	Alfreton
07 Jun	Logistics Carbon Reduction Conference	London
07 Jun	Freight Driver CPC Community	Doncaster
07 Jun	Passenger Driver CPC	Leeds
08 Jun	Freight Driver CPC	Grangemouth
09 Jun	Freight Driver CPC	Grangemouth
13 Jun	Dangerous Goods Safety Advisor	Leamington Spa
13 Jun	Adr Refresher	Leeds
15 Jun	Operator Licence Awareness	Peterborough
16 Jun	Freight Driver CPC	Leeds
17 Jun	Freight Driver CPC	Leeds
21 Jun	CPC Refresher	Leeds
22 Jun	Operator Licence Awareness	Leamington Spa
23 Jun	Safety In Transport Conference	Coventry
23 Jun	Management Of Drivers' Hours & Records	Leeds
30 Jun	Operator Licence Awareness	Bristol

For further information or to book a place, call the FTA Member Service Centre on 08717 11 22 22 or e-mail [memberservices@fta.co.uk](mailto:memberservices@fta.co.uk).



● A UK employer is held liable now for medical conditions contracted by current and former employees.

## ELTO – YOUR RESPONSIBILITIES

In April 2012 the insurance industry will create the Employers' Liability Tracing Office (ELTO). By **Tim Foster**, Pound Gates Insurance Brokers

**E**LTO is a centralised database of employer's liability (EL) policies. It is planned to become fully operational in April 2012 and so now needs to complete creation of the database.

The ELTO was set up following pressure from private individuals and Trades Unions who were finding it impossible to trace the EL insurer, or in some cases insurers, of a firm that has since ceased trading. So why is this a problem?

In general terms the intent of an EL policy is to insure the liability of an employer for injury suffered, or disease contracted, by an employee during the employee's time spent working for that employer. For an industrial accident the relevant dates are easy to establish. It is with diseases, especially of a long-term or gradual nature, that problems arise.

UK law has developed over time resulting in an employer being held liable now for medical conditions contracted by current and former employees exposed to, say, asbestos, 30 years ago. Some medical conditions can take many years for their symptoms to become

noticeable leading to a lengthy gap between exposure of an employee to a harmful substance and a claim being made. It is the EL insurer(s) who covered the employer at the

**The ELTO was set up following pressure from private individuals and Trades Unions who were finding it impossible to trace the EL insurer, or in some cases insurers, of a firm that has since ceased trading.**

time the employee was exposed to the harmful substance that is required to respond to a claim, provided of course that insurer can be proven to have been on risk.

EL insurance has been compulsory by law for nearly 40 years. During

this time some EL insurers have ceased trading, often due to insolvency. There is a compensation fund, administered by the insurance industry, to deal with valid EL claims against a failed insurer, but evidence of policy cover is a pre-requisite for the fund to operate.

As mentioned earlier it is quite common for a company to change names over time, especially if it is sold or changes the nature of its trade. Thus a request to trace an EL policy based solely on name may fail. This is why, in addition, the ERN of each firm is required from you as of 1 April, 2011 onwards. It is expected that, via access to HMRC records, a cross check can be made if an enquiry by name fails.

Pound Gates are now asking their clients for both their full corporate structure (particularly subsidiaries with employees) and the individual Employer Reference Numbers (ERNs) held by each firm. Your ERN will be on your PAYE records and so is often referred to as the PAYE number.

**To speak to Tim with any questions call 01473 346046 or e-mail [tim.foster@poundgatesib.com](mailto:tim.foster@poundgatesib.com).**

### EDITOR'S NOTE:

**P**ound Gates has explained to *The Mover* that there is currently no obligation at law for a firm or other business to submit this information to an insurer. Neither are they expected, or even asked, to lodge it direct with the ELTO. Insurers – or others acting on their behalf – are tasked with doing this. Over 90% of the UK insurance market (that writes EL cover) has now subscribed to ELTO and it is expected to be compulsory for any insurer offering EL cover by April 2012.

Employer's Liability insurance is compulsory for any business with employees, so moving companies would be wise to co-operate with their insurance company and provide the information requested. It is, as yet, unsure as to how individual insurers will be approaching ELTO however, it is possible that cover could be cancelled if the necessary information is not on file. This will put you out of business. Please co-operate for the benefit of all involved.

INSIGHT: BUYING ON PRICE ALONE

# The nightmare story

Looking back, I should have realised everything had gone too smoothly. The house was sold, the new one would be ready in a couple of months and we had found somewhere to stay in the meantime. All that was left was to move our belongings out and into storage. What could possibly go wrong?

By Andy Niblock.



**M**y suspicions were first aroused when the removal lorry turned up. I think it had been built in the same year as the *Titanic*, but the ship had worn considerably better over the last 100 years. When I questioned how the faded name on the side differed somewhat from the company we thought we had hired, I was told, "Oh the guvnor only bought it yesterday."

Anyway, the guys did a great job and soon our worldly goods were on their way to 'safe storage'. All was well until I phoned six weeks later to organise delivery to the new house.

**I pointed out that, while such advice was undoubtedly sound, it was perhaps just a touch late to be of any great practical help.**

"Er, might be a bit of a problem there squire," came the reply. "See me and the guvnor, we've had a bit of a falling out and he's hidden all the stuff."

"But you both work for the same company!"

"Er no, I was just a sub-contractor, you'll have to take it up with the guvnor." At which point he put the phone down.

So I phoned the 'guvnor' who listened carefully and then said: "Nah mate, nothing to do with me, he just used to borrow the van." Before I had chance to explain that we had the paperwork, he too put the phone down.

I explained this to my wife who was quite philosophical. She said we could claim on the insurance. I checked. We weren't covered under the previous home contents insurance because everything was in storage so we were left with the removers' insurance. Some hope there, since they denied all knowledge of ever being involved. Suddenly, my wife became a tad less philosophical.

Next stop the local police station.

"Ah yes sir, we are aware of the gentlemen in question. Dodgy lot, you don't want to go doing business with them. A couple of them have done time you know."

I pointed out that, while such advice was undoubtedly sound, it was perhaps just a touch late to be of any great practical help. After an hour of this, it became apparent we were pretty much on our own.

Having promised my wife that I wouldn't under any circumstances confront them, I confronted them. Well, I'm not sure you could call three large blokes and an Alsatian on one side, and me shaking and holding a brief case on the other a confrontation, but you get the picture. Anyway, in the end I solved the problem with a combination of quick thinking, cunning and money (but mainly money). The 'guvnor' it seems, believed that we had already paid the 'sub-contractor' who hadn't passed the money on. When I explained that there was still £1,000 we owed, and that I would pay it as a finder's fee for any assistance that he could provide in locating our missing container, he said he would see what he could do.

Two hours later the lorry arrived at our door with everything intact.

So what did I learn from this experience? Well, I'll never hire a removal firm purely on price again and I'll want to speak to previous customers. I'll happily pay a bit extra for peace of mind because I never want to go through anything like that again. At the same time

**So what did I learn from this experience? Well, I'll never hire a removal firm purely on price again...**

that we moved 15 miles up the road, my sister moved from London to Sydney with one of the major national removers. Everything ran perfectly and her things turned up before ours did. Oh, how we laughed at that one.

But the best bit? Dining out on the story of how I single-handedly took on a bunch of hardened criminals and scared them so much that they crumbled at my feet. Looks like I'll be buying my own dinner, now the truth is out.

**Andy Niblock is a member of the public but also a consultant solicitor with Keystone Law. Guess the crooks picked the wrong man this time.**

## CHOK-A-BLOK™

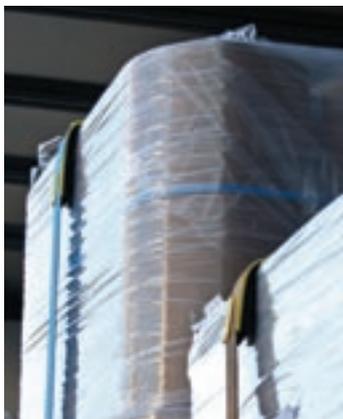
Packer Products has introduced a new product designed to prolong the life of webbing and protect cargo from damage caused by webbing.

**C**HOK-A-BLOK™ is a tough polypropylene webbing guard, product protector and anti-wear sleeve that can follow the contours of any load, flexing and bending to help maintain exceptional security, ideal for transporting cargo in lorries and trucks.

CHOK-A-BLOK™ has a Plastazote foam backing which not only protects the webbing from sharp edges but also the cargo itself from damage caused by the webbing. The Plastazote material is made from cross-linked polypropylene foam and is pure and inert from chemicals and toxins, as well as being resistant to moisture, oils and UV light. These features help to eliminate damage to finished surfaces.

The CHOK-A-BLOK™ is quick and easy to attach to webbing and its lightweight properties ensure that it stays in place whilst the web is positioned. Once on, it can be slid along the web strap to the points of contact as necessary.

Additional units can be added to extend the area of coverage and to enable maximum security of the load.



● CHOK-A-BLOK™ webbing guard in use

As tension is applied to the web the unit will flex and the webbing will easily slip through the sleeve.

**For full details of this new product call 01268-885885 or visit [www.packer-products.co.uk](http://www.packer-products.co.uk).**

## Clean Diesel Technologies accredited for London's Low Emission Zone

**C**lean Diesel Technologies has recently been named by Transport for London (TfL) as an accredited supplier of approved diesel emission reduction systems that could ensure vehicles are compliant with the London Low Emission Zone (LEZ).

The London LEZ, which covers most of Greater London, was introduced in 2008 to encourage the most polluting diesel vehicles to become cleaner in order to improve the health and quality of life for people visiting, working or living in London.

The London LEZ will be subject to two significant changes in January 2012. The first change will affect Heavy Goods Vehicles (HGV), buses and coaches that, from January 3, 2012, will be required to meet more stringent Euro IV emissions standards for particulate matter (PM) to drive within Greater London free of charge. In addition, larger vans, minibuses and other specialised diesel vehicles will be included in the LEZ for

the first time beginning January 3, 2012. These vehicles will have to meet a Euro III standard for PM in order to drive within the LEZ free of charge.

Approximately 150,000 vehicles will be affected by the new regulations. Clean Diesel believes that approximately 20,000 of these vehicles will require conversion.

For more information visit [www.cdti.com](http://www.cdti.com).

More information on the London LEZ program can be found on the TfL website at [www.tfl.gov.uk/lezlondon](http://www.tfl.gov.uk/lezlondon).



