

TheMover

The independent voice of the global moving industry.

HERE COME THE YOUNG

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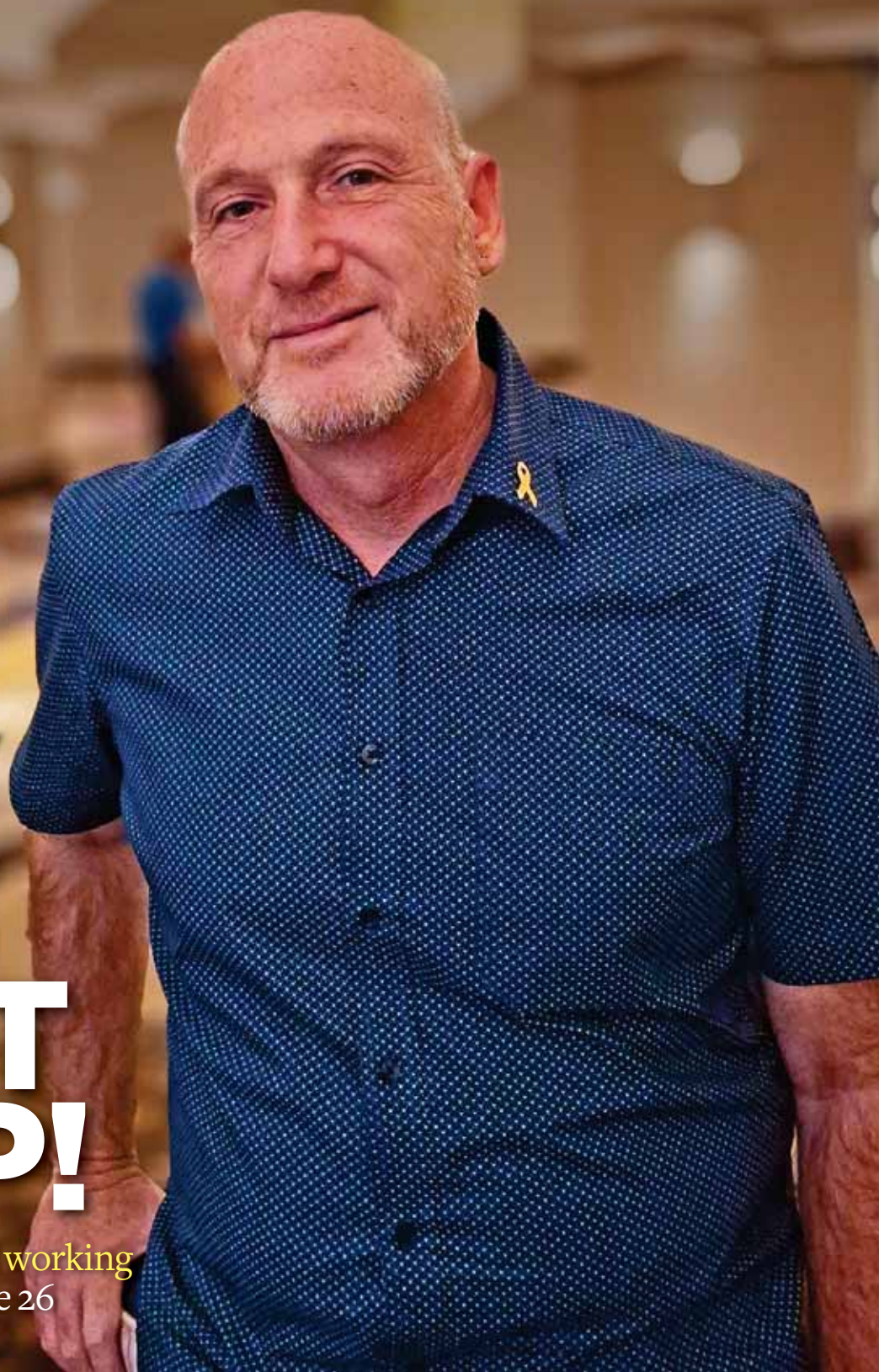
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A BETTER UNDERSTANDING

You all know that *The Mover* is not a political publication. Politics is, usually, a topic from which I stay well away. And, I would argue, despite our cover story this month, we have maintained our neutral position. It's not for me to take sides. I just tell the stories that I see, and that my limited resources will allow me to research. But this month, I just couldn't allow these pages to stay silent on the war in Gaza any more.

The story on page 26 is an interview with Shai Rahat, from Sonigo in Israel. Many of you will know him. I contacted him before the conference in IAM in the hope that we could meet there. I was very grateful that he agreed to talk to me and thank him for being so candid.

The thing is, before I even met Shai, while walking through the hotel I bumped into Eran Drenger from Ocean Group. He was keen to make sure his voice was heard on this very tricky topic and, although I didn't have the chance to interview him there, he did provide his thoughts on page 28. Thank you Eran.

Doesn't it just show, that when the going gets really tough, people want to talk. Shying away from the difficult subjects, ignoring the elephant in the room, is never a good idea.

As I said in the story, I am acutely aware that my piece is one-sided. There are at least two sides to every story and, in this case, probably many more. I did try to get a different view, for balance, but was unable to get a response from any of the companies I asked. If, after reading, you would like to offer your perspective, I would be very happy to hear from you.

Doesn't it just show, that when the going gets really tough, people want to talk. Shying away from the difficult subjects, ignoring the elephant in the room, is never a good idea.

The reports from the attack on Israel in October 2022 were horrific. I am sure, if we could see reports from inside Gaza now, they would be awful as well. That's why I chose to title the piece 'This must stop'. The same is true elsewhere: Ukraine, Sudan, Yemen ... I know that my story won't change anything. But when we all work in such a multinational, multicultural industry, I think it's important that we all understand, as best we can, the pressures we all face that affect the service we can provide. That is all I expect my story to do.

Steve Jordan, Editor
editor@themover.co.uk



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TheMover

Editorial

Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor

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STRENGTHENED DVS REQUIREMENTS NOW OPERATING IN LONDON

On 28 October, Transport for London (TfL) strengthened the requirements for its Direct Vision Standard (DVS). DVS measures how much an HGV driver can see directly through their cab windows and sets minimum standards, to promote visibility and safe driving practices. TfL is now strengthening the minimum safety requirements for vehicles in the capital to reduce the level of risk that HGVs can pose to all road users, especially people walking and cycling. HGVs over 12 tonnes will now require a minimum three-star DVS rating or to fit an updated system of enhanced safety features - the Progressive Safe

System (PSS) - to operate in Greater London. Operators will receive a penalty charge notice of up to £550 if they operate an HGV over 12 tonnes in Greater London without a valid HGV safety permit, or do not meet the permit conditions. The DVS and HGV Safety Permit Scheme is a key part of the Mayor of London's Vision Zero plan to eliminate all deaths and serious injuries on London's transport network, and this next phase of the scheme harnesses new technology to make London's roads safer. The PSS has been designed specifically to eliminate the most common causes of fatal collisions between an HGV and those who

walk and cycle where vision is a factor, such as when a vehicle moves off from stationary or is turning left. TfL says that its data shows that the DVS is already saving the lives of vulnerable road users. It said that in 2023, there was a 62% reduction in the number of fatal collisions involving an HGV, compared to the 2017-19 baseline, as well as reductions in serious injuries. The capital's DVS is a world first and is having an impact across the UK and EU. The work TfL has undertaken with manufacturers has already seen the EU incorporate direct vision into safety standards. The European Commission expects that this, along with other safety measures being introduced, will save an estimated 25,000 lives by 2038.

TfL's DVS has been developed in close consultation with the freight industry and vehicle manufacturers. The current Safe System of additional safety measures was developed and consulted on in 2018, and reviewed by TfL in 2022 to reflect new equipment and technologies available on the market. TfL consulted operators, manufacturers, suppliers, road user safety groups, industry and other stakeholders on its PSS proposals between 14 February and 3 April, 2023. The consultation showed an encouraging level of support for the principles of DVS, the HGV Safety Permit Scheme and the principles underpinning the PSS. TfL has also worked closely with the freight industry to monitor hauliers' readiness to fit PSS measures ahead of the new requirements coming in. In order to give the industry sufficient time to buy, fit, and test any new safety equipment in line with the new PSS, operators were able to apply for a six-month grace period before the standards were tightened.

SCHNEIDER JOINS EUROMOVERS

Schneider & Cie SA Transports Internationaux in Geneva has joined the EUROMOVERS Worldwide Alliance network. The relocation department will be led by Reto Ackerman. Reto speaks three languages: French, English and German.



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● YPO connects service providers like Bishop's Move with a wide range of public sector customers.

BISHOP'S MOVE CELEBRATES APPROVED CONTRACTOR STATUS WITH YPO

Bishop's Move has been appointed as an approved contractor on the prestigious YPO framework. YPO supplies products and services to a wide range of customers including schools, local authorities, charities, emergency services, public sector and other businesses such as nurseries and care homes in the UK. This achievement highlights the company's commitment to providing top-quality moving services and its ability to meet the strict criteria set by YPO.

The YPO framework agreement connects pre-approved service providers with potential clients. To achieve this status, Bishop's Move submitted a comprehensive tender document detailing its full range of services, including auditing, asset tracking, relocation, and storage.

The submission also featured case studies from successful projects with education institutions, schools, and local authorities, all key sectors YPO serves. After an in-depth evaluation, the company was approved as a trusted supplier, ensuring that clients receive quality services at fixed and competitive prices.

"We are incredibly proud to have been awarded a place on the YPO framework," said Stuart Philp, Director of Commercial Moving at Bishop's Move. "This recognition reflects our team's dedication to consistently delivering outstanding service. We are excited to extend our services to a wider range of clients through the YPO framework, providing the professional and cost-effective relocation solutions that Bishop's Move is known for."

UK COMMERCIAL VEHICLE MANUFACTURING UP BY A QUARTER

According to figures published by the Society of Motor Manufacturers and Traders (SMMT), Commercial vehicle (CV) manufacturing output grew by more than a quarter (25.9%) in September, the latest month for which figures are available. Production bounced back to growth following a decline in the traditional low volume 'summer shutdown' month of August.

Exports continued to dominate output, accounting for 63.3% of everything made in September, as volumes rose by 37.2% to a total of 9,276 units. In line with the long-term trend, the EU took the bulk of shipments (98.7%), reinforcing the need for smooth trade across the Channel. Production for UK buyers also rose, by 10.1% to 5,367 units.

In the year to date, UK CV plants have produced 93,447 units, a rise of 8.5% on 2023 and the best first nine months since 2008, after supply issues that blighted the second quarter dissipated in Q3. Exports have driven overall growth, up 15.1%, more than offsetting a 2.5% decline in output for the domestic market.



● Commercial vehicle production grew by 25.9% in September.

AGM GROUP ACQUIRES ANGLO FRENCH EURO REMOVALS

AGM Group has announced its acquisition of Anglo French Euro Removals, a distinguished name in UK-France relocation. The company said that this strategic addition enhances its ability to offer expanded, tailored moving solutions across Europe, reflecting its commitment to quality and seamless service delivery.

In a press release dated 1 November, 2024, AGM Group commented: "With the help of our trusted group

brands uniting with Anglo French we believe our combined expertise and resources allows us to deliver an elevated experience for clients on both sides of the Channel." Anglo French will continue to operate under its name.

Russell Start, AGM Group CEO, commented: "We are excited about the prospect of Anglo French Euro Removals integrating into AGM Group. We believe this acquisition

strengthens our commitment to offering comprehensive, high-quality relocation services across Europe. With Anglo French's trusted expertise in UK-France moves and the operational support of AGM's infrastructure, we're excited to deliver even greater value and efficiencies for our customers. Working together, we are well-positioned to meet the evolving needs of our European cross-border relocations."



● AGM Group CEO Russell Start.

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● Importers fear ocean container shipping freight rates will increase under a Trump presidency.

TRUMP VICTORY WILL INCREASE FREIGHT RATES

According to Xeneta, the ocean and air freight intelligence platform, Donald Trump's victory in the US Presidential Election is 'a step in the wrong direction' for international trade as importers fear another spike in ocean container shipping freight rates.

Trump has vowed blanket tariffs of up to 20% on all imports into the US and additional tariffs of 60% to 100% on goods from China. The fear is that importers will increase demand in an effort to stock up before the tariffs come into force. Data from Xeneta shows the last time Trump ramped up tariffs on Chinese imports during the trade war in 2018, ocean container shipping freight rates spiked more than 70%.

Peter Sand, Xeneta Chief Analyst, said: "Shipping is a global industry feeding on international trade, so another Trump presidency is a step in the wrong direction. The knee-jerk reaction from US shippers will be to frontload imports before Trump is able to impose his new tariffs. Back in 2018, the tariff on Chinese imports was 25%, now it is increasing up to 100% so the incentive to frontload is even greater."

Sand said: "If you have warehouse space and the goods to ship, frontloading imports is the simplest way to manage this risk in the short term – but it will bring its own problems. A sudden increase in demand on major trade lanes into the US, when ocean supply chains are already under pressure due to disruption in the Red Sea, will place upward pressure on freight rates."

He added that another Trump presidency will also reignite the trade war with China and provoke retaliatory action. "In 2018, we saw China respond to US aggression by imposing tariffs of its own, which added even more fuel to the fire, so there is a risk this situation could escalate further in the months and years to come."

Average spot rates from the Far East to US West Coast and US East Coast have remained relatively flat in the weeks leading up to the US Election, down -3.5% and -2.5% respectively since 15 October. However, the current (November) average spot rates of US\$5,210 per FEU (40ft container) into the US West Coast and US\$5,820 per FEU into the US East Coast are 167% and 134% higher respectively than 12 months ago, primarily due to the ongoing impact of conflict in the Red Sea.

Sand said: "2024 has been a brutal year for US shippers who have already endured massive disruption due to the Red Sea crisis and spiralling freight rates. There is also the looming threat of further strike action at ports on the US East Coast and Gulf Coast in January next year. Another Trump presidency will not be welcomed by US importers and exporters, but they needed a swift and clear result in the election. Uncertainty is toxic for supply chains, so at least the industry now has a clearer understanding of the financial and operational risk and can execute the plans they will have prepared in the event of another Trump presidency."

"Another Trump presidency will not be welcomed by US importers and exporters, but they needed a swift and clear result in the election."

Peter Sand

MAERSK SECURES METHANOL SUPPLIES

A P Moller - Maersk (Maersk) has entered into a long-term bio-methanol offtake agreement with LONGi Green Energy Technology Co Ltd. The agreement will contribute to lowering GHG emissions from Maersk's growing fleet of dual-fuel methanol container vessels.

The company said that bio- and e-methanol continue to be the most promising alternative shipping fuels to scale up in this decade, and the agreement with LONGi serves as a testament to this. Global shipping's main net-zero challenge is the price gap between fossil fuels and the alternatives with lower greenhouse gas emissions. "We continue to strongly urge the International Maritime Organization's Member States to level the playing field by adopting a global green fuel standard and an ambitious pricing mechanism which the industry urgently needs," said Rabab Raafat Boulous, Chief Operating Officer, A P Moller - Maersk.

With the addition of the LONGi volumes, Maersk is making progress in securing enough methanol for its owned dual-fuel methanol fleet of which seven vessels are already in operation. Maersk's combined methanol offtake agreements now meet more than 50% of the dual-fuel methanol fleet demand in 2027.

The agreement has evolved out of Maersk's growing global alternative fuels portfolio of which several other methanol projects are currently in advanced stages of maturity.

"While we believe that the future of global logistics will see several pathways to net-zero, this agreement underscores the continued momentum for methanol projects that are pursued by ambitious developers across markets," said Emma Mazhari, Head of Energy Markets at A P Moller - Maersk. "China continues to play a pioneering role, and it is encouraging to also see strong market developments in other geographies as well. One example is the US where we are engaging closely with several promising projects."

The agreement with LONGi delivers bio-methanol produced at a facility in Xu Chang, Central China. The bio-methanol is produced from straw and fruit tree cuttings. Maersk says it will meet its methanol sustainability requirements, including at least 65% reduction in GHG emissions on a lifecycle basis, compared with fossil fuels.



● The Alette Maersk dual-fuel container vessel.



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ALTAIR GLOBAL SUPPLIER PARTNER AWARD WINNERS

Altair Global hosted its eighth invitation-only awards ceremony at National Harbor, Maryland, USA, during WERC's Global Workforce Symposium in October. The awards recognised its supplier partners' outstanding achievements, and this year, celebrated the company's 35th birthday.

The 2024 Supplier Partner Awards included a variety of categories to honour 13 partnerships with Altair, as well as Move For Hunger's award for one supplier going above and beyond in food collection and donations. Suppliers were eligible for four main categories: 'All-Star Awards', 'Super Star Awards', the 'A Star is Born Award' and the 'Written in the Stars Award'.

The 'All-Star Awards' acknowledge outstanding supplier partners in their various fields of expertise. The 2024 winners were: All-Star Award, Move Management Services – US Domestic: Alexander's Mobility Services; All-Star Award, Move Management Services – International: Interconex, Inc; All-Star Award, Logistics Support Services: Bluestar; All-Star Award, Corporate Housing Services: ReloQuest; All-Star Award, Destination Services: All Japan; All-Star Award, Global Mobility Support Services: Go Destinations; All-Star Award, Real Estate Broker Services: Ebby Halliday; All-Star Award, Real Estate & Rental Support Services: Fidelity Residential Solutions.

The 'Super Star Awards' specifically recognise

three supplier partners for exceptional achievements in the areas of environmental consciousness, humanitarian commitment; and innovation. The 2024 winners were: Super Star Award, Environmental Consciousness: Learnlight; Super Star Award, Humanitarian Commitment: John L Scott Real Estate; Super Star Award, Innovation: Relocity, Inc.

Altair Global's 'A Star is Born Award', considered to be the rookie of the year designation, recognised a newly established relationship in which their partner, ShipGo, distinguished itself and demonstrated its level of partnership by working closely with Altair's Operations teams to ensure alignment on client partner needs.

The 'Written in the Stars Award' honours a long-standing relationship. The award went to Paramount Transportation.

The 'Move For Hunger Supplier of the Year Award' is presented to the company that most effectively incorporated Move For Hunger as part of its daily culture. The award went to Nelson Westerberg for its efforts in collecting and delivering food to fight hunger and food waste.

In 2024 alone, the company was responsible for the collection of 250,000 meals.

"Each year we honour our supplier partners at our annual awards and recognise how fortunate we are to have such dedicated teams working alongside us, building a relationship for the ease of our client partners," said Kathryn Cassidy, President and Chief Operating Officer at Altair Global. "Each partnership allows us to deliver genuine and smooth experiences for clients and our relocating customers. We are thankful for every partner that dedicates their time and effort, and I am grateful to be able to congratulate these deserving leaders in this industry."

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Kathryn Cassidy

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● Lennert de Jong (left) and Anu Dattani.



HERE COME THE YOUNG

Steve Jordan talks to the new chair and vice chair of the IAM Young Professionals group: the people who have the future of the mobility industry in their hands – for a while at least.

Lennert de Jong from Gosselin in Belgium and Anu Dattani from Universal Relocations in the USA have taken over as chair and vice chair respectively of the IAM's YP (Young Professionals). Both have been on the YP Board for some time. They are two-year appointments.

The YP, as do all the 'under 40' groups around the world, have a major responsibility to their companies and the industry. Unlike any other group, they have the closest affinity with technology, that is now and will

increasingly in the future drive all that we do. They also have the greatest 'skin in the game': in most cases the greater part of their careers is ahead of them. So I wondered, firstly, how it felt for them both to be in such leading positions in an organisation that very much carries the future of the industry within it.

Lennert said, in the end it was a relief. "We knew back in August, but the appointments are not confirmed until the conference in October. Until then we were working in a weird vacuum."

Anu also said the waiting process has been stressful. "It's a role that's very personal to me. I met most of my mentors and best friends through the YP. It's a great opportunity to give back something to these people who have given me so much."

What do Lennert and Anu feel are some of the key initiatives they would like to pursue? Lennert said that he wanted to get the YPs in each country more closely involved in providing country information: the current Country Guides are simple pdf documents. He also wants to encourage people to take greater advantage of public speaking opportunities.

But there were three key things that were top of the list: education, sustainability and mental health.

They both agreed on the need for keeping mental health high on the agenda. Anu said that the previous generation tended to look down on mental health issues. "But I think our generation has a healthier understanding," she said.

Lennert was specific. "I ask how are you doing, I don't always want to hear 'good'." He explained. "I want to know what gives



“It’s a role that’s very personal to me. I met most of my mentors and best friends through the YP. It’s a great opportunity to give back something to these people who have given me so much.”

Anu Dattani

particularly like to help young leaders develop leadership skills,” she explained.

Lennert did not want to lose focus on the value of the social interaction within the group that was invaluable for business relationships and shared experiences.

Sustainability was the next on the list. It’s a topic that all the ‘young’ groups in the industry are concerned about and Lennert has strong opinions. “We need people to walk the walk not just talk the talk,” he said. “There is a lot of yelling about how good we are.” He does acknowledge, however, that this is a transportation industry and there is an inherent sustainability in moving as the industry helps prevent unnecessary consumption.

So what should be done? “Calculation, that’s where it starts,” said Lennert. “That’s when it becomes tangible. I see all these EcoVadis badges and I always think, ‘but are you really?’ An RMC can work in a very green office, but do they know what their supply chain actually does? They issue an SLA, someone signs it, but do they care?”

“For me sustainability starts with people, and we are not doing that yet,” he added. By which he means looking after them and making sure they can do their jobs continually without burn out. “We are also already doing great things, by combining shipments, virtual surveys, for example. I really like the Global Green Initiative (GGI), providing more collaboration between the groups, so we are not all tackling sustainability on our own. On world clean-up day, for example, go out and do something. It won’t solve the problem, but it does create a ripple effect.”

Lennert believes that we are making progress on sustainability, but legislation is lagging behind. “If you are forced to do something, that’s when it starts.”

What else is on the agenda for the next two years with Lennert and Anu in the driving

seats? “Collaboration and connecting people,” said Anu. “There are 400 YP members, all very diverse and super talented. We need to create a platform for them to voice their opinions, share their ideas and get outside their comfort zones.”

She and Lennert explained that just using a WhatsApp group doesn’t work because the group is too big. Conversely, Facebook is not sufficiently exclusive. That’s the challenge.

“In the next two years I would like to have the YP members who do not attend the conference, feel very connected,” said Lennert. “If we can do that, we can reach a much bigger audience. The conventions are for the happy few. There is a lot more talent out there.”

In closing, Lennert and Anu said that they would like to see greater philanthropic initiatives from the YP. The group already does much to support charitable organisations, but they feel there is more to do.

On a wider note, Lennert also would like to see much better attendance at the IAM business sessions during the conferences. It’s an opinion I have voiced over a very long time. “I hope that as IAM progresses we can encourage people to be inspired by the business sessions not just fill up their whole schedule with 30 meetings,” he said. Music to my ears!

When chatting with the younger members of the industry, I am always filled with an overwhelming sense that we are all in good hands. We are surrounded by tremendous talent and many of those talented people are prepared, just like Lennert and Anu, to roll up their sleeves and get on with what needs doing. On this occasion I was also reminded of the words of a song. It’s by a Welsh singer songwriter called Martyn Joseph. His song is called *Here come the young*. The words should be an inspiration for us all. Have a listen.

you energy, and what has been bad in your day. I want to know what you are dealing with, and I am open to share my thoughts too.” He said that women are better at sharing their feelings in this way than men, who often just want to talk about something else. “That now is slowly changing. Social media makes everything look as if it’s perfect all the time. But it’s not.” Maybe it’s a cliché, but there is an increasing understanding that sometimes it’s OK to be not OK.

Lennert shared one excellent example. It was a disclaimer on an e-mail from the boss of a company: ‘Because I sent this e-mail at a time that’s convenient to me, please don’t feel obliged to respond immediately’. It’s an easy way of taking the pressure off.

Anu said that it was easy to put pressure on people without realising, particularly when the industry has so many family businesses with young people assuming very senior positions.

How can the YP help spread the word? “Just by talking about it,” said Lennert.

With regard to education, Anu was keen to see the expansion of the existing workshops and webinars. “I would



● ISS wins the Arabia CSR & Sustainability Award.

ENVIRONMENTAL AWARDS FOR ISS IN DUBAI

ISS Relocations in Dubai has won the Arabia CSR & Sustainability Award and the PAIMA Juan Peralta Ecology Award 2024 for its efforts on Social Responsibility and Sustainability.

The Arabia CSR & Sustainability Award is now in its 17th cycle. It is presented by the Arabia CSR Network, established in 2004 to recognise and develop ESG strategies, policies and practices among the businesses, public sector organisations, institutions, and communities in the MENA region. The Award has become known as the 'Green Oscar of the Middle East'. The PAIMA Juan Peralta Ecology Award was presented by PAIMA to ISS for its efforts in protecting the environment

through various sustainable activities in the Arabian region.

The company's focus was on integrating environmental aspects into day-to-day operations to reduce its carbon footprint. These included: the formation of a CSR & Sustainability Core Team to create a platform for planning, adapting, and continuously reviewing Corporate Responsible actions among the stakeholders; implementing new systems and policies including ISO 14000, ISO 26000 and EcoVadis; a variety of CSR initiatives such as tree planting, a waste management system and community welfare programmes; and sustainability reporting.

CONROY ACQUIRES WHYBIRDS

The Conroy Group in Australia and New Zealand has announced the official integration of Whybirds Removals & Storage in Brisbane and Darwin into the company's services. The acquisition became effective on 4 November, 2024, with Conroy assuming operations at both branches.

Conroy Co-Founder and Managing Director, David Conroy, said that this is an exciting move for the family business. "We are honoured to be adding one of the oldest and most trusted names in Australian removals to the Conroy Group," he said. "We now have 15 branches throughout New Zealand and Australia. It is fantastic to be growing our services in Australia."

The company said that the addition of these two branches, along with a dedicated team of over 30 staff members and nine trucks, significantly strengthens the Conroy network. Furthermore, this acquisition enables Conroy to join the Australian Movers Group (AMG), broadening its network with other industry partners and ensuring that it continues to support Whybirds' customers.



● The Conroy Group acquired Whybirds in November.

NETMOVE BRAZIL RECEIVES SIEMENS AWARD FOR SUSTAINABILITY

NETMOVE in Brazil has received the '1st Greenlight 2024 Award' from Siemens. The 'Green Light Trail' is part of Siemens' strategy to promote digitalisation and decarbonisation of the supply chain.