# SIMPSON PACKAGING

White Rose  
Packaging

DEPENDABLE  
PACKAGING

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## NEWS: INTERNATIONAL



## Maersk Line mega-ships for a greener world

Maersk Line has signed a contract for 10 of the world's largest, most efficient container vessels with an option to buy another 20. The company says they will reduce CO<sub>2</sub> emissions by 50%.

**T**he new vessels, known as Triple-E, will have a capacity of 18,000 TEU and will be delivered from Korea's DSME shipyard from 2013 to 2015.

At 400 metres long, 59 metres wide and 73 metres tall, the Triple-E will be the largest vessel of any known to be in operation. Its 18,000 twenty-foot container capacity is a massive 16% larger (2,500 TEU) than *Emma Maersk*.

At a cost of US\$190 million per vessel the contract will be worth US\$5.7 billion should the option for a further 20 vessels be exercised. Maersk Line is investing in the ships to enable it to profit from the expected 5-8% growth in trade between Asia and Europe and to maintain its industry leading market share.

### A new benchmark

The new vessels will not just set a benchmark for size, they will also ensure Maersk Line reaches its goals at the lowest possible cost, while producing the lowest amount of CO<sub>2</sub> emissions — an astonishing 50% less CO<sub>2</sub> per container moved than the industry average on the Asia-Europe trade.

"One of the biggest challenges we face in the world today is

how to meet the growing needs of a growing population while minimising the impact that it is going to have on our planet," said Maersk Line CEO Eivind Kolding. "International trade will continue to play a key role in the development of the global economy but, for the health of the planet, we must continue to reduce our CO<sub>2</sub> emissions."

**At 400 metres long, 59 metres wide and 73 metres tall, the Triple-E will be the largest vessel of any known to be in operation.**

"It is not only a top priority for us, but also for our customers, who depend on us in their supply chain and also for a growing number of consumers who base their purchasing decisions on this type of information," explained Kolding.

More information is available at [www.maerskline.com/triple-e](http://www.maerskline.com/triple-e).

## British manufacturer supplies reusable 'green' crates to Australia's removals industry

British-based reusable crate manufacturer Advanced Crates Ltd has despatched its first consignment of specialist computer transit crates to Western Australia's Box n' Crate Hire company.



● Box n' Crate Hire now use Advanced Crates' IT3 model

**T**he deal is significant as reusable transit packaging (RTP) is a relatively new concept in Australia, only having been used extensively by the removals industry since 2007.

Gabriele Haag-Green who heads up Box n' Crate Hire said, "We identified the need to add a specialist IT product to our standard rental range but rather than investing a lot of capital in tooling to manufacture our own, we decided to look for a supplier. We found what we were looking for on the Advanced Crates website in the UK, the IT3 was ideal for our purposes - from there the procurement process was quick and simple. The strength in the Australian economy and favourable exchange rates only served to make a good deal even sweeter. Now we're looking forward to taking full advantage of the growing demand for RTP in Australia now that it's been recognised as an economical green solution by our customers."

John Mitchell, Sales Director at Advanced Crates and sister distribution company Pluscrates explained that the high cost of tooling is very often prohibitive for companies to manufacture their own specialist crates, especially

in a developing market. "It simply doesn't make sense for companies to commit high levels of capital for tooling unless the volumes are sufficiently high to make it viable. With a product like the IT3 that's unlikely to be the case in a local market and it makes better economic sense to source them from a volume manufacturer like Advanced Crates and put the capital directly into stock."

Reusable Plastic Packaging was first adopted by the UK commercial relocation industry in the early 1970s and gradually replaced the traditional tea chest as the main mode of transit packaging. Crate rental quickly became a major part of the commercial moving industry and the trend has continued in parts of Europe, the USA and now Australia.

Surprisingly RTP has not so far been widely adopted elsewhere in the world and corrugated cardboard has remained the packaging material of choice for most moving companies. However, with ever increasing pressure from governments around the world to reduce waste and the public's increased awareness and demand for environmentally friendly practices the market for RTP looks set to rocket.



● Gordon Bell played two solid rounds to win by a single stroke

## Gordon Bell wins in Phuket

Gordon Bell emerged victorious in his company's own golf tournament, the Asian Tigers Masters, held in March.

The new champion played two consecutive rounds of solid golf, tee to green, to win the tournament by a single stroke over second place finisher, Rob Chipman. Two strokes further back was Ray Beard, a relative newcomer to tournament golf but a player who shows good promise and fine potential.

This year's tournament attracted a record field of 53 players, representing 19 countries, from five continents. Tournament co-organiser Derek Cheyne commented: "We were very pleased to see such a strong level of interest, even in this challenging economic climate. We feel the tournament provides the right balance of fun, along with the opportunity to discuss business and industry trends in an unhurried environment."

The first day event was the traditional Texas Scramble. The



● Runner up Rob Chipman

team of Peter Karlsson, Jeff Wangler and newcomer Dan Tattersfield amassed a respectable 64 Stableford points to pip the second place group of Allen Fan, Rudy Planavsky, Bill Brill and Rupert Morley who

carded 63 points.

The second day was a Pink Lady Four Ball, Best Ball played over the challenging Blue Canyon Lakes Course. Emerging victorious was the group captained by Eric Lim, and rounded out by Mike Keller, Charley Destival and Jim Petersen with a score of 82. This put them a full 10 shots clear of the second place group of Chris Meyer, Allen Fan, Steve Gerard, and Andrew Wilson.

After the two opening rounds, things turned more serious and that's when Gordon Bell, chairman of the Asian Tiger Group and current president of OMNI turned up the heat. Shooting a solid 34 points the first day, Gordon carded a tournament-best round of 40 points on the closing round, which was played on the spectacular Red Mountain layout.

"I was surprised that I won, but very happy at the same time. There are a number of other good players in the field, including five of the six past champions, so it was not easy going – not at all. Most of all, I enjoyed myself and I think our guests did as well. That's the most important thing that we set out to do, and I think I can declare this year's event a great success."

The first Asian Tigers Masters was held in 2002. Since that time it has evolved into a biannual event that attracts industry leaders from all over the world to the island paradise of Phuket, Thailand. While there, players can discuss the latest industry trends, network, and reinforce personal relationships which are key elements to success in our industry. For more information on the tournament, including photos of this, and past years' events, visit the website [www.at-masters.com](http://www.at-masters.com).

## Government consults on operator licensing

The government has launched a consultation on new European Union rules covering the licensing of commercial vehicle operators.

The rules under which hire and reward operators are licensed are being changed by a new EC Regulation coming into force in December 2011. This includes a requirement for all EU member states to establish a national register of operators as already exists in the UK. It will also require other member states to act on information from UK enforcement agencies when operators commit infringements.

Roads Minister Mike Penning said: "These new EU measures will help to level the playing field for UK operators by making sure that there are effective mechanisms in all member states to allow enforcement agencies to report illegal activity by foreign vehicles. Our proposals for the implementation of these new EU rules will help to strengthen the operator licensing system and improve road safety without imposing unnecessary burdens on industry."

The areas covered in the consultation include the role of transport managers, how operators can demonstrate sufficient financial standing and how operators' transport managers can demonstrate their professional competence.

The consultation closes on 20 May, 2011.

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**INTERVIEW:** 360 RELOCATIONS

# REVOLVING THROUGH 360

**An interview with Tony Squire and Stewart Peck from 360 Relocations.**

It was back in 2003 that Tony Squire and Stewart Peck left TEAM to start a new venture, 360 Relocations, now based in Watford. At that time the business model adapted by the company was something new. Today it has been adopted, at least to some degree, by many others.

**Steve Jordan** caught up with them, to find out how and why it works so well.

**B**y the time 360 was formed just over eight years ago, the whole concept of providing enhanced relocation based services had taken hold throughout the global moving industry. International moving companies were busy making their decisions about where they sat in the market: movers, Destination Service Providers (DSPs) or both which meant they were able to approach clients with an additional range of services. For Tony and Stewart the answer was never in doubt. The name itself gave it away – “360 – revolving around the assignee”.

**The motive**

“We saw that our clients were increasingly looking for a one stop shop in purchasing moving and relocation services and therefore realised by not offering a combined service solution we risked losing control of where clients were

placing their business.”

At start up 360 provided DSP services alongside their international moving capabilities to its wide and loyal network of moving contacts, who in turn were looking to expand their own services in a similar manner. It was only later, as the business developed, that it was able to influence the accounts more directly. This enabled them to establish a solid reputation for supplying relocation services both in the UK and overseas.

Although Tony and Stewart had been involved with relocation activities in their previous company, Dominic Yeo who joined them to manage that side of the business was very experienced, and therefore provided the necessary expertise to introduce the services demanded. “In many ways starting a relocation division company is easier than a moving company,” said Tony. With a moving company you have so many more assets to

bring together – crews, warehousing, vehicles, materials, etc. - whereas a relocation company just needs the right people with the right skills and contacts.” He added that he felt that the industry had evolved significantly through mergers to create some large organisations that might have lost sight of what they were trying to deliver. “We felt the market was ripe for a small, highly quality-focussed company. We are a boutique type relocation company that focuses on quality.”

**The model**

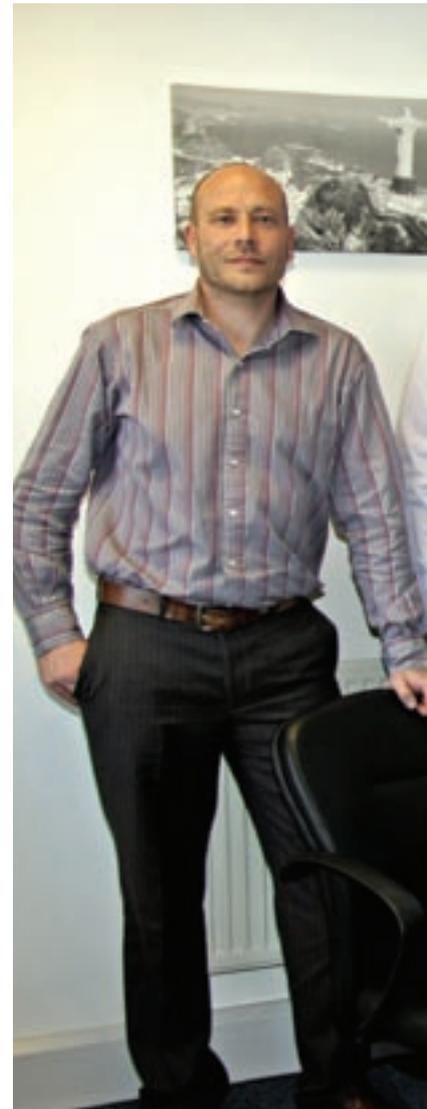
Quality is an ephemeral concept. Everyone talks about it but few can identify exactly what creates it. For the moving element of the process, it has been a totally different approach to the business model that has done the trick for 360.