Over the last ten months, NETMOVE has participated in the Siemens initiative as an agent of transformation of sustainable actions and environmental protection. The initiative provides knowledge to suppliers, allowing them to share practices already in place and makes them more aware of those yet to be developed.

NETMOVE has been working towards ESG practices for some time with programmes such as Ecomove and Ecofun Programs, the Ecooar reforestation project, investments in electric vehicles, use of recycled material, solar panels structure, yearly participation on the McDonald's campaign that raised over \$35 million in Brazil for child/adolescent cancer

and education for children, among others.

Companies such as Siemens encourage their supply chain to see the world as a unique place which needs a closer eye on these practices, ensuring continuity and evolution.

Arnaldo Petarnela (CEO of NETMOVE) pointed out the importance of teamwork and

the need to listen to clients and the world itself: "We thank the entire team, that is extremely committed to ESG practices for a better world and also to our clients who believe and participate in our programmes and projects which encourage us to continue on this ESG path."





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A VIEW FROM THE CHAIR

John Burrows, CEO DeWitt Move Worldwide, took over as chairman of IAM (International Association of Movers), the world's biggest moving association, in 2023 following the IAM Annual Meeting & Expo in Toronto, Canada. Steve Jordan talked to him about his approach to the job.

It can be tricky, taking on a major voluntary position while retaining a high-level management role. So how does John Burrows intend to balance his new role, guiding IAM as chairman of the IAM Executive Committee, with his day job running major moving companies in Guam, Hawaii, Alaska and freight forwarding in California?

"It's not like I am doing something completely different, it's what we do every day," he explained. "While there is extra work, it's not necessarily overwhelming. As chairman I am not doing the work, just guiding the staff and agreeing to the direction they need to get things done. There might be some extra time on the weekends needed to catch up on things, but it's all helpful and relevant to the business. It makes you aware of different issues that maybe we, as a company, don't see."

Is it true that the Executive Committee gets an 'inside track' on issues that affect the industry? "I think that's a misperception because the second we know something, we push it back out to the industry. But I do think it provides an insight into problems that don't affect us now, but might in the future."

John said that most of the initiatives are driven by the IAM Strategic Plan, which the IAM Executive Committee published in 2021. The IAM Staff is charged with making progress on those initiatives and provides ongoing updates to the Executive Committee. The Executive Committee then discusses them and perhaps makes suggestions based on their industry knowledge. "It's a very collaborative relationship. That's what I enjoy. Everybody knows what their role is and is very respectful of the opinions of others."

He said that the Executive Committee functions in an advisory capacity and it's rare for it and the IAM Staff not to agree on the overall direction. He said it's also a misconception that people on the Executive Committee are directing things for their

own companies' benefit. "That's not my experience. Executive Committee members are concerned with what's best for the Association, but approach that with the knowledge of the issues that affect them. People on the Executive Committee have many different specialties so there's always someone who's familiar with each topic. Making sure that the Executive Committee includes all these different viewpoints is critical."

John has already served on the IAM Executive Committee for nine years, but does sitting in the chairman's seat feel different? "Yes, the difference is the ownership of responsibility. I was on sub-committees for 15 years before joining the Executive Committee, but there's a different weight of responsibility looking after one area of operation rather than the whole organisation. It's not about the workload." As chairman, it's John's job to make sure everyone else understands their role and is effective in it. "Having that direction was helpful to me in my previous roles. If you are in a canoe, you can't just tell people to paddle, they have to know in which direction."

How does John ensure that everyone on the Executive Committee has their opinions heard and all are given equal weight? "It's no different than in business. You have to understand the people you are talking to. It might be OK to encourage some in a meeting and ask them to contribute; others you might need to talk to quietly at the coffee break. I think it's important to do it in the room if you can, so that everybody understands those same things; but sometimes you need a more private approach."

What are the key issues for IAM? John said that the organisation was originally Department of Defense (DOD) service providers focussed and it has evolved to move beyond that. He said that he felt the Association had done "an amazing job" transforming itself from a DOD focussed

operation to one with a much broader view. IAM is here to support all types of moving and not just the DOD. With a more open structure, IAM is able to support all member needs.

The DOD work is still important to the Association however John feels that, with the changes in the GHC (Global Household Goods Contract), it's necessary for the agents to have a say in what goes on. He points to the success of the DAB (Domestic Asset-Based Mover Group members) as a recognition of that. "I think this could very well be expanded to other countries. The people with the warehouses, trucks and men have massive overheads, summer and winter, so we need to help those agents survive. Without them, this whole industry doesn't work."

Can IAM influence the government? John said that the government has said it wants



to hear from the providers, not associations. “It’s unfortunate but it’s been that way for some years. I think they want to push their agenda through, and they think we just like to complain. So it’s been a one-way street.” But just recently, IAM was interviewed by the US Government Accountability Office (GAO) as they seek to assess DOD’s processes for monitoring and documenting the performance of the GHC, as well as

efforts to mitigate challenges in its implementation (among others).

John contends that IAM has done a good job in collecting the information and providing the members with good advice. “We try to get good information for our members so they can make informed choices. It’s not for us to tell them what business to do or how to do it.” He agreed that the DAB has been a great asset in

“We try to get good information for our members so they can make informed choices. It’s not for us to tell them what business to do or how to do it.”
John Burrows

helping with that communication. “That was a member-driven initiative that came from the member needs assessment in 2020.” IAM intends to have another member needs assessment shortly. “The world and all our businesses change so fast that we have to continually look at our strategic plans. We must always make sure that whatever we do fits with what we set out to achieve.”

The industry has seen, in recent years, unprecedented cooperation between the various membership organisations. John remains open to collaboration whenever it is appropriate. “We look at other associations, and best practices, and rather than trying to reinvent initiatives, we can all be stronger if we work together. We need to focus on what is best for our industry, to enhance the professionalism overall.”

What will success look like for John after his period of chairmanship? Does he want to make his mark on history? Because he’s worked with the Executive Committee for many years, he takes a long-term view. “My mark can be in facilitating what has already been set in place. I was a part of setting that strategic plan. I don’t need to do something new. I feel that my role is to make sure everyone knows the new president: Brian Limperopulos. If I can help improve the success of others around me, staff or Executive Committee members, that would be my personal success. I want to leave the Association stronger and better than I found it, and make sure it continues to succeed and grow after I leave. I would be very happy with that.”

“Having been in the industry for 32 years I never planned to be the chairman of IAM,” John admitted. “I was always concerned with how to make an improvement this year, this month, this week. I think I got here just by persistence and never getting stuck on the problems: I just wanted to find a solution; find out how we can get things done. We need to continue to make progress and, as long as we are doing that, it will be fun to look back and see what we have accomplished.”

Reflecting on his role as chairman John said it’s his job to try to look to the future. “I need to look three or five years from here, beyond my time, and make sure we have a successful organisation. I know what this Association has done for this industry, and I am honoured to be part of it.”

On the concept of volunteering, John closed with an aptly philosophical metaphor. “When you go through two double doors, and hold the door for someone, they always hold the next one for you. So, by giving, you always end up getting back.”



● Elite Moving Systems: back row, left to right: Jenny MacQuillan, George Sullivan, Anda Duminica; front row, left to right: Barbara Podlesny, Nick Stevens.

CARTUS WINNERS FROM 24TH MASTERS CUP

In October, the Cartus Corporation announced the winners of its Masters Cup - the highest honour among the awards presented during its Global Supplier Network Conference. GO Destination Services of Indiana, USA, was recognised in the 'All Things Home-Related' category and Elite Moving Systems of London, UK, was recognised in the 'All Things Moving' category.

The Cartus Global Network Conference is a hybrid event that offers attendees insight into the global mobility landscape and provides a stage for recognition of suppliers who have served as outstanding partners throughout the prior year. Its 24th annual event, held on 2 October, 2024, welcomed 430 Network members representing more than 170 companies, and featured a theme of 'Driving Growth and Embracing the Future Together', reflecting Cartus' focus on innovation.

"At Cartus, our mission every day is to provide exceptional service to our clients and their relocating employees and families," said Matt Tebbe, President and CEO of Cartus. "We are incredibly proud to have a network of supplier

partners who share that same commitment. This year's Cartus Masters Cup recipients exemplify true partnership and outstanding service, setting a high standard for their competition. I congratulate them both on this well-deserved achievement."

In total, Cartus recognised more than 170 of its suppliers across five award categories.



● John Merriweather from GO Destination services.

"This year's Cartus Masters Cup recipients exemplify true partnership and outstanding service, setting a high standard for their competition. I congratulate them both on this well-deserved achievement."

Matt Tebbe

PWC FAVOURS A RETURN TO OFFICE WORKING

PwC UK has recently reported that, from January next year, it will be requiring all its staff to spend at least three days a week in the office or with clients. The approach adjusts its hybrid working by placing more emphasis on in-person working.

Laura Hinton, Managing Partner at PwC UK, said: "Face-to-face working is hugely important to a people business like ours, and the new policy tips the balance of our working week into being located alongside clients and colleagues. This feels right for our business and right for our people, given our focus on client service, coaching, and learning and development. At the same time, we continue to offer flexibility through hybrid working."

This is just the latest report of many from companies who are pushing back against the Working from Anywhere fashion that grew rapidly during COVID. The trend appears to have reversed in favour of a more traditional working style.

ENTERING THE SELF STORAGE MARKET



● Shalin Sankar, podcast host (left), and Philip Halhead.

In the latest Janus podcast on self storage, Philip Halhead, Managing Director at Norbreck Self Storage and a third-generation farmer, explains what it's like being a new entrant to the market and how he transformed unused land and buildings into self storage to generate additional revenue.

This episode is chaired by Shalin Sankar, European Business Development Manager at Noke.



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TAKING ON THE TOP JOB AT LACMA

Holly Rincón from Clover Systems in Miami has become the president of LACMA (Latin American and Caribbean International Movers Association), based in Miami.

She has been on the LACMA Board for 14 years and took over the two-year, presidential role from Santiago Bosch, from Lift Van in Argentina, in March 2024. LACMA has been representing the needs of its members from Latin America and the Caribbean, and worldwide, for 55 years. Holly's father, Luis Alfredo Rincón, was LACMA president in 1970-72.

In a recent interview for *The Mover*, Holly explained some of the challenges LACMA has faced in recent years, and is still facing today, and how the organisation is working to provide an efficient, and relevant network for its members today.

"We have three main types of membership," she explained, "Active, Associate and Industry Suppliers. Active members are all international household goods movers in Latin America and the Caribbean. Associate members are those international moving companies from the rest of the world. The remainder are suppliers to the industry. During the pandemic our membership dropped a little, however, we have been progressively building it back up again, and we are very proud to say that we are back to a good number of members."

Holly explained that to be accepted into LACMA, companies need to have been trading for at least two years, confirm their tonnage volumes, provide pictorial evidence of their facilities, present their audited financials and provide letters of recommendation from existing members. Member companies must also abide by the Payment Guarantee Program (PGP) first launched in 2005.

Holly explained that every president works on increasing membership. So, what is the sales message for LACMA? She said that LACMA is a comparatively small association with an annual and more relaxed convention

where members do a lot of productive networking in a casual and social environment. It also has many services (claim resolutions, training, scholarships, humanitarian aid) which provide members with added value for their companies.

"People get to know and trust each other; we are family."

LACMA, alongside its under 40 group LACMANext, is also very involved on social responsibility and the environment. The LACMA SOS programme, for example, raises money to help needy collaborators of member companies who have fallen ill, have become injured, etc.; this is particularly important for people in countries with limited public health provision. There is also the highly impressive LACMANext Housing Project (in collaboration with TECHO), that operates throughout Latin America and the Caribbean, to provide poverty-stricken people with housing. The young LACMA movers and volunteers actually go on site and build the houses themselves. "I have seen them," said Holly. "It's very impressive. They can build up to 80% of the structure leaving just the finishing and utilities to be added. People are very grateful."

LACMA also donates money to worthy causes, such as orphanages and to help after natural catastrophes, and takes a hands-on approach to clean-up campaigns to help make the world a better place. "We are very proud of the work we do," said Holly. "People like to do it."

Does Holly have any big plans for LACMA during her two-year tenure? "When we have a new president, we always follow a five-year plan to see where we are going. Most of the projects continue from one president to another and are adapted, depending on the president's objectives and changing circumstances."

One area in which Holly would like to focus is technology. She feels that more automated processes within the organisation would allow much smoother, more efficient operations. But Holly has a very inclusive management style. She is very open to new ideas from the members and wishes to encourage them to come forward with their suggestions. "I would also like to get more people involved in what we are doing, although it can be difficult to get people together outside of conference time."





● Holly Rincón.

“When we have a new president, we always follow a five-year plan to see where we are going. Most of the projects continue from one president to another and are adapted ...”

Holly Rincón



● The LACMANext Housing Project works in collaboration with TECHO throughout Latin America and the Caribbean.

She would like to continue and expand the cooperation between LACMA and other industry organisations. For example, LACMA collaborates with FIDI and IAM on cases related to debt between members of the organisations, and cases of bankruptcy or if companies cease operations. “We are actually working now with IAM to share training courses.” Uniquely, LACMA requires its active members to have at least one staff member complete its Leader Coach programme: a training course that teaches people how to teach others. The holder must take a refresher course every two years and, if the holder leaves, the company must train a replacement immediately. “Very often long-term employees train new employees. Although they have the skills to do the job, they might not know how to teach others. That’s what the Leader Coach programme does.”

“LACMA tries, where it can, to help its members through difficult times. Right now, for example, there is a problem with shipping lines rolling-over containers; lots of our members countries are having this problem. It’s not a problem LACMA can solve directly, but it can be supportive by providing communications relevant to the current situation so that our members, in turn, have supporting evidence to take back to their clients, and procure alternatives to work out the problem so as to avoid or mitigate charges and delays; hopefully, it’s a temporary problem.”

The LACMA office moved on 7 October from its home in Panama to a new address: 14350 NW 56th Ct, SUITE #120, Opa-locka, FL 33054. The LACMA conference 2025 will be held in the stunning city of Lisbon in Portugal from 9-12 March.



● Albin Porquez.

TAKING A STRATEGIC LOOK AT AGS

Albin Porquez is to take on a new position as the CEO of AGS on 1 January, 2025. The position has been created following the Mobilitas Group’s acquisition of Santa Fe which remains separately managed by Samuel Mergui. Albin has been with the Mobilitas Group since leaving business school 26 years ago. During that time he has had responsibility for both relocation and removals operations in Africa and in France. In his new role he will oversee the work of the existing regional network managers, supporting them with a more strategic view on mobility. He will be reporting directly to the Mobilitas Board.

Asked what are the biggest issues he will face in this new position, Albin said that he wanted to achieve greater consistency across the Group, to get everyone working together. “I am a guy of process,” he said. He added that it will be important to get every branch using the same technology, have consistency in the approach to ISO standards and to ESG (Environmental, Social and Governance) which he recognises as being of increasing importance to customers. But, before he can do that, he needs to assess what he has available. “First of all, I need to evaluate our existing resources to establish, for example, if

more training is required. I also need to have clear information about the competition. I’m currently working on a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis with the branch and network managers.” Looking at the challenges of achieving that consistency Albin said that he would need to be sure that all employees understand the Mobilitas values and can communicate them to their customers. He acknowledges that some regions will be easier to bring in line than others. “That’s why the Group has created this new position to have a global vision of what’s happening everywhere, to learn from some areas, and bring that experience to others.” “We need to bring together relocation and removals,” he added. “More customers are asking for relocation services before removals. It’s becoming quite rare to find a tender just for removals. We need to be sure that all AGS branches understand the value of relocation. We need to think as a relocation company that does removals, not as a removal company that adds some relocation services because someone is asking for them. I believe we have all the resources necessary to make big steps in the coming months.” Of course, these business objectives must be approached with regard to the industry dynamics that are constantly changing. These include: the reducing size of shipments, lump sum payments, political considerations, the role of AI, ESG and the changing attitudes of younger customers. “It’s my job to know what’s happening in the market with a global vision to be able to work on the new trends that will shape our industry in the future,” said Albin. “We have to review the ways in which we deliver services to our customers. We need clarity in what we’re doing as a Group to help all the regional networks towards the same goal.” Albin is a regular attendee at EuRA conferences, but intends to have a much greater presence at industry events in the future. But he takes a very pragmatic view. “You have to go there with a strict strategy. Just to go to meet people is not worth it.” Albin will be based at the company’s office in Paris.

ALTOVITA HAS TRIPLE REGIONAL WIN AT THE 2024 EMMAS

AltoVita has announced its success at the 2024 Expatriate Management and Mobility Awards (EMMAS), securing the prestigious Corporate Housing Provider of the Year title across three regions: APAC, Americas, and EMEA. In a press release the company said that this triple recognition showcases AltoVita’s commitment to redefining corporate housing through technology, client-centred innovation, and an exceptional dedication to service excellence across global markets. The awards highlight AltoVita’s continued drive to address the evolving needs of corporate mobility programmes worldwide. Over the past year, AltoVita has expanded its inventory to over seven million units globally, partnering with trusted property management systems such as SiteMinder, Mews, and Cloudbeds to ensure seamless access to real-time availability, pricing, and property details. The

company says this network allows AltoVita to deliver high-quality, compliant accommodation that suit diverse requirements, offering clients and their employees a trusted home-away-from-home experience. AltoVita’s pioneering AI-powered GeoDiscovery Hub has transformed the booking landscape by integrating essential localised information such as safety and air quality metrics, and cultural amenities. This tool empowers clients and travellers alike to make informed accommodation choices while enhancing comfort and peace of mind. Additionally, AltoVita’s EcoStats Carbon Emissions Calculator helps clients align with their sustainability goals, enabling detailed tracking of carbon footprints across stays. Throughout all three regions AltoVita has collaborated with major organisations to deliver its services. These include PwC in EMEA and NEI Global Relocation in North America.



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THIS MUST STOP

Steve Jordan talks to Shai Rahat, from Sonigo Quality Worldwide Moving in Israel, about the current conflict and the effect it's having on him and his company.

I know this is a difficult topic. I also know that I am no expert in international relations. But there can be nobody reading this, on either side, that has not been saddened by the continual tensions in the Middle East for the whole of our lifetimes. I doubt, also, that there are many of our readers who were not appalled by the medieval brutality of the Hamas attack on the Israeli people on 7 October, 2023.

I was not there. Nor, I suspect, were any of you. And I know that we live in an age of social media-driven misinformation. You can call me naïve if you wish but, despite everything, I believe the BBC. I believe it to be the greatest news-gathering agency in the world and that they strive to communicate the truth. They might not always succeed, but I do not believe that they intend to deceive.

With that in mind, I have read the BBC reports of that awful day. I will not repeat them here. Even knowing a little of the history (the Balfour Declaration of 1917; the Palestine Mandate of 1922; the Arab-Israeli war (what Arabs called the Nakba (the catastrophe)) of 1948; the Suez crisis of 1956; and I remember well the 1967, six-day war), I can still not comprehend what would drive people, of any persuasion, to do such things. As a Brit, I also know that my country should take some of the blame as we arrogantly bungled our way through our inept attempts to solve 'the problem'. When will we learn?

We all have our opinions. We can all speculate about the reasons and the solutions. But I wanted you to have more. I wanted you to hear the story from someone who is living through the Middle-East crisis, as we have called it for decades, first hand. From one of us. That's why I talked to Shai Rahat from Sonigo in Israel.

"I always thought that we needed to sit down and negotiate to make this a better place," said Shai. "But now I think I was naïve to think that that's what the partner on the other side wants. We live in Israel, so we know that our neighbours are not exactly friendly towards us but, even understanding our history, we could not believe what happened in October last year. We were so shocked to wake up that morning and

realise how much they hate us and don't want us there. Then the rockets started coming from the north, from Hezbollah."

"It's in their DNA," said Shai. "Each house has a map of how the country will look. Every mother wants her son to die for the cause. From two years old they are taught how to fight to kill every Jew in the world. Living and working here is very stressful and frightening."

How has day-to-day life changed since last year? Shai said that there are daily intelligence assessments about where the greatest dangers are. These change continually. "They try to make life as normal as possible. Even the sirens only sound in the danger areas, not everywhere." But citizens have to follow the IDF (Israel Defense Forces) limitations on, for example, the number of people who may gather together, or whether a wedding can go ahead. "The rules change every day."

I asked Shai to explain what is behind the hatred. Yes, we know that the Arabs were pushed from their lands in 1948, but how far back should we go? "It's all based on religion. But it's not the religion itself, it's the way in which some groups interpret it. There has been a lot of money pumped into Gaza but, instead of using it to help the people it went into tunnels and weapons to destroy Israel. If you control the money, you can control the people."

Everyone knows that Hamas, Hezbollah in Lebanon and the Houthis in Yemen are widely accepted as being sponsored by Iran. But why? "Iran considers itself to be the centre of Shia Islam," explained Shai. "The end game is that everyone should be Muslim. It's easy to start with the Jews because we are a minority." Was the situation different before the Islamic Revolution in 1979? "When I was growing up my dad used to travel to Tehran all the time on business. The relations were fantastic. I'm sure it could be that way again, but Iran has never had a leader, in my lifetime, that has wanted to be side-by-side with the Jews. For 50 years they have said that Israel has no right to exist."

There has been huge loss of life in Gaza. Was the Israeli response appropriate? "One

of the targets of the war it to make sure this doesn't happen again. Hamas has used human shields by hiding its weapons under every house, every school, every hospital. It's all in the community. The only way was to take out the missile launch pads that have been firing at Israel for 20 years, then to go house to house."

"I would like to see it stop and for us to work out how to live together," said Shai. "But in the last century they had many opportunities to do that."

Is there a resolution? "The day that we have the right leaders, on both sides, that are prepared to compromise, then I think there could be. But we will need the help of outside governments, and the Arabs will need to accept us as we have always accepted them. They will also need to want something better for themselves, not just the weapons and the terrorists." He gives Yasser Arafat, leader of the Palestine Liberation Organisation (PLO) as an example who, even after winning the Nobel peace prize in 1994, still funded terrorism.

How is it affecting Sonigo's business? "Straight after 7 October, the government gave instructions for all expats to evacuate: so we were very busy. The winter months were busier than any summer." Sonigo is still busy. Not everyone has left yet. But nobody is coming in, so it looks like lean times might be ahead.

But, Shai explained, the airlines have now largely stopped routes to and from Israel, so air freight charges have increased dramatically. The problems with the Houthis attacking ships in the Arabian Sea have knocked up freight and insurance prices too. "But the Houthis have not only attacked Israel."

Shipping, he said, is otherwise business as usual. Airfreight requires some creative routing and additional costs. Some countries have banned flights from Israel. "Türkiye, for example, is not an enemy of ours but Erdogan has stopped all relations, so shipments have to go via somewhere else."

How is it affecting staff? "We have Muslim employees and Jewish employees. I don't think it has changed the relationship between them. The Israeli Arabs understand



● Shai Rahat.

that we are not the aggressor. Sometimes, if there is danger, parents need to stay at home with children so they can't come to the office. People react to stress differently. Some are fearful to come to work, others not so much. It's an individual thing. We try to be as understanding as possible. COVID helped because it gave us the tools to work remotely." Shai added that they have always had bomb shelters close to the office. "But it's never pleasant getting caught in an air raid while you are driving."

I was interested also in how the last twelve months had affected Shai. "October 7th changed me," he said. "I realised that I had been naïve. I think the whole world has been naïve. Nobody understood how deep Gaza is in all these underground terror nests. We knew that they had tunnels, but we didn't believe that this could happen. I was always in favour of the underdogs; I was part of the 'left wing' of the modern world. But I realise that, if the other side doesn't share those values, you need to change something. All we really want is to have a normal life."

Shai's shock extends beyond the 7 October attack. "We know that there is antisemitism and we are not loved around the world, but when this conflict started, and we saw the hatred of those young protesters at universities. The burning of our flag by young, intelligent, non-Islamic, Western people. It was very shocking. They have never opened a history book. They believe whatever is on TikTok." He largely blames ignorance, fake news and social media.

By contrast Shai is very heartened by all the warm messages he received from the members of the international moving

continues on next page

"I always thought that we needed to sit down and negotiate to make this a better place. But now I think I was naïve to think that that's what the partner on the other side wants. We live in Israel, so we know that our neighbours are not exactly friendly towards us ..."

Shai Rahat

continued from previous page

industry. "I received a lot of messages. There was no politics, just friends asking if my family and I were OK. It is so touching to get all this support from everyone." He did get a few negative comments too. "But never to my face," he added.

Shai had one final thought. He said that he was brought up to recognise the difference between the actions of a state, its government and officials - and its people. "But for Israelis it's never like that. Jews are to blame. I sometimes say I am from Greece because I know that people won't make that separation. If I am from

Israel, I am the enemy, I am the target. That is something I cannot understand."

Do you remember, at the beginning of this story, I said I would not tell you about the claims from the BBC about what happened to some Israeli women at the hands of their attackers? I wanted to spare you the details. You can read them yourselves if you want to know. I did my research three days ago. I haven't slept well since. I am not particularly impressionable. Life has hardened me somewhat. But, putting politics, history and emotion to one side, I cannot understand how a man can physically do those things to a woman. Not only is it abhorrent, I cannot

believe it's possible. But, according to those reports, they happened. I believe they did.

I do not want to get above my station here. With absolute respect to my readers, I doubt any of you have the influence necessary to change anything. But, on behalf of all the peace hungry people on all sides, this must stop.

Finally, I am aware that this piece only puts one side of the argument. That's not my style, but I was unable to find anyone to give me an alternative view. If you have one, and would like to share it, please click here to e-mail me.

DOING BUSINESS IN ISRAEL

As a complement to the interview with Shai Rahat from Sonigo in Israel, *The Mover* asked Eran Drenger from Ocean Group, to provide his perspective of doing business in Israel at this unprecedented time. Here are his comments:

As we move into the second year of a significant conflict here in Israel, we're facing multifaceted challenges rooted in various complex factors - ranging from religious tensions and economic pressures to energy concerns and competing political ideologies. This situation has tested our resilience and adaptability, but it has also underscored the importance of proactive leadership within our industry. Despite these considerable challenges, our team remains fully operational, demonstrating agility and commitment to continuity. We are navigating this period one day at a time, ensuring that life goes on for those who rely on us.