Right from the start they recognised that operating large vehicle fleets and having a large payroll got in the way of them looking after their customers. Instead 360 opted for using self-employed crews who had worked with them for many years and who operated their own small businesses that had the ability to grow and prosper depending on how hard they worked and the quality of their workmanship. The aims of the crews were exactly the same as those of the parent company: provide the best possible service and prosper together. 360 provides training, uniforms, materials and all the back-up necessary to make sure that quality service is maintained.

**The people**

360 hand picked the people not just for their experience and work ethic but for their entrepreneurial spirit; people who knew that the business would live or die by the quality of service they provided. “We believe we have the best crews in London,” said Stewart. “They are not motivated by fear but by pride.”

The internal staff were all hand picked too for their experience and ability. A look around the office demonstrates that capability: Andy Cummins, Operations Manager; Martina Burke, Agent Relations Manager; Caroline O’Connor, Administration Manager; Alison Norman, Senior Move Manager; Clare Mercurius-Taylor, Senior Move Manager; Trevor Janes, Sales Manager; Christian Peck, Corporate



Sales; Lorna Wilkie, who handles imports and Phil Oakey, surveyor/estimator.

“The quality aspect was very easy for us,” said Stewart. “We have worked with all of our people for many years and knowing each other that well creates a family atmosphere that helps build quality. People have grown as we have grown.”

**The relationship**

And it’s those relationships that are part of the 360 culture. “We are still a relatively small company so communication is easy,” said Stewart. “Andy Cummins our operations manager probably spent the first three years monitoring everything to ensure it was done correctly, that all the necessary quality control processes were rigorously adhered to. It’s the only way to build the business. You only get one chance with a new customer. If you get it right you



● Back, left to right: Andrew Cummins, Tony Squire, Stewart Peck, Trisha Ellis, Trevor Janes, Christian Peck; Front, left to right: Caroline O'Connor, Alison Norman, Martina Burke, Clare Mercurius Taylor.

**“We felt the market was ripe for a small, highly quality-focussed company.”**

Tony Squire

succeed. If not you don't ... “At 360, meetings are face-to-face, the open plan office environment for all staff leads to open communication. There is little opportunity for misunderstanding.

But the relationship, the family feel of the company, goes much further. When things are going well everyone can enjoy the good times. But when there are problems, personal or professional, the family comes together and helps

each other through. The loyalty that is created by the shared experience is what creates the professionalism, the desire for excellence, and the quality to which many companies aspire but few achieve. Quality sometimes comes at a price, but a quality culture within a company is priceless.

#### The business

Quality is, of course, what everyone wants but few are prepared to pay for. The business is in constant change and the increasing corporate focus on driving costs down has had its effect. “We recently took part in an online auction,” said Tony. “Bid rates significantly below cost were being submitted and one has to question the ultimate consequences of securing business on that basis. There is also a much greater emphasis on administrative compliance being introduced into tenders where issues such as data protection, health and safety, the

environment, etc. have to be taken into account and a proven capability to comply with such issues needs to be evidenced. “We have to be able to tick all the boxes,” said Tony.

The primary focus of the client relocating its employees is no longer just about the move. “It's all based on ensuring a successful relocation for the assignee. The moving services come further down the list following home search, school search, orientation and additional services such as expense tracking.”

#### The future

The 360 model continues to serve the company well and, according to Tony and Stewart, believe if carefully nurtured it would still work even as the company grows in the future. But there is a limit to the benefit. Although the basic structure could work for any size company it's just not possible to have the personal relationships,

so crucial to its success, with everyone in a much larger organisation.

The company started as a relocation and moving organisation and is now also providing additional services in line with market trends in being able to provide a holistic service to its current and future clients. However “we have no wish to compete with the large relocation companies”, said Stewart.

In their previous lives when Tony and Stewart's main interests were moving, they built up a network of trusted agents around the world. Today, they are largely using those same companies who have re-branded to become DSPs and

**“We are a boutique type relocation company that focuses on quality.”**

Tony Squire

relocation management companies in their own right. The names have changed but the relationships remain. 360 are FIDI/FAIM accredited and members of ERC, EURA and IAM.

But the world is changing again. The old agent-to-agent principle, whether applied to removals or relocation, is under threat. Many more accounts are looking for evidence of local assets and capability and the world's biggest companies are embracing this heartily despite the well-documented argument that service may suffer where supplier choice is not available. They are giving the customer what they want, not necessarily what they need.

Will 360 take the bait? “There will always be a place for companies like us that provide good quality,” said Tony, “but we have to have a structure that makes our clients feel comfortable with the representation we have in their area.”

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## NEWS: ON THE ROAD



## EU cash for four UK transport projects

The European Commission has selected transport infrastructure development projects to receive funding totalling £144m (euro 170m), from the trans-European transport network fund.

It's nice to know that we are getting something back from the EU to help with the upkeep of our transport systems that are increasingly damaged by foreign vehicles.

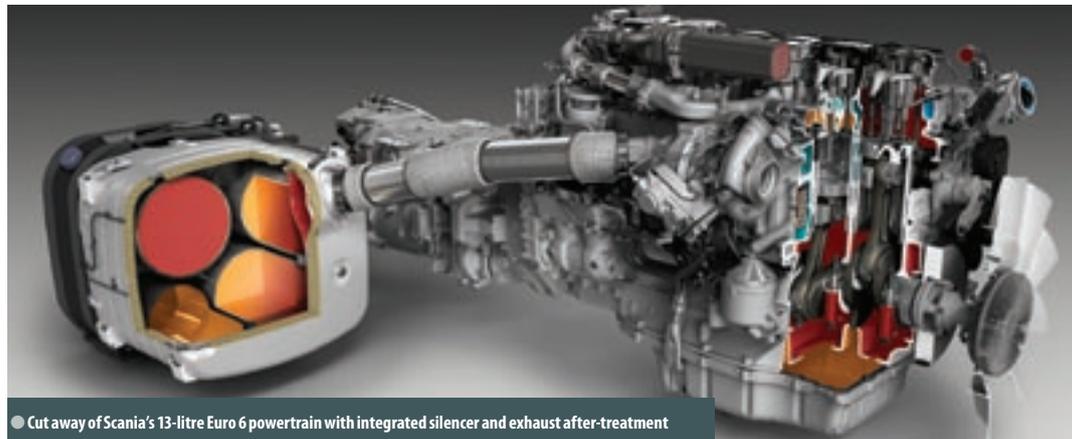
The UK projects selected under the 2010 call for proposals were:

- Felixstowe Rail Terminal: improving intermodal transfer and removing bottleneck on PP26. Annual Programme funding of £4.2m;
- Port Salford: enabling studies and works. Annual Programme funding of £845,300;
- Priority Axis 26: Nuneaton North Chord and Kennett signalling works. Annual Programme funding of £4.2m;
- UK-Ireland: Functional Airspace Blocks development of high level sectors. Multi-Annual Programme funding of £1m.

The aim of the grants is to help member states build missing transport links, remove bottlenecks and increase the safety and security of transport across Europe.

## Scania Euro 6 – first engines ready for the market

Scania has unveiled 440 and 480 hp 13-litre Euro 6 engines mainly intended for long-haulage, but also suitable for other types of applications.



● Cut away of Scania's 13-litre Euro 6 powertrain with integrated silencer and exhaust after-treatment

This will open the possibility for operators to invest in the latest emission technology. The engines combine a host of innovative technical solutions to cut emissions radically, while the consumption of fuel is as good as Scania's Euro 5 engines.

Martin Lundstedt, Executive Vice President in charge of sales and marketing said: "We are proud to be able to make this remarkable feat of engineering available to our customers now. The new engines are designed to give the same performance and fuel efficiency as their Euro 5 counterparts. These engines make it possible for keen operators to take the next step and invest in the greenest technology available on the market. They will be able to benefit from lower motorway charges and other incentives that may be introduced by authorities. Vehicles with the latest emission standard also command a higher value in the second-hand market."

Euro 6 is a drastic downward step in emission levels compared to Euro 5. Emissions of nitrogen oxides and particulates are around one-fifth of those for Euro 5 engines. A new element in emissions testing is that the particles also need to be counted, which in practice means that the actual particulate emissions will be around one-sixth of Euro 5.

Jonas Hofstedt, Senior Vice President Powertrain Development, said: "All the development work has been performed in-house at Scania. We have combined all the new technologies that Scania has developed in recent years: exhaust gas recirculation, variable turbo geometry, common-rail high-pressure fuel injection, selective catalytic reduction and particulate filtering. Add to that our own

**"These engines make it possible for keen operators to take the next step and invest in the greenest technology available on the market..."**

Martin Lundstedt

engine and exhaust management technology, which has now been integrated into one system. We have spared no effort to avoid fuel penalties on these engines. Operators will find that fuel economy, driveability and engine response are fully on a par with our Euro 5 engines," concluded Mr Hofstedt.

Euro 6 emission standards will enter into force in the European Union and certain neighbouring countries on 31 December, 2012 for new vehicle models and one year later for all new vehicles sold.

The following emission levels apply:

- Nitrogen oxides: 0.4 g/kWh (2 g/kWh for Euro 5);
- Particulate matter: 0.01 g/kWh (0.02/0.03 depending on test cycle for Euro 5);
- Particulate count: 6.00 x 10<sup>11</sup> particles/kWh (transient test cycle). 8.00 x 10<sup>11</sup> particles/kWh (stationary test cycle). This amounts to 600 or 800 billion particles per kWh. One kWh corresponds to the energy consumed during approx. 30 s of driving for a 40-tonne combination at motorway speed. There is no counting requirement for Euro 5, but the reduction in the number of particulates is likely to be around 99%.

Euro 6 is the first step towards the implementation of world harmonised emission standards, encompassing Europe, North America and Japan, and this will facilitate coordination and development for future standards. The Euro 6 levels are close to those applying in North America (EPA10) and Japan (Post NLT) starting in 2010. Euro 6 is the first time the new WHDC (world harmonised duty cycle) is stipulated for certification.



● Tailgating and using a mobile phone while driving are widely regarded as dangerous by motorway drivers.

## Motorists rate tailgating the most serious motoring offence

A survey carried out by breakdown and road safety organisation GEM Motoring Assist has revealed that UK motorists believe tailgating is the most serious offence committed on a motorway, with 85% saying it causes highly dangerous situations.