The broader landscape reveals a deep-seated divide within the region, with some states grounded in democratic values while others diverge from this approach. These differences contribute to ongoing tensions, impacting every aspect of life here in Israel. However, in the face of such complexity, there has been an inspiring show of unity and dedication from Israelis, who are profoundly committed to the founding principles of this country. Our collective history and values, reaching back over 2,000 years, continue to inform our national identity and strengthen our resilience. This is particularly evident in our steadfast commitment to inclusivity. Although Israel is a Jewish state, we have always been and remain a place that welcomes and embraces individuals of all backgrounds, upholding their legitimate rights with respect and care.

Over the past year, the challenges have indeed been formidable, but they have also sparked a renewed commitment among families who are returning to Israel to stand in solidarity with those already here. These families bring with them a shared desire to safeguard our independence - a value we have held since the establishment of Israel in 1948. This period of crisis has prompted many to reflect on the importance of self-



● Eran Drenger of Ocean Group.

reliance, unity, and a forward-looking perspective. Every day, we witness this renewed sense of purpose and connection as families come together to support and strengthen our national fabric.

From a business standpoint, the current environment requires us to be more responsive and agile than ever before. Opportunities emerge swiftly, and decisions

often need to be made on short notice. This fast-paced environment has pushed us to refine our approach, enhancing our ability to adapt and diversify our services. We recognise that each family we serve has unique mobility needs, and we are deeply committed to addressing these with a personalised, flexible approach. Our extensive experience in relocation and mobility solutions allows us to support families in all segments of society, meeting each challenge with creativity, resilience, and professionalism.

The value of our work goes beyond logistics: it is about helping families feel secure, welcomed, and supported in their transitions. By focussing on the individual needs of each family, we're ensuring that they can thrive, even amid uncertainty. The challenges we face underscore the importance of our mission, and they reinforce our dedication to helping individuals and families find stability and continuity as they navigate complex times.

Looking ahead, we remain committed to adapting to this changing landscape and to demonstrating leadership that goes beyond immediate solutions. We see our role as a bridge to security and stability, helping families from all walks of life find a home here in Israel. By rising to meet each challenge with integrity, resilience, and an unwavering dedication to service, we continue to turn difficulties into opportunities - ensuring that Israel remains a welcoming and supportive place for all.



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● Tanjung Priok Port, Jakarta.



NEW CUSTOMS REGULATIONS IN INDONESIA

Chandra Maurits, Senior Manager – Operations & Compliance for Asian Tigers, Indonesia, has advised of an important update on customs policy at Tanjung Priok Port, Jakarta. The policies came into effect on 21 October, 2024 and apply only to sea shipments.

1. The Customs Authority has established a policy that requires all shipments entering the Tanjung Priok customs area to pay Value Added Tax (VAT) and/or VAT plus Luxury Goods Tax (LGT). This new policy will be applicable even if the shipments comply with existing regulations and the submitted import documents are complete. This policy will apply to all shipments of personal belongings/HHG owned by foreign nationals who will be working in Indonesia. However, it will not apply to diplomatic/semi-diplomatic shipments or returning citizens.

2. For every shipment of personal belongings/HHG entering the Tanjung Priok customs area, it is necessary to include several HS Codes in the Bill of Lading. These HS Codes must correspond to the items being shipped. The HS Codes used can be globally and represent multiple items considered to be similar.

3. The customs value of the shipped items must be indicated in the packing list or accompanied by a proforma invoice.

Chandra advises shippers to be aware that, due to these new regulations, there may be delays in the customs clearance process for shipments, as well as potential additional costs associated with compliance. He said that the policy will be enforced by the customs authority, is unavoidable and recommends informing clients to anticipate these delays and costs and to plan accordingly.

UNITED HELPS VICTIMS OF THAI FLOODS

United Relocations (Thailand) Co, Ltd recently helped the people of Thailand who had their lives disrupted by unprecedented flooding. The company made two, six-wheel trucks available to transport around 12,000kg of goods to support the Bangkok Community Help Foundation.

David de Vos, Sales Director for United made an appeal on the people's behalf: "If you'd like to support this amazing initiative, consider reaching out to the foundation to donate and help those in need," he said. "Every contribution helps in this ongoing fight to aid the flood-impacted communities."



● Flooding in Thailand.

BOONMA HELPS VICTIMS OF CHIANG RAI FLOODING

Boonma in Thailand has come to the aid of the victims of flooding in Chiang Rai, the most northern city in Thailand.

The city is near the borders of Laos and Myanmar. The severe flooding, the worst in 80 years, is due to heavy rain saturating the land around the Mae Sai River and the latest storm (Yangi) that brought an enormous amount of water, resulting in widespread damage to the Mae Sai market area.

In response, Boonma launched a donation drive to support recovery efforts with dried food and drinking water.

● Boonma helps collect food for flood victims.



What's your story?

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NEW DUTY TO PREVENT SEXUAL HARASSMENT

In October, a new duty for employers to prevent sexual harassment came into force in the UK. Here, Will Walsh, a partner in the employment team at city law firm DMH Stallard, explains what it means for employers.

Sexual harassment in the workplace is already unlawful and nothing in the new laws will change this, nor will they change the definition or scope of what will amount to sexual harassment. The new legal duty places a positive obligation on employers to take reasonable and proactive steps to prevent sexual harassment from taking place.

“The consequences for those who do not comply with this duty are that, in the event of a successful claim for sexual harassment, compensation can be increased by up to 25%. The Equality and Human Rights Commission can also investigate and take its own enforcement action against employers suspected of non-compliance.

What is meant by ‘reasonable steps’?

‘Reasonable steps’ for each employer will depend on their size and resources and the nature of their business. However, as a minimum, all employers should consider the following:

- Conduct a risk assessment to identify where problems could arise and how those issues can be addressed;
- Have clear, effective and up to date policies in place;
- Train all staff on acceptable behaviour and on how to report matters of concern;
- Put effective practices in place to ensure that employees who report concerns receive appropriate support;
- Provide additional training to managers on how to handle complaints and deal with any issues effectively;
- Develop a zero-tolerance workplace culture in relation to sexual harassment;
- Consider and address the risk of harassment by third parties.

For all employers, the initial risk assessment will be the essential starting point. Steps rolled out as a ‘tick box’ exercise will not comply with the new legal duty. Employers will only have a clear idea of what gaps there might be and how those might be filled once they have assessed their own specific areas of risk.

Some employers will already have robust processes and training programmes in place as part of a zero tolerance approach and for

those it may be the case that, following proper assessment, current practices are already sufficient to address the risks.

What about sexual harassment by third parties?

One area that may be a change for many will be addressing the risk of harassment by third parties. Under current harassment laws, employers are not liable for harassment by third parties. However complaints might still be brought indirectly and the new duty to protect employees from harassment does extend to all forms of harassment, including from third parties.

In view of the relevance of this topic to the moving industry, especially where it relates to sexual harassment at conferences or in other sales scenarios, *The Mover* asked DMH Stallard to specifically address this issue. Rebecca Thornley-Gibson, a partner with the firm, responded:

“An employer’s duty to take reasonable steps to prevent sexual harassment now extends to third-party harassment,” she explained. “However, an employee is unable to bring a standalone claim for third-party harassment, but could raise the failure of the employer to prevent third-party harassment as evidence in a sexual

harassment claim and if successful obtain a compensatory uplift. In addition, the EHRC (Equality and Human Rights Commission) can take enforcement action directly against the employer for its failures. Employers now need to assess risk, identify action and review their processes in respect of an extended range of scenarios where there is potential for inappropriate conduct, but in circumstances which are not directly within their control, such as conferences and work-related social events with clients and customers.”

She added: “That is a challenging requirement and requires co-operation from third parties and requires employers to be robust in their responses to third parties who may not welcome external scrutiny. The Employment Rights Bill is proposing to further strengthen employees’ rights in respect of third-party harassment by enabling standalone claims to be made and for the employer to be vicariously liable for third-party harassment. The new Labour government has also announced that liability for harassment of third parties will become law in the future. Therefore, all employers should take this seriously and should include it as part of their overall risk assessment.”



● Brian Limperopulos.



THE STATE OF IAM

One of the highlights of the IAM (International Association of Movers) conference every year is the IAM General and State of the IAM address. This is where the organisation brings together many of the initiative leaders to present their achievements during the year and to honour those who helped them along the way. It's also an opportunity for the President, Brian Limperopulos, to welcome everyone to the 62nd IAM Annual Meeting and to update the membership on the progress of the organisation and its plans for the immediate future.

First on stage was Angela DeConti, Director of the Alan F Wohlstetter Scholarship Fund and Industry Initiatives Manager at IAM. She explained that the Fund was aiming to

expand its reach to grow the impact of the scholarship programme to include younger students and those from trade schools. Students were also now able to apply for scholarships in their native languages.

Angela said that since its inception the Fund has distributed 329 individual cash awards to help educate members of the industry amounting to over \$785,000. She also announced Gabriela Humeniuk from Lift-Van International Company SA in Argentina as this year's winner of the \$2,500 Jackie Agner Award for community service.

Terry Head, former IAM President, was introduced as the Fund's new chairman. In his presentation he announced that the Fund was to change into a 'fully blown' foundation called the Global Moving Foundation. Its brief is to focus on four main

areas: education, innovation, charitable endeavours and becoming a sharing point for the activities of all industry stakeholders. Terry is now the GMF chairman with Angela as the director. *The Mover* has recorded an interview with Terry and Angela which will be published in full in the January 2025 issue.

Adam Lowy from Move for Hunger was next on stage to present the Mover of the Year Award. Adam created Move for Hunger 15 years ago to collect unwanted, non-perishable food from people who were moving, and distribute it to those in need. He said that over the last 15 years the organisation had delivered 42 million meals and the operation was growing so fast that 12 million of them were in the last year. He thanked all the people in the room, and paid tribute to the companies

● Terry Head.



● Brian Limperopulos and Adam Lowy present the Move for Hunger Mover of the Year Award to Beltmann Relocation Group.



● Brian Limperopulos and Sheena Kiser present the YP Rising Star Award to Luis Holst.



● Luis Holst.



that had taken part by delivering thousands of meals. The 2024 award went to Beltmann Relocation Group.

Sheena Kiser, Chair of the IAM Young Professionals, presented the YP Rising Star award to Luis Holst from Gridiron Forwarding in the USA. She said that the vision of the IAM YP is to engage and serve all moving and mobility professionals under the age of

40. Its mission is to provide those people with professional development, networking and philanthropic opportunities to prepare the current membership to lead IAM in the future. She said that Luis exemplified these values “and has shown dedication, leadership and unwavering commitment to his company, colleagues and the Boards he serves on”.

Addressing the meeting Luis said that it was an honour to receive the award and gave tribute to those who had won it in the past. He also gave some advice to young people who are new to the industry. He stressed how important it was to use the YP to build relationships in what he called “this funny, crazy industry”. He said to “cherish every moment and every opportunity you get because the friends that you are going to make here in these conferences and IAM YP events, will give you the opportunity to do business with friends”. He said that was much easier than working with people you don’t know.

This is Sheena’s last year as YP chair. She took the opportunity to explain the ways in which the YP had influenced her career

“The friends that you are going to make here in these conferences and IAM YP events, will give you the opportunity to do business with friends.”
Luis Holst

● Brian Limperopulos and Georgia Angell present the Excellence in Leadership Award to Charnel Francis.



continued from previous page

and thanked those with whom she had worked. Her position has now been taken by Lennert de Jong of Gosselin in Belgium with Anu Dattani from Universal Relocations

in the USA as the vice chair. See article 'Here come the young' in this issue of *The Mover* on page 14.

Georgia Angell from Trellis Vine Consulting is also chair of the Leadership Alliance. She

explained that the Alliance helps leaders hone their skills in communication, critical thinking, and decision making while encouraging a better understanding of diversity, equity and inclusion. During the conference the Alliance ran a session to look at bridging generational gaps, communication and cultural nuances, and strategic and succession planning.

Georgia then presented the Excellence in Leadership Award to Charnel Francis of Africa Mobility Services. She said this year there were six nominees. The winner was selected anonymously. To win the award Charnel had shown a healthy work-life balance while being committed to their region and helping others.

Charnel said she was deeply grateful for the award. She said that leadership is not just about guiding others, it's creating vision, supporting her team (with which she shared the award) and giving back to her community. "Leadership is all about listening, learning, growing, using our role to make the difference and contributing to our communities. Facing challenges with honesty, determination and making sure that every decision benefits the greater

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good. In today's world, being flexible is key, but leading with clear direction, empathy and purpose is what matters most."

Brian Limperopulos then moved on to the 'State of the Association Address'. He said that since the membership category changes introduced in 2022, membership had significantly increased, at a time the industry has been struggling. "It shows that we are doing something right," he said. The spread of the membership is evenly split between North America, Europe and Asia (25% each) with the remainder from the rest of the world. However there has been new growth from Africa in recent years. Brian said this is important because that strength allows the Association to better support its members and allows members to feel comfortable working with more companies around the world.

He talked about industry standards and compliance and how the IAM Issue Resolution System, based on the Code of Ethics to which all members must agree, can help. Brian said that if something goes wrong in a relationship between members, such as non-payment of charges, the issue can be logged on IAM Mobility Exchange

confidentially. This provides visibility of the whole membership to IAM. The issue can then be referred to IAM for action to help resolve, later, if necessary. This might include the use of the Receivable Protection Program.