**D**riving while using a mobile phone came in a close second with 66% agreeing it would put lives at serious risk, and nearly two-thirds believe that driving in the middle lane when the left hand lane is empty is dangerous and should be more strictly enforced.

Interestingly only 20% of those surveyed said that speeding should be more closely monitored and over half of drivers surveyed went as far as to say that the national speed limit should actually be increased. This is not the result GEM wanted to hear, as it, and other road safety organisations, are strongly against the government campaign to raise the motorway speed limit to 80pmh by this summer.

Learners are a sticking point for experienced motorists as over half of those surveyed would never want 'L' drivers to be allowed to practice on motorways before their test, with 83% saying there should be a mandatory follow up test created to test motorway driving skills.

### Top 10 Motorway Dangers

1. Tailgating;
2. Driving while using a mobile phone;
3. Driving in the middle lane when the left hand lane is empty;
4. Changing lanes without

**"Safety is our top priority for UK drivers and we hope that by warning the public of these dangers we can help raise awareness..."**

David Williams

- adequate observations or signals;
5. Driving on the hard shoulder to avoid traffic;
6. Entering a motorway from a slip road without adequate observations or signals;
7. Driving too slowly;
8. Speeding;
9. Use of the outside lane by LGVs;
10. Stopping on the hard shoulder when there is no emergency.

The GEM poll also revealed that nearly 70% of those taking to the motorway don't take extra precautions before making their journey, such as checking tyre pressure and water, and despite the problems that can arise from breaking down on the motorway, 83% of drivers do not feel more vulnerable.

David Williams, MBE, CEO of GEM Motoring Assist said, "Drivers

need to make sure they are taking every precaution if they are planning to use a motorway and be fully aware of the dangers. We believe that bad motorway driving such as tailgating and driving in the middle lane when the left hand lane is empty should definitely be more strictly enforced as it is this kind of careless driving that can lead to frustration, annoyance and possible accidents. It is shocking that a large number of motorists are in favour of raising the motorway speed limit as research shows that this would considerably increase the number of casualties, levels of carbon emissions and fuel consumption. Safety is our top priority for UK drivers and we hope that by warning the public of these dangers we can help raise awareness and in turn make roads a safer place."

The survey also showed that 73% of motorists would like to see more approved rest areas on motorways.

David Williams continued, "Many people are unaware the Highway Code states that drivers must take a 15 minute break for every two hours of continuous driving. Taking a good amount of breaks when driving is one of the most important parts of a journey. The more tired you become the less able you are to concentrate and less likely to react quickly to certain situations."

## It's all the others

Most drivers fear for their safety when behind the wheel yet believe it's other drivers who pose the danger, according to research by Brake and Direct Line.

**W**hile more than two-thirds (69%) of drivers consciously worry about being killed when driving, only 1% believe they perform worse than average when it comes to driving safely. Conversely, 98% think they are safer than, or as safe as, the average driver.

The 800 drivers questioned made it clear that it's the risks other drivers take that makes them worry for their lives when on the road:

- Only one in a hundred drivers believe that the roads are full of safe drivers;
- One in three (35%) think there are more dangerous drivers than safe drivers on the road;
- Nearly a third (31%) said they feel safer when driving a car compared to other modes of transport, while only 5% said being a passenger in a car made them feel the safest;
- Three in ten (31%) said they feel least safe traveling as a passenger in a car compared to any other mode of transport, while only 7% said they felt least safe while driving.

The research suggests that many drivers overestimate their driving ability, whilst blaming other drivers' risky driving for crashes on the roads. In reality, a high proportion of drivers continue to regularly take risks such as speeding, drink driving or driving while tired.

**INSIGHT:** MOVING TROPICAL FISH

## How to move tropical fish without losing your cool

Moving customers' furniture and personal possessions is tricky enough, but when they include a tank full of tropical fish things can get even trickier. By **David Jordan**.

**W**hile fish welfare may not be a core skill for most removals companies, being able to offer a little guidance to your customers on how to tackle the job might occasionally come in handy. *The Mover* called on leading aquatics specialists Rolf C. Hagen for some helpful advice on how to make sure everything goes swimmingly and that the fish arrive in their new home without a scale out of place - this is what they said.

First you'll need to get together some water containers large enough to hold about half the water in the aquarium; some fish bags for the fish to swim around in during their journey, and some polystyrene fish boxes to insulate the bags from the cold. All these are available from your local pet shop or aquatic dealer.

Fill the bags one-third full with water from the aquarium; it's important to maintain the fishes' established environment. Don't fill them to the top as this will suffocate the fish. Carefully transfer the fish to the bags using a fine mesh net, be sure not to put too many fish in each bag; no more than five to ten small fish, or one to three large ones in each, that's based on an average size bag of twenty inches by eight. Add two or three drops of water conditioner like Nutrafin Aqua Plus to each bag to help the

fish cope with the stress and seal the bags, trapping as much air as possible. It's best to avoid feeding the fish for two to three days before transporting them; this will reduce the level of waste contamination in the water and keep the fish healthy.

**First you'll need to get together some water containers large enough to hold about half the water in the aquarium;**

If you're moving tropical fish wrap the fish bags in newspaper before placing them in the fish box and put a hot-water bottle in there to keep them warm. Don't use boiling water; hot water from the tap will be fine and wrap the bottle in a towel.

Now it's time to remove the substrate from the bottom of the tank and rinse it using the remaining water from the aquarium - note that tap water should not be used. It should then be placed in a suitable container for transportation. The filter media should be left wet; don't be tempted to rinse it under the tap as this will destroy the beneficial bacteria that has built up.

This is a good time to consider upgrading your aquarium to a larger size. Having put yourself and your fish through so much inconvenience it would be a pity to go through it all again after you've moved in. A word of caution, it's important never to downsize the aquarium if the same number of fish are going to occupy it, and if you're thinking of increasing your stock you'll definitely need a bigger tank.

When the aquarium is in its new location add the substrate and the original water, topping up with luke warm tap water; ideally the overall water temperature should be between 22 and 25 degrees centigrade for tropical fish, room temperature for cold water species. Before adding to the aquarium, tap water should always be treated with a water conditioner, such as Nutrafin Aqua Plus, to remove chlorine, chloramines and heavy metals that are harmful to fish. Adding a dose of a biological supplement, like Nutrafin Cycle, directly to the filter media will help replenish any beneficial bacteria that have been lost in transit.

Before reintroducing the fish to the tank, float the fish bags in the aquarium for about 15 minutes to equalise the temperature before releasing the fish. Using a fine mesh net, remove any flotsam from the surface of the water. Again avoid feeding the fish for

two or three days, this will allow beneficial bacteria to build up in the aquarium filter. Add a dose of Nutrafin Aqua Plus conditioner and Nutrafin Cycle for three days after setting up to neutralise invisible nitrogen compounds that may be harmful to the fish.

**If you're moving tropical fish wrap the fish bags in newspaper before placing them in the fish box and put a hot-water bottle in there to keep them warm.**

When it's time to start feeding again it's best to use flake fish food such as Nutrafin Max in small amounts once a day, rather than the heavier sinking pellets, until the fish settle in and the tank stabilises.

So, that's all there is to it. By following these simple steps you will reduce the likelihood of your precious fish suffering unnecessary stress on the way to their new home. Moving doesn't have to be stressful, even if you're a fish!

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## LEGISLATION: THE BRIBERY ACT



# The Bribery Act – a quick guide

On 1 July, 2011 the new Bribery Act modernises the law on bribery. This article aims to clarify the law and put your mind at ease that you won't be prosecuted for buying a customer a Cornish pasty and a pint of Ruddles County, or inviting guests to a party.

**T**he key things to remember about the new Bribery Act is that it only applies to you and people who work for you, not suppliers; there is a full defence if you can show that you have adequate procedures to prevent bribery; you don't need to do anything if there is no opportunity for bribery to take place in your business; and hospitality is not prohibited – so you can't get out of buying lunch or picking up the bar tab.

According to the Act, bribery is: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having done so. Your company could be liable if a senior person – or an employee or agent – pays a bribe specifically to get business, keep business or gain a business advantage.

You will not be prosecuted if you can show that you had 'adequate procedures' in place to prevent bribery. What counts as 'adequate' will depend on the risks your business faces. There are six things to consider when deciding what to do:

- **Proportionality:** Your actions should be proportional to the risk. A big business, involved in large

commercial contracts, might have to do more than a small business dealing with the public.

### ...bribery is: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having done so.

- **Top level commitment:** If you run your own business you need to take a lead. Make it clear to everyone in the company that you will not tolerate bribery and getting involved yourself is setting the policy to avoid bribery risks.

- **Risk assessment:** Think about the risks that apply in your business and take particular care if you are starting a new contract or expanding into new business areas.

- **Due Diligence:** Make sure you know who's working for you. Do a few checks before engaging others to work for you.

- **Communication:** Tell everyone in the company about your bribery policy and make sure they understand it. Bigger companies might consider some formal training.

- **Monitor and Review:** Keep an eye on the risks you face as they may change over time.

If you only work in the UK the risk of bribery will be less than if you work overseas too. You can assess the risk of bribery to your business by looking on the Internet for information about the culture of bribery in the country you are considering working in, or you could consult UK diplomatic posts or UK Trade and Investment for advice.

Although you might like to consult your legal advisers, the Act does not require external verification of any bribery prevention measures you have put in place. So, no need to pay lawyers if you don't want to.

Genuine hospitality and business expenses are unlikely to be covered by the Act as long as they are proportionate. So, you can continue to take clients to dinner, provide

tickets to sporting events, offer gifts to clients as a reflection of your good relations, or pay reasonable travel expenses to demonstrate your services to customers.

What you must not do is pay a bribe. Facilitation payments, as they are sometimes called, are payments to officials to perform routine functions that they are otherwise obliged to perform. These are bribes and are not allowed. You can, however, continue to pay for legally required administration fees or for fast-track services. So Speedy Boarding on Easyjet is still OK.

**For more information or to download a very useful 'Quick Start Guide' go to [www.justice.gov.uk/guidance/bribery.htm](http://www.justice.gov.uk/guidance/bribery.htm).**

Read *The Mover* online at [www.themover.co.uk](http://www.themover.co.uk)



## Kettering planners approve controversial lorry park

The BBC recently reported that council planners have approved a lorry park next to the A14 in Northamptonshire in a five-to-two vote.

**R**othwell Land Ltd is to develop a site for 200 lorries close to the village of Orton where residents have set up an opposition group. Villagers expressed concern over noise and anxiety to animals nearby but police supported the plan on driver safety and security grounds.

Kettering Borough Council planners imposed 27 conditions on developers. These conditions include specifying materials used, landscaping, renewable energy production, noise reduction and prior permission for

removal of any flora during the summer months.

Chair of the planning committee Alison Wiley said she understood residents' concerns but the police supported it from the start. Other local residents had also expressed concerns about vehicles staying overnight in residential areas if the lorry park was not built. Residents are still not happy and will fight on.

A spokesman said developments would be challenged at each stage to ensure they met the strict conditions.



● Police support the development of the park for 200 lorries near Orton.

## 80mph motorway limit

According to a recent article in *The Independent*, the Transport Secretary is considering changing the motorway speed limit.

**H**aving been in place since 1965, motorway speed limits could be raised to 80mph and those on city and town roads be reduced, with the decision on restrictions being made as much on cost as on safety. The Transport Secretary, Philip Hammond, said that decisive factors could include the economic benefits of faster travel as well as environmental concerns.

Britain's 70mph motorway speed limit has been in force since 1965 when it represented the top speed of most cars on the roads at the

time. In France and Italy the maximum speed is 81mph while in Ireland, Spain, Portugal and Belgium it is 75mph. Parts of the German autobahn network have no speed limit at all.

Mr Hammond said: "We need to do this on a pretty rigorous cost-benefit analysis basis ... at the moment there are a clear set of criteria for making these decisions. Perhaps we ought to ask if we are using the right set of criteria." He suggested that in some towns speed limits could be reduced from 30mph to 20mph, on both environmental and safety grounds.

### @ Comment

This might be a good idea but, as most people travel at 90+ on the motorway anyway, will this just up the ante even more? Are we on the threshold of 100mph cruising on UK motorways? Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk)

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## NEWS: ON THE ROAD

## Masternaut employees strip off to support colleague recovering from breast cancer

Employees at vehicle tracking company Masternaut have stripped off to raise money for a breast cancer charity.

**T**he mastermind behind the daring photoshoot was Sonya Greer, aged 30 from Wakefield. She was diagnosed with breast cancer in June 2008 aged just 27 and is now in remission, thanks to the help and support she received as a visitor to The Haven centre in Leeds.

Over 30 Masternaut employees took part in the photoshoot, which saw the employees adopt a whole host of glamorous and tasteful poses. The girls were captured wearing nothing but pink ties in different locations around the company's superb grade II listed building. Male members of the team donned pink hard-hats and were captured with bare bottoms on equipment such as a cherry-picker and road-sweeper - the types of vehicles used by some of the company's customers. The photos will be featuring in a luxurious notebook that will be sold, with all proceeds going to The Haven.

Sonya joined Masternaut in 2010 and has made it her mission to share her incredible story, inspiring others and raising money for The Haven. Sonya approached Masternaut's MD Martin Port with the bold idea for the photo shoot.

"I've been touched by the thoughtfulness of the people at Masternaut, they have shown such understanding and compassion towards my illness. Everyone jumped at the chance to get involved with the photo shoot to create our notebook, which we have called 'Supporting a Safer Journey'. Getting people to 'expose' themselves for charity was a huge ask, but they've done it, and I'm eternally grateful. Sometimes you need to do something really bold to get your message across and this has been a great way to fund-raise and really spread the word."

Masternaut's Managing Director Martin Port talked of the pride the company has in supporting Sonya's fundraising mission: "Sonya is an inspiration to us all and the idea for the charity notebook has energised all our employees. It's been a little bit of fun to produce but the money we will raise is going to make a big difference for people with breast cancer all over the UK. The 'Supporting a Safer Journey' notebook is luxurious and tasteful and all proceeds are going to The Haven. We urge people to buy a copy and spread the word by visiting [www.masternaut.co.uk/haven](http://www.masternaut.co.uk/haven)."



● Top: girls in the boardroom; bottom: boys on a lift. Presumably the 'for hire' telephone number only relates to the lift. Photos: Amanda Crowther



● The SmartDrive in-cab video

## SmartDrive in-cab video launch at Brake fleet safety conference

SmartDrive, a company that provides in-cab cameras for commercial vehicles, launched its in-cab video safety system at the annual Fleet Safety Forum conference organised by the road safety charity Brake.

**T**he "Best of the Best" conference took place on 3 March, 2011 at the National Motor Cycle Museum, Birmingham. The conference gave fleet managers the opportunity to hear detailed case studies from fleet safety managers and suppliers who have won Fleet Safety Forum Awards for best practice.

The system makes it easy for companies to improve driving behaviour and eliminate non-compliance and risks such as smoking, eating, using hand-held mobile phones and non-use of seatbelts. For example, one company (a fresh food distributor) wanted to reduce the collision rate among its 235 drivers. It uses the SmartDrive system cameras to record exactly what happened during the 15 seconds before and after an incident, giving fleet managers a detailed view of what led up to an event, and how to avoid it happening again. Since installing the system, the company has seen a 61% decrease in the number of collisions, and weekly minor damage costs have decreased by 50%. The company has also reduced their annual insurance costs by over £250,000 and these costs continue to decrease. This represents a better than 4-to-1

return on the company's investment in the SmartDrive Safety System.

SmartDrive is also working with customers to help prevent their commercial vehicle drivers from being targeted by criminals who deliberately cause collisions. This so-called crash for cash is used by fraudsters to make illegal claims against companies for personal injuries and vehicle damage. This is not only dangerous but is pushing up the cost of motor insurance. SmartDrive technology is helping to contest such claims successfully and bring the fraudsters to justice.

At the forefront of road safety research, SmartDrive gathers conclusive evidence proving that distracted drivers using mobile phones or other in-vehicle gadgets are more likely to be involved in a road traffic incident, either a full collision or a near miss. Its research also shows that eating, drinking or smoking while driving should be avoided so that drivers can concentrate fully on the road ahead. The SmartDrive Distracted Driver research uses the world's largest database of risky driving incidents. So far more than 34 million incidents have been recorded on in-vehicle video cameras by the SmartDrive Safety programme in the UK and USA.

## Tachograph changes

Operators should be preparing for changes in tachograph regulations that will take effect this year.



● New legislation will end the controversy over the 'one minute rule'.

Changes due to come into force in October of this year will aim at making tachograph readings more secure and are intended to make compliance with regulations more accurate.

Digital tachograph technology, introduced in all new lorries registered after 1 May, 2006 under EC regulation 561/2006, may require updating to comply with the latest regulations. These will change the controversy surrounding what has become known as the 'one minute rule'. Under existing legislation, when a vehicle is driven for any part of a minute this would be recorded on the tachograph and driver's card, in each case, as a full minute

of driving. The new regulations will alter the way driving time is calculated and will abandon the former calculating process.

In future, if a vehicle is in motion for the shortest portion of a minute and then stationary for longer during the same minute, the dominant seconds will determine how the minute is recorded. Thus, if the lorry is moving for 29 seconds within a calendar minute, and remains stationary for the next 31 seconds, under the new system the entire minute will be recorded as rest time. If the situation is reversed and the vehicle is in motion for 31 seconds, conversely this would record as a full minute of driving time. Although this may

seem insignificant, it is felt that the changes in legislation could benefit multi-drop drivers by allowing them up to 30 minutes more driving time during their working day.

It is still unclear whether all existing digital tachographs will work under the new system without some internal software changes. With certain types of tachographs updates may not be possible, although the manufacturer Actia claims that existing tachographs can be re-programmed to comply with the changes by applying data securely downloaded from the websites of authorised calibration centres.

**It is still unclear whether all existing digital tachographs will work under the new system without some internal software changes.**

Manufacturers say that changes will only alter the way that recorded times are shown on the vehicle's unit and on the driver's card. The methods used to download data

from the unit and the driver's card are expected to remain unchanged which means existing card readers and peripherals will function normally under the new system. The main difference will be in the number of times the tachograph can be locked. Previously, digital tachographs could only be locked up to twenty times, which gave drivers of rental vehicles access to other driver's information. Under the new system tachographs can be locked 255 times to provide greater security.

A second source of recording vehicle motion under SE5000 regulations, devised as a means of detecting fraud, will also be required from next year. Although digital tachographs will be mandatory in cabs from 1 October of this year, the secondary system will not be phased in until October 2012. Although this provides only a limited time to prepare, one of the major suppliers, Stonebridge Electronics, has stated that they are already testing their tachographs and expect to have them ready for SE5000 Type Approval (including compliance for the second source of motion) as of this March. It is felt that having two systems is likely to cause some concern over the way that the authorities will police them as there could be two kinds of drivers' cards containing variants in data.

## New generation digital tacho

Stoneridge Electronics has won the race to win the first Type Approval certification for its next generation digital tachograph.



● Stoneridge's next generation digital tachograph, the SE5000 Exakt™

Stoneridge's next generation digital tachograph, the SE5000 Exakt™, is designed and manufactured at the company's European headquarters in Sweden. The new instrument records driving time and non-driving time in segments of a minute versus

whole minute sections currently.

Trials under 'real world' operating conditions in the Coca-Cola fleet in Sweden have shown that savings of 45 minutes driving time per day are possible in their typical multi-drop delivery work: a significant amount. This could make the difference between a driver

being able to legally complete his delivery route and having to call in a reserve vehicle or driver.

"We are delighted that we have secured number one spot in the industry by getting our new generation tachograph to market first," said Amanda Robertson, Stoneridge's UK Marketing Manager. "We've invested heavily to enable our customers to enjoy the benefits of this product more than six months before the legal deadline. Operator trials, in the UK and elsewhere, are proving that there are real benefits to be gained from early fitment. That's why we've developed our Comparison Website for fleets to find out their exact drive time gains."

Although the new tachograph is unlikely to make much difference

**"We are delighted that we have secured number one spot in the industry by getting our new generation tachograph to market first..."**

Amanda Robertson

to drivers of removal trucks, multi-drop baggage operators in large cities could see some difference in their available hours.

# Bedroom insurance brokers: do they spell danger for movers?

After the rise of the bedroom brokers a few years ago, companies that capture Internet enquiries for moving services and sell them to moving companies, the next wave of online commerce is upon us: the bedroom insurance broker.

Many moving companies have learned to work with the removal brokers in a kind of uncomfortable harmony, but does the more recent insurance version represent a much greater threat to movers' prosperity?

Although removal brokers have many ways of working, in essence they collect enquiries and either sell them to movers or gather quotations for customers. In the end it's still the mover that does the work. But the newer insurance version of the broker aims to do more: to sell their services to the mover; and, to sell direct to the customer. With insurance being such an important revenue stream for movers, especially those involved in international work, and claims handling being such a quality-defining function within a moving business, is this really a step too far? Many would say so.