The IAM Trusted programme helps members trust their industry service providers. IAM Trusted companies are bound to acknowledge complaints from other members within ten days and resolve them within 30 days, or lose their designation. Brian said that it is this enforcement that gives the IAM Trusted designation real value. "We hear about rogue movers and companies taking advantage of customers all the time. This is our answer." He encouraged members to learn more about IAM Trusted. Since the programme started 18 months ago, 250 companies have qualified for the IAM Trusted designation with at least one employee completing the IAM Trusted Moving Specialist Program.

The next stage of the IAM Trusted programme is to communicate its value to customers. IAM has produced a customer video as part of this communication and will be making a big promotional push in

2025. IAM has also recently launched a new website.

Brian closed his presentation by thanking all those who volunteer to help the Association and encouraged more to join in if they wished. He also thanked his team saying that he'd hired some pretty good people.

Other initiatives included the Green Pulse Challenge, which asks members to share their sustainability progress. It's modelled on the FIDI blueprint for a green move. The data solutions initiative that is piloting a new system, the One Record Standard, currently operated by IATA, for sharing data easily across the entire industry. IAM also would like to encourage international members to use the US DAB (Domestic Asset-Based Mover Group) as a reservoir of service providers particularly for consignments heading for the central USA.

Finally, Brian said that the next Member Needs Assessment survey would be going out soon. He asked all members to take part and IAM uses the data gathered to inspire new initiatives and help set strategy.

The next IAM conference will be in New York City from 24-27 October, 2025.

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LIFE IN LAS VEGAS

By Steve Jordan.

It has been 23 years since IAM (International Association of Movers) was last in the sin city. It's a fascinating place, for a while; but last time I found that the novelty of the bright lights, the music, the gambling and the 'anything goes' style wore off. Last time it took a day or two. This time my attention faded a little more quickly.

2024 wasn't much different than 2001. There were more hotels, and a few that had closed. It was noisier, with deafening amplified music on the streets and 'background' music indoors that didn't seem that intrusive until I tried to find a quiet place for a recorded interview. Getting around on foot was harder but that was probably because of the erection of stands for the forthcoming Grand Prix. I had forgotten that smoking is still allowed indoors: something we lost in the UK a very long time ago. It took a while to get used to my clothes smelling of stale tobacco again. There was more weed than I remember, with its unique aroma even permeating the hotel rooms. The women wore fewer clothes and more tattoos. Some seemed to wear less for an evening on the town than for a day by the pool. And I knew it would be expensive but ... really!



● The Las Vegas Strip by night.

The city is in the Nevada desert. It's surrounded by mountains that are not that high but scream certain death to anyone foolish enough to venture out ill prepared. Looking back at the city from the suburbs, I found myself contrasting the arid, empty wasteland of the surrounding hills with the equally unforgiving environment of the Strip. On balance I think I would take my chances with the snakes and scorpions outside, rather than the two-legged varieties amid the crap tables.

That said, life is made up of experiences and Vegas is certainly one of those. If you were going on holiday you would book events – Hoover Dam, Death Valley, etc. – to keep you in the real world. But we weren't. We were there on business and, frankly, I am not sure it's the ideal venue. With focus, you can easily insulate yourself from all that's going on around, but with over 2,000 people travelling halfway around the world to get together, it does seem unfortunate

that, when they arrive, they have so many distractions to drag them apart.

This may seem that I have a downer on the conference from the start, but no. I always enjoy IAM and I thought the 2024 event was excellent in many ways. The hotel, The Cosmopolitan (The Cosmo) was vast, but the events, including the exhibition area, were very nicely gathered into a much smaller space. It was easy to get around and, if you realised you'd left something vital in your room, it didn't take half the day to retrieve it. The staff were friendly and helpful and, unusually for the USA in my experience, it didn't take an age to get checked in.

The guest rooms were comfortable (though would it have hurt to give us a kettle and tea bag?). The function rooms were excellent although I understand the exhibition space was smaller than usual, and some suppliers were unable to secure their stands and so didn't attend.



● The Valley of Fire in the mountains around Las Vegas.



Having praised the hotel, I do believe it let IAM down badly for its opening reception: a drinks party by the pool for a couple of hours. It was a vast area that could easily accommodate the IAM hoards but, even though I know how hard IAM would have nagged them in advance, the staff were totally ill prepared to serve 2,000 people with drinks and food in a timely fashion. It took me 25 minutes to queue for a drink, and I didn't even join the line for the food. I know that's not IAM's style, so The Cosmo needs a slap on the wrist for that.

I only stayed for a couple of days, Vegas and domestic necessity contrived to get me home on the middle night. So I can't comment on all the business sessions and social events. The business sessions I did attend, however, were very well supported. Every session I attended was full, some with standing room only. What a change! I know that Brian and the team have been working hard to encourage people to attend these

meetings and, at last, their efforts seem to have worked. I might even take a small grain of credit myself having banged on about the value of the group meetings incessantly for the last ten years.

The content was good too, although before I go to any more sessions on AI I shall resolve to learn to speak 'tech' (or convince the presenters that not everyone does). I shall report on as many of the meetings as I can over the next few issues.

Congratulations to IAM on another very good, and enjoyable, meeting. I really hope that next year, in New York, the curse of the business sessions will prove to have been lifted for good and the industry will again see the value of expanding their minds. There's always plenty going on at The Big Apple as well of course, but at least next year the organisers will have a fighting chance of keeping the group's attention for a few days.

It was easy to get around and, if you realised you'd left something vital in your room, it didn't take half the day to retrieve it. The staff were friendly and helpful and, unusually for the USA in my experience, it didn't take an age to get checked in.



● Volunteers attending WERC joined an assembly line to prepare meal kits.

ATLAS AND PAXTON SPONSOR MOVE FOR HUNGER AT WERC

Atlas Van Lines, and Atlas Interstate Agent Paxton International and Paxton Van Lines, have partnered with Move For Hunger and WERC to help assemble meal kits to support local families in need. The event took place at the WERC's Global Workforce Symposium (GWS) held at National Harbor, Maryland, USA, from 22-25 October.

Volunteers joined an assembly line with the goal of preparing 800 meal kits. Each meal kit feeds a family of four, equating to 3,200 total meals, and was packed in a reusable bag. The event aims to

raise awareness and provide tangible support to the growing number of families facing food insecurity in the greater Washington, DC and Southern Maryland areas.

"We are happy to team up with Paxton and Move For Hunger to make an impact on food insecurity in the communities we serve, as well as bring awareness of Move For Hunger's mission to so many in the relocation industry," said Ryan McConnell, President and COO of Atlas Van Lines. "We applaud Paxton for the outstanding work they do here in the Washington, DC area and we're

"By turning this event into an opportunity to give back, we aim to highlight the ongoing need for support and inspire attendees to leave the community better than when they arrived."

Adam Lowy

proud to play a part at WERC's signature event."

After a decade-long decline, hunger has been rising in the United States since 2021. In the Washington, DC metropolitan area, 37% of residents, accounting for nearly 1.5 million people, don't always know where their next meal will come from.

"Hunger is a year-round issue, not just a concern during the holidays," said Adam Lowy, Executive Director of Move For Hunger. "By turning this event into an opportunity to give back, we aim to highlight the ongoing need for support and inspire attendees to leave the community better than when they arrived."

Move For Hunger is a US national non-profit organisation that works with the moving industry to deliver surplus food to communities in need. For the past decade, WERC has been a dedicated supporter and partner of Move For Hunger.

Paxton Van Lines is one of Move For Hunger's longest-standing partners. Together, the companies enable conscious and consistent community engagement through event sponsorships and weekly food bank deliveries from local farmers' markets. Last year alone, Paxton Van Lines donated over 11,000 pounds of produce to local food banks.

"We love making a tangible difference with Move For Hunger right here in the DMV (District of Columbia, Maryland and Virginia)," said William Paxton, Chief Operating Officer at Paxton Van Lines. "Move For Hunger's passionate team is dedicated to ensuring surplus food from local moves reaches those in need, strengthening our community one move at a time. We're proud to be a part of their work."

Attendees travelled from around the world to attend WERC's GWS event, the largest of its kind for talent mobility professionals seeking connections and expert knowledge focussed on domestic and international relocation, immigration policies, tax issues, and cutting-edge technology trends.

ARPIN CHARITY GOLF SUCCESS

The Arpin Charitable Fund held its 10th Annual Arpin Strong Golf Tournament/Bob Sullivan and Mark Dearborn Memorial on 27 September, 2024. The company said that the event was 'a resounding success' raising \$22,900 for charity.

The event, held at the New England Country Club in Bellingham, Massachusetts, champions awareness and charitable investment for its primary beneficiaries. This year the proceeds supported A Wish Come True, Save The Bay, Global Institute For Transformation, KCNT1 Epilepsy Foundation, and Marguerite's Place.

"These five remarkable organisations embody the mission we strive to fulfil, and we're proud to extend our support," said

Arpin Strong's President and Treasurer, Michael Killoran.

Representatives from several beneficiary organisations attended, offering golfers first-hand insights into the transformative impact their support would bring. Among them were Mary-Kate O'Leary, Executive Director of A Wish Come True, and Timothy Maurer from the Global Institute for Transformation (GIFT), who shared with the attendees how funds raised would be used to help support children and families with life-threatening illnesses and those living in impoverishment.

This year, sponsors from the Americas, EMEA, and APAC regions came together, demonstrating the event's broad appeal and

purpose. "We are immensely grateful for the steadfast support of our sponsors, donors, golfers, volunteers, and friends, who make this event possible year after year," shared Arpin Strong's Vice President, Karen Bannon. "Their dedication fuels our mission and brings our community together."

Platinum-level sponsors were Cardi's Furniture & Mattresses, Citrin Cooperman Accountants & Advisors, Courtney International Forwarding, The Mellor Agency, AMJ Campbell, UNIRISC, and Move One.

The charity has raised donations of over \$2million since 2013, which includes over \$270,000 from the golf tournaments.

● Stephen Crooks.



ARPIN RECEIVES PLATINUM CARTUS AWARD

Arpin International Group recently took the 2024 Cartus award for Commitment to Excellence Platinum Award in the International Moving Services category. The award was presented virtually on 2 October, 2024, at Cartus Corporation's Global Network Conference.

Every year, Cartus honours its top-tier global service provider network for delivering exceptional service to customers and clients worldwide. Arpin International Group was named winner of the Global Network Commitment to Excellence Platinum Award for its exceptional service results, the highest award a supplier can achieve through service performance. This award recognises a supplier's measurable commitment to excellence.

"Our supplier partners are true leaders in their fields, demonstrating professionalism, innovation, a strong work ethic, and an unwavering commitment to service excellence," said Tina Frausto, Vice President of Transformation and Supply Chain. "We are proud to have such a remarkable network supporting Cartus. When it comes to serving

our clients and their relocating families, Arpin International Group consistently delivers the highest standard of excellence, and I want to congratulate them on this well-deserved recognition."

"We are truly honoured to receive the Commitment to Excellence Platinum Award from Cartus," said Senior Vice President Stephen Crooks of Arpin International Group. "We sincerely thank Cartus for their trust and support and look forward to strengthening our partnership in the future."

"Our hybrid service model for domestic moves in the USA accommodates the diverse needs of today's transferee, offering options from small box moves to full-service home relocations. As the leading, award-winning moving company, Arpin is the go-to solution for businesses and individuals seeking integrated, top-tier relocation services. We are proud members of organisations such as C-TPAT, IAM, LACMA, and EuRA, and hold FIDI accreditation, as well as certifications under the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks."

"As the leading, award-winning moving company, Arpin is the go-to solution for businesses and individuals seeking integrated, top-tier relocation services."

Stephen Crooks

CROWN WORKSPACE IS HIRING!

The Company

Crown Worldwide Group is a privately owned, global logistics company founded in 1965 and headquartered in Hong Kong. We are an extraordinary and purposeful business committed to making it simpler to live, work and do business anywhere in the world, delivered through our broad portfolio of complementary brands. Together these enable us to; relocate people's lives and possessions, help companies move teams to new locations near and far and help them manage their workspaces. We also transport, store and install precious art collections and keep company data and records safe, yet accessible.

We oversee a wide-ranging CSR program which supports local and global charities, actively champions employee wellbeing and continually seeks to reduce our environmental footprint. We are also proud of our diverse and inclusive culture. This provides all our employees with a sense of belonging which allows them to reach their full potential.

The Opportunity

We have multiple opportunities across all our regions from Manchester, Wolverhampton, Cardiff and London

The Role

The role is dependent on the position available but an example is below:-

Example position vacant:

- Porter
- Fitter
- Supervisor
- Driver
- HGV Driver
- Warehouse Operative

Skill and Experience

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- Proven Team Leadership skill
- Ability to Multi task
- Work in a fast-paced environment
- Able to communicate effectively with all levels of the organisation
- Good interpersonal and motivational skills
- Good commercial awareness and critical thinker

Desirable:

- Customer service orientated work experience

What's in it for you?

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- Perkbox
- Volunteering Days: 2 x days

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Crown is an equal opportunities employer. We are committed to providing equal employment opportunities to all qualified individuals without regard to race, religion, sex, pregnancy, national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, military/veteran status, or any other characteristic protected by law.

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Please contact our HR team to apply for any position to:-
smulvihill@crownww.com





LAS VEGAS THE PAIMA WAY

The PAIMA (Pan American International Moving Association) conference is always good fun. It's a small group who meet immediately before the IAM conference, in the same hotel. It's always viewed by those members who take part as a gentle prelude to the rather more frenetic activity that follows. The PAIMA people are rightly proud of their event which, this year, attracted 141 attendees from 109 companies in 49 countries. The event also celebrated 40 years since PAIMA was formed.