The problem seems to be twofold. Firstly, if customers go direct to the broker, making significant savings on premium, movers will significantly lose out on revenue. Yes, they could simply increase the cost of the move, however everyone knows how tough that is to do, especially when business is as scarce as it is today. In many cases the revenue from insurance is all that is keeping companies afloat right now.

Secondly, the established brokers work with moving companies and assess their risk based on carefully documented claims experience. Companies who have a better claims record are charged lower premiums which they can pass on to customers as a sales benefit or keep as profit. Bedroom brokers, working with companies or directly with members of the public, quote a flat rate with no acknowledgement of the actual risk involved. This looks like a recipe for disaster when the claims come in. Just what kind of claims handling service can be

expected when rates have been set in such an arbitrary way, and who picks up the pieces when the honeymoon's over? If the broker has got his sums wrong, will it be the mover who is stuck in the middle trying to recover some shreds of his reputation?

**How would you feel if the first port of call for your customers, the first action they took when planning a removal, was to book the insurance?**

There's another factor too. Insurance, particularly the marine kind, is a complex business involving fragile content ratios, pairs & sets clauses, storage cover, excess levels, to say nothing of the dreaded General Average. If the mover is written out of the process who will be there to advise the customer? What is included? Will the customer be sufficiently aware to ask the right questions? Everyone knows that nobody is interested in insurance – until they need it.

Or is this all just scaremongering? The Internet has brought with it many new businesses and the public are now quite practised at making choices online. After all, if you can buy your car insurance online, or book an airline ticket, why not moving insurance? In a commercial world, is there room

for everyone? It's a free country.

Well, yes it is and most people would defend the principle of freedom of choice. But the established moving brokers have supported the industry for many years, helping with training, the writing of terms and conditions, and generally helping to lift what would otherwise be an impenetrable fog of industry jargon allowing movers the world over to make sense of this arcane subject. The industry does, surely, owe them some loyalty. Or is it acceptable in the throw-away world we have created to just head for the lowest bidder every time?

How would you feel if the first port of call for your customers, the first action they took when planning a removal, was to book the insurance? Is that giving the right messages? How would you feel if you were working for the broker, rather than the other way around?

The moving industry has gained tremendously for many years from the support of its insurance professionals. They have always taken the interests of the industry and its members seriously. Remaining silent while that revenue stream is eroded may be seen as a moment of foolhardy weakness in years to come when the income is a faded memory.

Is it time for movers to take a stand and refuse to work with these newcomers and even refuse to accept removals unless the insurance business comes with it? Is this something on which the BAR should lake a lead? Or should we all just accept that times move on and whatever will be, will be? It's your choice.



## Comment

What do you think? Is this a step too far or just an inevitable development in a fast-changing world?

Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk)



**INSURANCE:** BEDROOM BROKERS



● Does the industry need to wake up to the dangers of bedroom insurance brokers, or can movers sleep soundly in their beds?

## LEGAL CASE STUDY: SPECIALISED MOVERS



● Still smiling, despite the nightmare - Nigel Shaw.

### SPECIALISED MOVERS: THE PRICE OF INNOCENCE

It was back in the April of 2004 that Nigel Shaw and Carole Hible's worlds were turned upside down.

**A** tragic accident, that was not their fault set them on a four-year nightmare from which their company, Specialised Movers of Sheffield, has only just recovered. The effect on them as individuals will be more long lasting. Here's what happened.

The company got a job to move 25 small machine tools from a factory in Market Drayton. It was simple enough. They did all the necessary risk assessments and method statements; their crews were all experienced and well trained; nothing had been left to chance – or so they thought.

They had been told that none of the machines weighed more than 1.75 tonnes so they had a 2.5 tonne fork lift on site and a lorry fitted with an appropriately rated Hiab loader crane. Everything went fine for the first two days, then disaster struck.

One of the machines looked bigger than the others so the foreman asked the owner for documentation to confirm its weight. The owner produced a brochure for the machine confirming that it was 1.75 tonnes. But as the fork lift took the weight

the machine started to slide. The lorry driver, who had only recently joined the company, made a dash for the machine to try to stop it falling. The machine fell on him.

The driver survived the initial crushing. His colleagues, greatly

**“It could easily have been a £100,000 fine, which would have put us out of business, and all for something we didn't do.”**

Nigel Shaw

traumatised of course, lifted the machine off him and he was airlifted to hospital, where he died later.

“It was a terrible experience for everyone but we had no idea that the nightmare had only just begun,” explained Nigel.

When there is a fatality at work the police automatically charge the company with corporate manslaughter as a holding charge. He and Carole were on a manslaughter charge for 12 months. “It was an absolute nightmare,” said Nigel. “It is a potential prison sentence and

your movements are severely restricted. You can't go out of the country, you can't do anything.”

After twelve months Nigel and Carole went through interviews with the police. They had the best solicitors money could buy all paid for by the insurance company. They also went to the inquest where everyone attended: the family, the police, the helicopter pilot, the guy who serviced the fork lift truck. The intention was to find out if there was any kind of grievance between the company and the employer. Of course there wasn't.

The outcome was accidental death with a narrative. The narrative was that Specialised Movers had done nothing wrong. They had done everything possible to preserve the man's life. It was an accident on the day.

When the investigation was dropped by the police it was automatically taken over by H&S. When the inspector arrived he said, “If someone dies, someone has to pay. And you will be prosecuted for something,” Nigel explained. Despite the police saying that nothing had been done wrong, the investigation took two years. Meanwhile Nigel and Carole just had to wait, never knowing whether they would be fined or how much it might be.

“They completely stripped the fork lift truck. We were interviewed four or five times. We were not allowed to talk to the family. They

Nigel and Carole went to the magistrates court and pleaded guilty. It is very unusual for an H&S fatality to be heard in a magistrates court. Nigel believes that it was only because of his company's BAR and CMG credentials that the case wasn't referred to the Crown court. The difference: the fines in a Crown court are unlimited.

In judgement the magistrate imposed a fine of £4,000 for not having an emergency procedure and £5,000 fine for the oil leak, plus £4,000 costs. “You cannot insure against an H&S fine as it has to be seen to be a punishment.”

Nigel had known that the fine, if it went to a Crown court, would have been based on the turnover and profitability of the company. During the three years run-up to the case he had reduced the size of his company to mitigate the potential exposure. “It could easily have been a £100,000 fine, which would have put us out of business,” said Nigel, “and all for something we didn't do.” All in all, Nigel reckons the incident cost his company £2,000,000 in lost income and fines. It has taken him years to rebuild.

So what's the lesson? “We are now a lot more positive on paperwork. And if anyone out there is thinking of skimping on H&S my advice is, don't.”

It is rather chilling to consider that, in the wake of the case, the public liability insurance premiums for Specialised Movers actually went down. The argument from the insurers was that the company was less likely to have a repeat performance. “They told us: ‘You've had your disaster, there are another 500 movers out there waiting for theirs. It is they who will have their premiums raised.’”

Very scary!

This is the end of this article but not the end of the story. Next month we'll write about how this innocent accident affected Nigel and Carole when the VAT man got his teeth into them. Unbelievable!

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**LEGISLATION:** CHANGES TO VOSA OCRS

## Are you at risk of a VOSA check?

Running any business requires keeping a sharp eye on any regulation changes that will alter the way that you are expected to do things. By **Bob Bluffield**.

**A**uthorities seem to be forever tinkering and it can sometimes be difficult keeping abreast of amendments to regulations. This can become a potential minefield for every commercial vehicle operator who can run the risk of breaking the rules unless they are extremely vigilant.

Although we are confident that none of our readers will have overlooked changes to VOSA's Operator Compliance Risk Score (OCRS) system that took effect from 30 August, 2010, nevertheless we felt some will welcome the information we provide in this article.

### What is OCRS?

OCRS is the mechanism used by VOSA to calculate the chances of an operator being non-compliant with current licensing laws and legislation. The system allows VOSA roadside inspectors to key in a vehicle registration number on their hand-held device as a lorry approaches and to read its score. If the score is low, the driver is less likely to be stopped or receive a site inspection from VOSA. Those vehicles that return a high score will run more risk of being stopped and pulled in for roadside inspections. The OCRS is calculated using two ratings - Roadworthiness, which deals with the condition of the vehicle; and Traffic Enforcement that relates to non-mechanical infringements

including driver's hours, overloading and tachograph offences. It is obviously in the industry's interests for every operator to aim at maintaining a low score by ensuring that their vehicle/s are in tip-top condition and that no traffic regulations are being broken.

### Each encounter with a VOSA inspector is known as an 'event' and any defects or offences found during an event are given points based on their severity.

The changes implemented last August were fairly minor and were devised following discussions with the transport industry to lessen the burden on compliant operators and reduce the numbers being stopped for roadside checks. But they also raise the stakes in favour of VOSA when targeting those that run a higher risk of being non-compliant.

**How VOSA calculates your score**  
VOSA calculates scores in two ways - predictive and historic. The latter uses data gathered previously from the vehicle operator such as

that obtained from first and annual tests that may have included prohibitive defects; roadside inspections; VOSA Prosecution and Legal Services (PLS) records that may have resulted in convictions; Graduated Fixed Penalty notices issued to drivers for a variety of offences; and fleet check vehicle inspection data. Each encounter with a VOSA inspector is known as an 'event' and any defects or offences found during an event are given points based on their severity. When an event detects no defects or offences, no points are given. VOSA uses the points system to form the 'index score' which is calculated using the average number of points given for events from the last two years. The index score is then used as a yardstick to compare operators in a league table that determines their position on the table to give them a 'relative score'. The relative score determines which band the operator will fall into - with those with the lowest relative scores being at the top of the table (in the Green band).

On the predictive method of calculating scores, operators with similar circumstances are compared to predict what their scores are likely to be. This method is used only if no historic data is available and will specifically apply to new operators. However, even with no traffic offences, prohibitions or defects against a new operating licence, the method used to

calculate the predictive score means that a new operator will NOT be zero.

### The banding system

What the changes did in August was to change the band criteria. Those who were in the Amber 8 band for Road Worthiness or Traffic Enforcement are now in the Red band, and those in Amber bands 1,2 and 3 for Traffic Enforcement are in the Green band. Operators' numerical index scores did not change - only the colour of the band associated with their scores. The implications of this are clear and should encourage any operators with higher scores in the lower levels of the Amber band, and specifically those in the Red bands, to become more vigilant about achieving higher safety standards.

# TRANSPORT 2050

The European Commission has outlined ambitious plans to increase mobility and reduce emissions.