Antonio Tremols, the PAIMA executive director, does an excellent job of orchestrating events on behalf of the Board

and the membership. While everyone is milling around, meeting friends, doing business and enjoying the hospitality, it's Antonio who is gently panicking, making sure everything is 'just so'. The members of the PAIMA Board also do a good job in managing the business sessions while representing the members' interests.

The conference is predominantly aimed at networking and attending to the business of the Association itself. The business sessions consist of the necessary financial report, office report, and election of officers. This year Lars Lemche from Teamwork stood down after seven years as president, a term that was unnaturally extended by

the pandemic. His place was taken by Jeff Nadeau from DeWitt who will serve as president for two years.

This year PAIMA introduced an upgraded tonnage reporting system designed to highlight the tonnage movements between members of the group and allow members to make appropriate commercial decisions when consigning traffic. It also provides the data for the annual tonnage awards. There was also an opportunity for one-to-one meetings, that have become so popular in recent years, allowing individuals some quality time with selected partners. The annual Juan Peralta Ecology Award, presented to the company that had done



● Above: PAIMA Board, left to right: Giselle Muñoz, Goetz Moving and Storage, Philippines; Lars Lemche, Teamwork, Brazil; Liliana Salguero, Swiss Global Movers, Guatemala; Matthias Tischer, Carl Hartmann, Germany (Vice President); Jose Marrero, Suddath International, USA (Treasurer); Jeff Nadeau, DeWitt, USA (President); Abhilash Nair, ISS Relocations, UAE. Below: PAIMA celebrates 40 years. Below right: ISS wins the Juan Peralta Ecology Award.



the most to address sustainable practices, went to ISS in Dubai.

This year's guest speaker was Hollen Early, Director, Ocean Services at The Pasha Group, a family-owned global logistics and transportation services company, who gave an in-depth trawl into the world of shipping.

Social events included the annual golf tournament and simple, gentle drinks and good food in local establishments. Quite a trick in Las Vegas.

While everyone is milling around, meeting friends, doing business and enjoying the hospitality, it's Antonio who is gently panicking, making sure everything is 'just so'.



● Volvo helps to protect pedestrians and cyclists.

VOLVO TRUCKS PROTECTS PEDESTRIANS AND CYCLISTS

Volvo Trucks has recently introduced its new Active Side Collision Avoidance Support to help protect pedestrians and cyclists.

This is an evolution of an existing safety system, with the active brake function being added. Using radar sensors to detect approaching cyclists, the system can warn the driver and if necessary, it can now also actively brake the truck to avoid a collision with cyclists when turning the truck towards the passenger side.

“Trucks are involved in 15% of fatal road accidents and city traffic can be challenging even for the most experienced truck driver,” said Anna Wrige Berling, Traffic & Product Safety Director at Volvo Trucks. “At Volvo

“At Volvo Trucks, we are constantly working to improve our trucks’ safety performance to protect both the driver and other road users.”

Anna Wrige Berling

Trucks, we are constantly working to improve our trucks’ safety performance to protect both the driver and other road users. This safety system, aimed at protecting cyclists in the city environment, represents one of our latest innovations which will take us one step closer to our long-term vision of zero accidents involving Volvo trucks.”

The Active Side Collision Avoidance Support system will be available for customers to order from November 2024 in the Volvo FH range, FM and FMX models in all markets globally.

The company has also upgraded its Collision Warning with Emergency Brake. This system was first introduced in 2012 and has been continuously improved ever since. It uses both camera and radar sensors to monitor the traffic ahead of the truck and if a risk for a collision is detected, the system is designed to warn the driver, and if necessary, automatically brake to avoid or mitigate the collision.

With the latest improvements, this system can detect, warn and brake not only for other vehicles but also for pedestrians and cyclists. It has been certified to meet the new tougher European legislation for Advanced Emergency Brake Systems that doesn’t come into force until 2028.

This autobrake system is standard equipment in Europe on all FH series, FM and FMX trucks from 2025 and available as an option globally.

AMENDMENTS TO THE DRIVER CPC

The UK parliament has passed amendments to the Driver Certificate of Professional Competence (DCPC). According to the transport trade association Logistics UK, the revisions will ensure road safety is maintained while introducing much-needed flexibility into the training regime that will help retain drivers and ease the process for those returning to the industry.

Logistics UK, Senior Policy Manager - Road Freight Regulation, Chris Yarsley commented: “The revised DCPC still requires 35 hours of training but now that the minimum course length has been reduced from seven hours down to three and a half hours, it will make scheduling training less burdensome for drivers and operators, while ensuring training material is focussed and relevant.”

He added: “Reforming the role of e-learning will increase flexibility for operators and the option to retain full trainer-led periodic courses means that those drivers who are not comfortable with e-learning will still have access to face-to-face training.”

He welcomed the decision that qualified drivers, with a lapsed DCPC, will be able to access an accelerated pathway to return to driving instead of the previous requirement of completing 35 hours of training. “It is, however, critical that any form of ‘return to driving’ module is of the same rigorous standard as other DCPC modules to ensure returning drivers are aware of any changes in safety-critical legislation such as drivers’ hours and load security.”

Chris said that Logistics UK supports the principle of ‘outcome-based learning’ and is ready to work with the Department for Transport and DVSA to help encourage training to include some form of summative assessment at the end of the training module. “However, our members have always been adamant that a periodic ‘pass/fail’ test as an alternative to periodic training is a sure way to exacerbate driver shortages and could see another wave of departures from the sector, which would put the supply chain at risk.”



● Chris Yarsley, Logistics UK.

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This is your industry and *The Mover* is your voice. Click [here](#) to e-mail us your news, and if we think it’s of interest, publishing is free.

FEEDBACK

Voice your opinion on stories from the magazine or industry-related matters. E-mail the Editor [here](#).

Re: A different look at marine Insurance
page 18, *The Mover*, October 2024

The article citing a new approach to marine insurance, isn't entirely accurate. 'Insure your Move', 'Letton Percival' and others have been offering this style of marine cover for years, much to the chagrin of movers. Claims handling is often found wanting, as there is no vested interest, where as if a mover sells insurance, their company name is at risk, so they often settle claims promptly outside of the insurance.

Movers have sold insurance and or liability cover since the early 1970s, this has worked well serving the moving industry and householders very successfully. Movers have always traded on their name, which is why we see magnificent vehicles sign-written around town every day, an extension of that is their record for delivering things safely, and in the rare advent of something getting damaged, they offered cost effective insurance cover. This cover had to be client friendly and well accepted by the general public, otherwise it would have failed and disappeared into the ether. Using an algorithm to produce a quotation for a house mover, takes away the mover's interest in getting settlement quickly. The moving industry makes profits from house moving, packing materials and insurance, it's from these profits that movers fund repairing damages and or offering financial settlement, remove an element of this profit pot, and funding repairs becomes difficult. Besides, if the customer has insured online, they claim online, and good luck getting the algorithm to send round a friendly French polisher to repair Aunt Mabel's old dining table.

The moving industry settling these claims outside of insurance has kept premiums low, as a consequence, insurers and home owners are happy. When an algorithm writes a policy, the householder claims against the insurer, the claim is settled, premiums go up, algorithm adjusts, and the householder feels robbed. Also, will the algorithm's insurer of choice elect to surrogate any claim against the mover because they find them negligent? Obviously, the mover will need to insure against this eventuality, so another premium is paid. Ultimately the loser here will be the householder as insuring house moves will get more expensive, it adds a layer of

bureaucracy to an already stressful situation, it removes the ability to offer a one stop shop for the moving industry.

Lastly, the article talks about marine insurance. With international removals you have origin and destination agents, these are often trading partners that look after each other's interests, offering the same level of service when the goods are delivered as when they were collected. If an algorithm produces a premium, I assume it is asking which company conducts the move? It would require a bone fide mover with the appropriate skill set conducting the move, how else do you analyse risk? Does it ask for the destination agent? Often this is privy to the mover, if the mover's claims experience isn't at risk, they are unlikely to ever see or hear from the householder again, why would they commission an expensive but proficient destination agent? Just let any Tom, Dick or Harry with a van deliver the goods, not giving a hoot about their skill set, as the origin movers claims experience isn't at risk.

Others that have offered direct to consumer move insurance have found claims grow very quickly, often resulting in the insurance scheme disappearing. This is because, the claims currently settled by the mover, become insurer claims. Before writing this I asked three of my largest clients what ratio of claims do they settle themselves? Answer was 95% my largest client pays out more in settlements and repair costs, than he pays in insurance premium, effectively he uses insurance cover as total loss cover, as he put it "the dreaded fire" if these claims were reported and paid by insurers, his premium would go up exponentially, especially as insurers would spend more on repairs and pay much higher settlements. As you can see, escalating costs for the householder will not be long coming.

Ultimately an algorithm doesn't offer hands-on client service, it crunches numbers and bills you.

Graham Puddephatt
The Gauntlet Group

Editor's comment

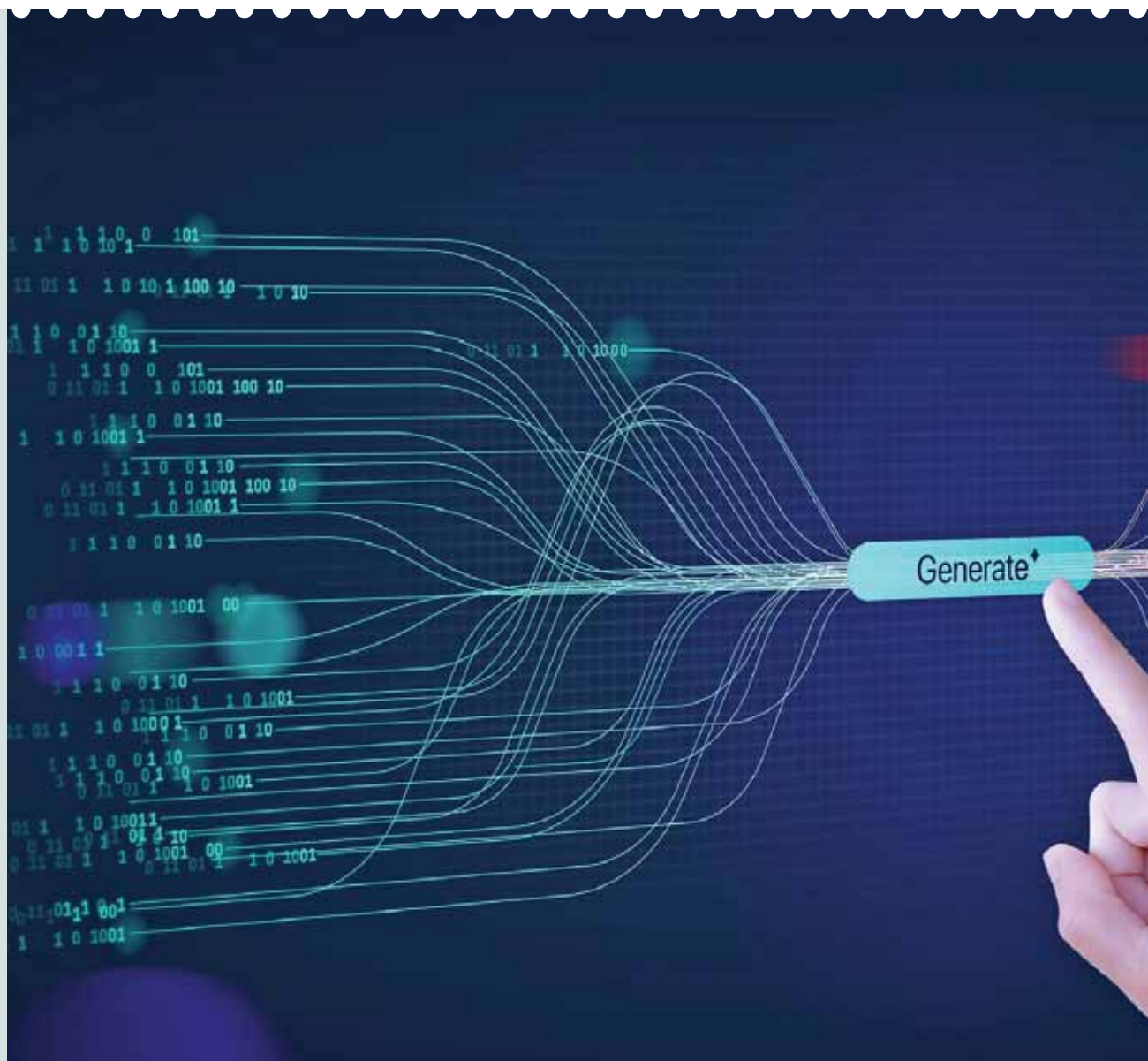
Having spoken to the company concerned they dispute the suggestion that everything is handled by algorithms, claiming a much more hands-on approach. Also, the article clearly stated that the company negotiates claims on behalf of clients rather than paying them automatically.



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HUGE INCREASE IN GENAI ADOPTION AT WORK

The recent EY 2024 Work Reimagined Survey says that there has been a huge increase in the use of Generative AI (GenAI) in the workplace, up from 22% in 2023 to 75% today.