The European Commission announced recently that it has adopted a comprehensive strategy (Transport 2050) for a competitive transport system that will increase mobility, remove major barriers in key areas and fuel growth and employment. At the same time, the proposals will dramatically reduce Europe's dependence on imported oil and cut carbon emissions in transport by 60% by 2050.

**...the proposals will dramatically reduce Europe's dependence on imported oil and cut carbon emissions in transport by 60% by 2050.**

To achieve this will require a transformation in Europe's current transport system. By 2050, key goals will include:

- No more conventionally-fuelled cars in cities;
- 40% use of sustainable low carbon fuels in aviation; at least 40% cut in shipping emissions;
- A 50% shift of medium distance intercity passenger and freight journeys from road to rail and waterborne transport;
- All of which will contribute to a 60% cut in transport emissions by the middle of the century.

Vice-President Siim Kallas, responsible for transport said, "Transport 2050 is a roadmap for a competitive transport sector that increases mobility and cuts emissions. We can and we must do both. The widely held belief that you need to cut mobility to fight climate change is simply not true. Competitive transport systems are vital for Europe's ability to compete in the world, for economic growth, job creation and for peoples' everyday quality of life. Curbing mobility is not an option; neither is business as usual. We can break the transport system's dependence

on oil without sacrificing its efficiency and compromising mobility. It can be win-win."

The Transport 2050 roadmap to a Single European Transport Area sets out to remove major barriers and bottlenecks in many key areas across the fields of: transport infrastructure and investment, innovation and the internal market. The aim is to create a Single European Transport Area with more competition and a fully integrated transport network which links the different modes and allows for a profound shift in transport patterns for passengers and freight. To this purpose, the roadmap puts forward 40 concrete initiatives for the next decade.

The Transport 2050 roadmap sets different goals for different types of journey - within cities, between cities, and long distance.

- 1) For intercity travel: 50% of all medium-distance passenger and freight transport should shift off the roads and onto rail and waterborne transport.
  - By 2050 the majority of medium-distance passenger transport, about 300km and beyond, should go by rail;
  - By 2030, 30% of road freight over 300 km should shift to other modes such as rail or waterborne transport, and more than 50% by 2050;
  - Deliver a fully functional and EU-wide core network of transport corridors, ensuring facilities for efficient transfer between transport modes (TEN-T core network) by 2030, with a high-quality high-capacity network by 2050 and a corresponding set of information services;
  - By 2050, connect all core network airports to the rail network, preferably high-speed; ensure that all core seaports are sufficiently connected to the rail freight

and, where possible, inland waterway systems;

- By 2020 establish the framework for a European multimodal transport information, management and payment system, both for passengers and freight;
- Move towards full application of "user pays" and "polluter pays" principles and private sector engagement to eliminate distortions, generate revenues and ensure financing for future transport investments.

**The Transport 2050 roadmap sets different goals for different types of journey - within cities, between cities, and long distance.**

- 2) For long-distance travel and intercontinental freight, air travel and ships will continue to dominate. New engines, fuels and traffic management systems will increase efficiency and reduce emissions.
  - Low-carbon fuels in aviation to reach 40% by 2050; also, by 2050, reduce EU CO<sub>2</sub> emissions from maritime bunker fuels by 40%;
  - A complete modernisation of Europe's air traffic control system by 2020, delivering the Single European Sky: shorter and safer air journeys and more capacity. Completion of the European Common Aviation Area of 58

countries and one billion inhabitants by 2020;

- Deployment of intelligent land and waterborne transport management systems (e.g. ERTMS, ITS, RIS, SafeSeaNet and LRIT\*);
- Work with international partners and in international organisations such as ICAO and IMO to promote European competitiveness and climate goals at a global level.

- 3) For urban transport, a big shift to cleaner cars and cleaner fuels. 50% shift away from conventionally fuelled cars by 2030, phasing them out in cities by 2050.
  - Halve the use of 'conventionally fuelled' cars in urban transport by 2030; phase them out in cities by 2050; achieve essentially CO<sub>2</sub>-free movement of goods in major urban centres by 2030;
  - By 2050, move close to zero fatalities in road transport. In line with this goal, the EU aims at halving road casualties by 2020. Make sure that the EU is a world leader in safety and security of transport in aviation, rail and maritime

**For more information visit <http://europa.eu/>.**

\* *European Rail Traffic Management System, Intelligent Transport Systems (for road transport), River Information Services, the EU's maritime information systems SafeSeaNet and Long Range Identification and Tracking of vessels.*

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# Additional paternity leave and pay

The new regulations for fathers who have been granted additional paternity leave and now receive additional paternity pay from April 2011. By **Katy Jones** from Keystone Law.

**U**nder the Labour government, legislation was passed creating new employment rights called "additional paternity leave" and "additional statutory paternity pay". As their names suggest, these are new rights that are in addition to the existing rights of statutory paternity leave and pay. The new provisions will come into force in April and will apply in relation to babies due to be born on or after 3 April, 2011.

The regulations also apply in relation to domestic adoptions for children matched for adoption on or after 3 April, 2011. For overseas adoptions they apply to children entering Great Britain on or after 3 April, 2011.

The regulations apply to same sex couples, but for the sake of simplicity, we refer in this article to 'mothers' and 'fathers'.

The legislation provides that where a mother returns to work before having taken her entire year of maternity leave, the father will be able to take the unexpired part of her statutory maternity leave and to claim statutory paternity pay in respect of the period during which the mother would have continued to receive maternity pay if she had remained on maternity leave.

## Additional paternity leave

To qualify for additional paternity leave the father must have been employed for at least 26 weeks by the qualifying week, i.e. the end of the 15th week before the start of the week when the baby is due.

In addition, the father must be taking the time off to care for the child and the child's mother must:

- Have been entitled to one or more of the following: statutory maternity leave, statutory maternity pay or maternity allowance; and
- Have returned to work and ceased claiming any relevant statutory pay.

Additional paternity leave is available for a maximum of 26 weeks. It cannot be taken less than 20 weeks after the child is

**The legislation provides that where a mother returns to work before having taken her entire year of maternity leave, the father will be able to take the unexpired part of her statutory maternity leave...**

born and must be taken within the first year of the child's life.

Eight weeks before the father wishes to commence his additional paternity leave he must provide his employer with:

- Notice of when he wishes his leave to start and end;
- A declaration that he is taking the leave to care for his child; and
- A declaration from the mother, including her name, address and national insurance number and when she intends to return to work.

On returning to work after taking additional paternity leave the father has the right to his old job back if he took less than four weeks of leave. If he has taken more than four weeks of leave he is entitled to his old job, or if that is not reasonably practicable "another job which is both suitable for [the father] and appropriate for [the father] to do in the circumstances".

**Additional statutory paternity pay is only payable to the father during the mother's maternity pay or allowance period.**

A father taking additional paternity leave can return early but he must give his employer six weeks notice. If the father does not do so, the employer can postpone the father's return by up to six weeks.

## Additional statutory paternity pay

A mother who has been employed by the same employer continuously for at least 26 weeks into the 15th week before the week her baby is due (the qualifying week) is currently entitled to 39 weeks of statutory maternity pay. Other mothers may instead be entitled to statutory maternity allowance.

If the mother returns to work before exhausting her entitlement to statutory maternity pay or maternity allowance, the father may be entitled to receive additional statutory paternity pay during the unexpired part of the period when she would have received these allowances.

To qualify for additional statutory paternity pay the father must have been employed for at least 26 weeks by the qualifying week. In addition, the father must still be employed by the same employer until the week before the period of additional statutory paternity pay commences.

Additional statutory paternity pay is only payable to the father during the mother's maternity pay or allowance period. In order that the father can qualify for additional statutory paternity pay the mother must have:

- Returned to work; and
- Stopped claiming any relevant pay, with at least two weeks of unexpired statutory pay period remaining.

In respect of the year from April 2011 to April 2012, additional statutory paternity pay will be £128.73 a week or 90% of the father's average earnings if he earns less than £128.73 a week.

The notification requirements for fathers wishing to claim additional statutory paternity pay are very similar to the notification requirements for additional paternity leave.



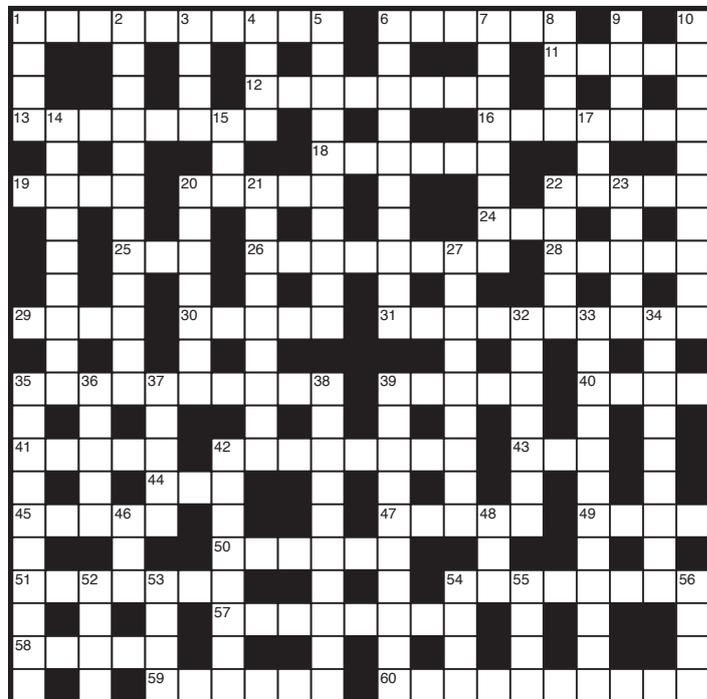
CROSSWORD

# Crossword



Sponsored by:

● Do you know your rights and obligations under the new paternity regulations?



### Across

- 1 Musical bands (10)
- 6 Gun or sword (6)
- 11 Nimble (5)
- 12 Inclusion as family after fostering (8)
- 13 Person who tends the flock (8)
- 16 Tricked (7)
- 18 Red gemstone (6)
- 19 Come to a halt (4)
- 20 Entertain and humour (5)
- 22 Frighten (5)
- 24 Industrious insect (3)
- 25 Tawdry knick-knacks (3)
- 26 Crosswise (8)
- 28 Very small particles (5)
- 29 Movie (4)
- 30 A bout of spending (5)
- 31 Half-and-half (5-5)
- 35 Insistent, perseverant (10)
- 39 Dowdy woman (5)
- 40 Gasp (4)
- 41 Martini fruit (5)
- 42 Fragment of whole (8)
- 43 Make a mistake (3)
- 44 Everybody (3)
- 45 Newspaper industry (5)
- 47 Hazard a theory (5)
- 49 Leave out (4)
- 50 Long slender sword (6)
- 51 Savoury pasta (7)
- 54 Flowing garland (8)
- 57 Isolation or the state of being alone (8)
- 58 Jewelled head-dress (5)
- 59 Now hear this! (6)
- 60 To dismay (10)

### Down

- 1 Rowing blades (4)
- 2 Mud-loving animal (12)
- 3 Certain (4)
- 4 Motorway (4)
- 5 A light birthday treat with icing and candles (6,4)
- 6 Impervious to rain (10)
- 7 On time (8)
- 8 Title (4)
- 9 A clue (4)
- 10 To no purpose (10)
- 14 Beg lifts (5-4)
- 15 Naval spirit (3)
- 17 Crescent (3)
- 20 Painters and sculptors (7)
- 21 Pants and vests (9)
- 22 The workforce (5)
- 23 Keeping apart from others (5)
- 27 Wealth (9)
- 32 Cowboy cheers (7)
- 33 A mimic (12)
- 34 Small orange (9)
- 35 New Year wish (10)
- 36 Elevate, lift up (5)
- 37 Creative thoughts (5)
- 38 Laboratory worker (10)
- 39 Fun-rides site (10)
- 42 Flower sellers (8)
- 46 Snow runner (3)
- 48 Collection or group (3)
- 52 Calf meat (4)
- 53 Egg shaped (4)
- 54 Espies (4)
- 55 Rant and ... (4)
- 56 Bankruptcy (4)

– Solution on page 44

**YOUR COMMENTS**

# YourComments

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

## Re: Driver CPC given a mixed reception

*The Mover*, April 2011, page 7

**Neil James**  
Hunts International  
(Removers) Ltd

**D**r Jackson is correct in all he has said if he was talking to transport companies, have you forgotten that your readers are furniture removers and the majority of those are local removers whose drivers may drive for an average of 1-2 hours a day? This CPC is nothing but a cost we can do without. I know that with the BAR you can do removal training that will count towards this, but again this is all at an added cost as with most companies that type of training is done in-house "on the job".

Also in removals the turnover of staff I believe is quite high and as an employer why should I train someone now who will probably not work for me in a couple of years? On the other side of the coin, at Hunts we have gambled that there will be a rush in the lead up to the deadline in 2014 and have opened

our own CPC driver training school. We have interviewed our own drivers who have attended the first couple of courses and we were very pleased to hear they enjoyed the training and how much they learnt.

### THE EDITOR SAYS:

As far as I know the regulations are the same no matter how many hours an HGV licence holder works. Nobody likes the extra cost but it's the law. I have also met people who welcome the Driver CPC regulations as they promote good practice and efficiency. Sounds like your guys are pretty positive about it too. Glad to hear you are planning to avoid the rush at Hunts. Ed.

**Ted Mooney**  
Company Moves Ltd

**I** have just read your article in the 1st edition of *The Mover* about the CPC and wondered if there is anybody else out there who shares my views.

From its inception it has struck me that this is something that has been dreamt up by our wonderful bureaucrats in Brussels who had nothing better to do one day and were trying to justify their existence. What is the point of it exactly? Everything there is already covered elsewhere. The driver has to pass a test to be allowed to drive a lorry. At the same time he will also need to know the laws on drivers' hours. As far as

loading a lorry is concerned, he will be taught this by his employer. Health and safety is also already covered by his employer not to mention being part of any quality Standards that the company might have.

The MINIMUM of 35 hours the driver has to spend doing this means that he is unavailable for work during this period and so a replacement driver will need to be employed to cover for him for that period. At a time when most if not all companies are stretched financially, sometimes to the limit, where are we supposed to find the money to keep adhering to what seems a constant stream of legislation, none of which is actually of any benefit to us?

What does anybody else think?



● The Driver CPC story as it appeared in April's *The Mover*.

## Heartiest congratulations

**Alan Maxted**

**H**eariest congratulations on the publication of *The Mover*. I first heard about it only yesterday whilst enjoying a pleasurable lunch with the BAR past

presidents at 'Mossimans' in Belgravia. I read it online today and it gave me great pleasure and in particular the article about my old pal Mike Deveraux. I look forward to seeing future publications. With very best wishes for the future.



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## DIARY DATES/CROSSWORD

# Big-hearted FTA members tally £50,000 for Transaid

Freight Transport Association (FTA) members have donated £50,000 to support the work of international development charity Transaid as part of their annual membership renewals since January 2010.

This has enabled over 1,400 drivers in Africa to receive professional training, helping to make roads and communities safer.

FTA President Stewart Oades recently presented Transaid's outgoing chief executive with a cheque to celebrate reaching the £50k mark. Stewart said: "By opting to donate a proportion of their annual membership fee to Transaid, FTA members have not only shown an outstanding level of generosity in these undeniably

tough times, but will help support Transaid to do the exceptional work it does in improving transport in those developing countries where it is literally a life or death issue."

In sub-Saharan Africa, road deaths are the third biggest premature killer, following HIV/AIDS and malaria. In many parts of Africa, road crashes occur at an alarming rate and high numbers of fatalities result. Many serious crashes involve heavy goods vehicles or public service vehicles, and Transaid is working to create a safer operating



FTA President Stewart Oades (left) presenting the £50,000 cheque to Chris Saunders of Transaid (right).

through the provision of expertise in the shape of one of its Vehicle Inspection Services engineers, who recently conducted a course on vehicle inspection to help improve day-to-day vehicle safety, which was well received in Tanzania.

Chris Saunders, outgoing Chief Executive of Transaid, said: "It is difficult to measure how much £50,000 means to Transaid's cause. Around 1.3 million people die in road crashes globally every year, and a large proportion of these happen across the developing world. We are very grateful to FTA members for their unwavering support in helping us to fund projects to raise awareness of this massive problem and help us tackle the challenges to make roads safer. The fact that we are already expanding the project into Tanzania is testament to this."

The cheque presentation was Chris's last assignment for Transaid as the new Chief Executive, Gary Forster, has now taken on the role.

environment through the development of commercial vehicle driver training and qualifications.

Through its partnership with two national training institutions in Zambia and Tanzania, Transaid's Professional Driver Training Project is improving commercial vehicle driver training standards and safety awareness in order to address the shortage of skilled drivers. FTA has also contributed to the project

## DiaryDates

E-mail your Diary Dates to [nikki@themover.co.uk](mailto:nikki@themover.co.uk)

### FIDI Annual Conference

Lisbon, Portugal  
1-5 May

### Euromovers Conference

Amsterdam  
5-8 May  
[info@euromovers.com](mailto:info@euromovers.com)

### OMNI Conference

Albufeira, Portugal  
6-10 May

### BAR Conference 2011

Renaissance City Hotel,  
Manchester, UK  
12-14 May

### The International Transport Forum 2011

Leipzig, Germany  
25-27 May  
[www.internationaltransportforum.org/2011](http://www.internationaltransportforum.org/2011)

### Young Movers Conference

Malta  
26-29 May

### European Self Storage Annual Conference

Portugal  
15-16 June

### MöLo International Fair 'Furniture Logistics, Removals and Storage'

Kassel, Germany  
16-18 June

### AMÖ General Assembly

Kassel, Germany  
18 June

### FEDEMAC General Assembly

Windsor, UK  
18-20 November

### The Movers and Storers Show

TIC, Telford, UK  
21-22 November

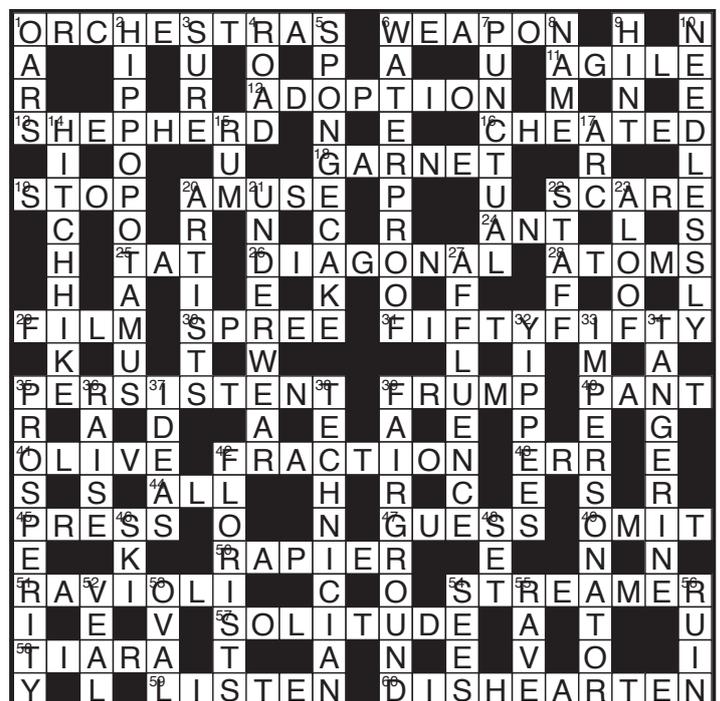
## Crossword

Sponsored by:



### Solution: May 2011

**ACROSS** 1 Orchestra 6 Weapon 11 Agile 12 Adoption 13 Shepherd 16 Cheated 18 Garnet 19 Stop 20 Amuse 22 Scare 24 Ant 25 Tat 26 Diagonal 28 Atoms 29 Film 30 Spree 31 Fifty-fifty 35 Persistent 39 Frump 40 Pant 41 Olive 42 Fraction 43 Err 44 All 45 Press 47 Guess 49 Omit 50 Rapiere 51 Ravioli 54 Streamer 57 Solitude 58 Tiara 59 Listen 60 Dishearten  
**DOWN** 1 Oars 2 Hippopotamus 3 Sure 4 Road 5 Sponge cake 6 Waterproof 7 Punctual 8 Name 9 Hint 10 Needlessly 14 Hitch-hike 15 Rum 17 Are 20 Artists 21 Underwear 22 Staff 23 Aloof 27 Affluence 32 Yippees 33 Impersonator 34 Tangerine 35 Prosperity 36 Raise 37 Ideas 38 Technician 39 Fairground 42 Florists 46 Ski 48 Set 52 Veal 53 Oval 54 Sees 55 Rave 56 Ruin



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Centre spread	£1400	£1365	£1330
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1 unit mono	£400 (1 year)	n/a	n/a
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<b>CLASSIFIED</b>			
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Vehicle for sale box	£180	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
<b>INSERTS</b>			
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## Copy dates

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



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