The survey included 17,350 employees and 1,595 employers across 23 countries and 27 industry sectors across the globe. More than a third of employee respondents record net positive scores in relation to the impact of GenAI usage on improved productivity (37%) and on the ability to focus on high-value work (36%). The survey also finds that GenAI adoption correlates with skill-building proficiency; 58% of employees

who use GenAI say their organisation's development and training programmes are 'Above Average' or 'Excellent'.

Kim Billeter, EY Global and EY Americas People Consulting Leader, said: "The speed of adoption of GenAI has brought important workforce considerations to the forefront, from technology and skills investment, to investment in the organisation's culture, trust, and retention. It's a key determinant of how organisations can build strategic

talent capabilities, and employers that have been most willing to adopt GenAI could be among the top destinations for the best talent. As this trend evolves, organisations should consider meeting employees where they are with GenAI, tailoring technology adoption to each role and recognising the significant potential of productivity gains across all levels of the organisation."

The survey also reveals the need to ensure consistent generational adoption of tools



“The speed of adoption of GenAI has brought important workforce considerations to the forefront, from technology and skills investment, to investment in the organisation’s culture, trust, and retention.”
Kim Billeter

Roselyn Feinsod, EY Global Work Reimagined Leader, People Consulting, said: “The global workforce seems to have evolved into one with personalised expectations, increasingly disconnected from one-size-fits-all ideas of career, total rewards and location. Individuals now aspire to move more fluidly between employers to gain new experiences, different skills and flexible working practices, and legacy talent strategies no longer cut it. Talent leads should focus less on how long an employee stays with them and more on their values, the quality of their experience and contribution to the organisation.”

The survey points to the imperative for organisations to reach a ‘Talent Advantage’, measured against five dimensions: ‘Talent health and flow’, ‘Work technology and GenAI’, ‘Total rewards priorities’, ‘Learning, skills and career pathways’, and ‘Culture and workplaces’. Organisations with a Talent Advantaged people function are nearly seven times more likely to say productivity has improved significantly in the past two years, and approximately six times more likely to say they are overperforming significantly in the current economic conditions. However, nearly 70% of employer respondents are yet to achieve it.

Kim Billeter said: “The flow of global talent could be channelled if leaders act with purpose to create a Talent Advantage through a more strategic people function. If companies don’t act on this, they risk the inability to attract and retain key talent; ineffective tech adoption across the business; and an inability to advance culture with distributed ways of working. Ultimately, organisations that take steps to create a cohesive, positive culture for a diverse and dispersed workforce may avoid these pitfalls and define a future-ready people strategy.”

and skills around GenAI. While nearly a quarter (23%) of all employees surveyed cite extensive use of the technology, the discrepancy between millennials’ usage (27%) and baby boomers’ usage (7%) is stark.

More broadly, the survey indicates that work is increasingly disconnected from old ideas of career and workplaces. It found that while employees may be motivated and willing to promote their employers, they are finding new opportunities for increased total pay (81%), better wellbeing and career (79%), leadership quality (76%) and remote work (75%). Talent health and flow (retention and attraction) is foundational and the survey points to the imperative for employers to measure it to enable aligned strategies for culture, total rewards and learning, to achieve key business outcomes.

Employees continue to be emboldened by their generational views and options in the labour market, according to the survey. 38% of all employee respondents state they are likely to consider quitting their jobs within the next 12 months, of whom 26% indicate that they wish to remain in their current sector and 25% say they are looking to move into a different sector. This sentiment is particularly strong among millennials, with 40% looking to leave compared to 23% of baby boomers. Gen Z and millennials are 1.8 times more likely to quit than baby boomers, and men are 1.2 times more likely to quit than women.

Overall, employee quit intent has increased 4% year-on-year, according to the survey, despite economic uncertainty, and 37% say it is likely they will change their primary work locations within the next year.

WHO'S ON THE MOVE?

Take a scroll through social media and it is awash with people telling you that they have started new jobs or moved to different companies. But we thought, at *The Mover*, that it might be useful to bring all these movements together in one place.

Anyone sending us a dedicated article, with photos, will, of course, have the benefit of much more in-depth coverage in the magazine and our own social media platforms. Please e-mail your information to us with a high-resolution photo. Meanwhile, here's who we've spotted that's on the move.

Varun Nandwani, Chief Pet Relocator from KL Bhara & Co in India, has become the first Indian to take a place on the Board of IPATA (International Pet and Animal Transportation Association).

Bruno Rosa has been promoted to manager at Premier International Movers in Portugal.

Brielle Jones, previously with TriGlobal, has started a new business - The Space Coach - helping people to reorganise their homes.



● Left to right: Madeline van der Rhee, Michiel de Haan, Linda Rovekamp.

MADELINE VAN DER RHEE RETURNS TO DE HAAN AS CEO

The leadership of De Haan Relocation will change as of 1 January, 2025.

Madeline van der Rhee will return to De Haan Relocation in the Netherlands as its CEO on 1 January, 2025. The appointment follows five years in which Madeline worked as Benelux manager for Gosselin.

Madeline was born and raised in De Haan's home town, Alblasserdam, and worked at De Haan in different management roles until five years ago. Michiel de Haan, 8th generation Owner of De Haan, who has managed the company for the last 18 months, will hand over the reins at the beginning of 2025 while remaining CEO of De Haan Group. Madeline will lead the management team consisting of Linda Rovekamp (CCO; Commercial Director) and Edwin Ros (Finance).

"I am proud that Madeline returns after five years at Gosselin," said Michiel de Haan. "She has been a highly valued employee since 2011 and I was very disappointed when she left five years ago. Fortunately, she now returns with five years of extra experience under her belt. I think she makes a fantastic couple with our CCO Linda Rovekamp. It is with great confidence that I will take a step back and operate in a more distant position as CEO of De Haan Group. Having two female directors at a moving company is unique. I have a lot of confidence in them. They have proven to be professionals in this extraordinary industry."

"After having left De Haan five years ago, I am looking forward to this new challenge," said Madeline van der

Rhee. "I am extremely proud of our almost 248-year-old family business and look forward to being part of the journey gearing towards the celebration of our 250th anniversary in 2027. We have an excellent management team, highly skilled and driven colleagues, wonderful customers, an excellent international partner network and modern equipment. I therefore have every confidence in the future."

"I look forward to the next step in this journey and the arrival of Madeline," said Linda Rovekamp (CCO). "Together, and with her experience, we can join forces and continue to build this family business. Seven years ago, I chose De Haan for its rich history, but especially its vision, empowering people and its core values on topics such as inclusivity, equality and diversity. Together with Madeline, I look forward to continuing this journey and distinguishing ourselves as a unique family business."

Madeline is 36 years old, married and lives in Alblasserdam, Netherlands. In addition to her Bachelor's degree in Commercial Economics and Master's degree in Economics & Business in Rotterdam, she completed an Executive Master's degree in Business Administration at the renowned Nyenrode University. Madeline is an avid endurance athlete and has successfully completed several triathlons and marathons. She also works approximately one day a week as a personal trainer to provide training, advice and guidance to various target groups in the field of sports and exercise.

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THE WHITE & CO MYSTERY MOVER

Well, who would have thought that nobody would have spotted Matthias Tischer from Carl Hartman on the 8th tee last month. This time, we are going back in time once more to a simpler, gentler age. But who could this be? If you know, you could win the White and Company Red and Black watch.

Click here to enter.

JEFF NADEAU TAKES THE PRESIDENCY AT PAIMA



● Jeff Nadeau addressing the PAIMA membership in Las Vegas.

Jeff Nadeau from DeWitt in California has become the president of PAIMA (Pan American International Movers Association). He takes over from Lars Lemche from Teamwork in Brazil who, owing in part to the COVID pandemic, held the position for seven years.

Jeff was born in Maine and took his first job in the industry as a dispatcher in Connecticut. He joined DeWitt in San Diego, in 2008. Now executive vice president at the company he runs a department of 17 people reporting directly to the CEO, John Burrows.

In his speech to the network at the PAIMA annual conference in Las Vegas, Jeff said that he wanted to see greater trading between the members of the group. He encouraged members to obtain quotations from each other and, if they were too expensive, at least give them the opportunity to meet halfway. "You can say yes, or no, but at least give each other a chance," he said.

PAIMA was founded in 1985 and now has 165 member companies in 63 countries.

PAM DUNLEAVY GIVEN THE FIRST JIM PUTT AWARD

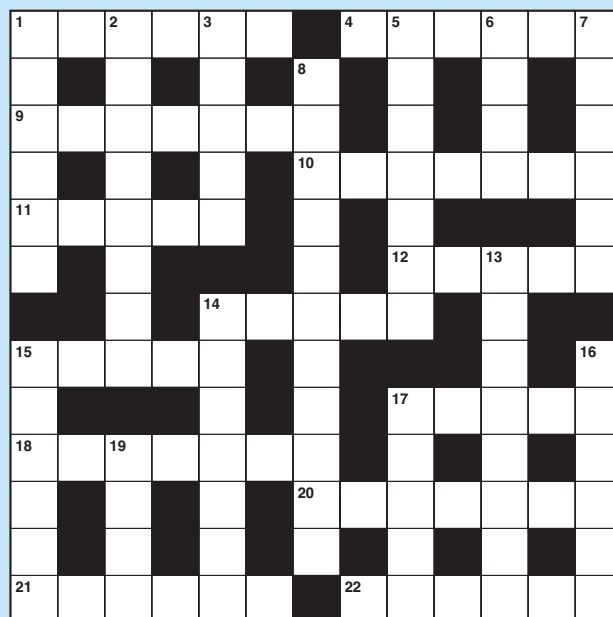
Aires in Pittsburgh, USA, has announced that Pam Dunleavy, Aires Vice President of Sales & Marketing, has become the first recipient of the Jim Putt Award. The award, named after the company's founder, recognises individuals who embody his values of selflessness and commitment to helping others.

In a press release the company said that Pam began her journey at Aires in 2013 and has been making a difference every day since. She is a dedicated leader who goes above and beyond to ensure her team members achieve success. Pam truly has the 'Aires DNA', displayed through her empathy, drive to serve, and ability to inspire those around her.

According to some of those who nominated her for the award her qualities included; hard work, care for colleagues, selflessness, and the ability to inspire passion and motivation in others.

● Pam Dunleavy.

PUZZLES

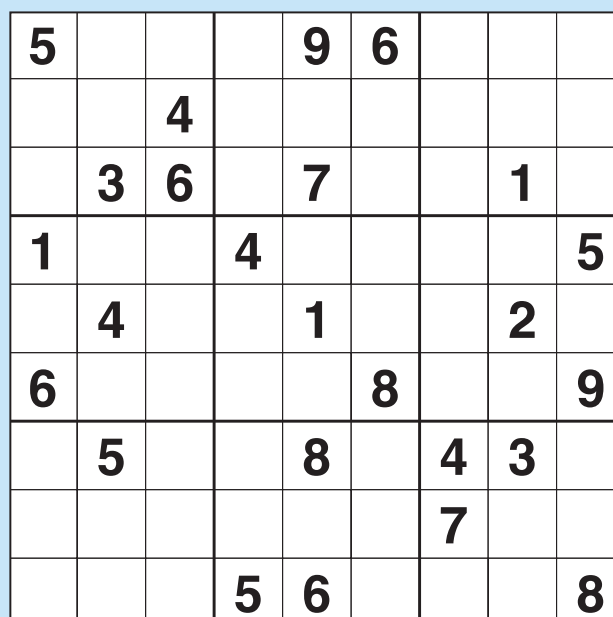


Across

- 1 Rarely encountered (6)
- 4 Absence of passion (6)
- 9 Sign of the zodiac (7)
- 10 Deteriorate (7)
- 11 School tests (5)
- 12 Long poems (5)
- 14 Small restaurants (5)
- 15 Female relation (5)
- 17 Strike (5)
- 18 Brook (7)
- 20 Enunciate (7)
- 21 Most recent (6)
- 22 Leaping antelope (6)

Down

- 1 Female sibling (6)
- 2 Extremely lovable (8)
- 3 Space (anag) (5)
- 5 Hits with the fist (7)
- 6 Cab (4)
- 7 Songlike cries (6)
- 8 American actress (5,6)
- 13 Distinguishing mark (8)
- 14 Basements (7)
- 15 Standard; usual (6)
- 16 ___ Williams: tennis star (6)
- 17 Violent weather (5)
- 19 Immense (4)



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L	A	T	E	S	T		I	M	P	A	L	A

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

DIARY DATES

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

RA MOVERS BUSINESS EVENT
20 – 22 February, 2025, Rome, Italy

IMA2025 (INTERNATIONAL MOBILITY ALLIANCE)
25 – 28 February, 2025, Colombo, Sri Lanka

LACMA CONFERENCE 2025
9 – 12 March, 2025, Lisbon, Portugal

FIDI CONFERENCE 2025
27 – 30 April, 2025, Dubrovnik, Croatia

OMNI CONFERENCE 2025
1 – 5 May, 2025, The Chedi Hotel, Luštica, Montenegro

EURA INTERNATIONAL RELOCATION CONGRESS 2025
5 – 8 May, 2025, Zagreb, Croatia

THE BRITISH ASSOCIATION OF REMOVERS (BAR) CONFERENCE 2025
15 – 17 May, 2025, Liverpool, UK

PAIMA 41ST ANNUAL CONVENTION
21 – 23 October, 2025, New York, USA

IAM 63RD ANNUAL MEETING
24 – 27 October, 2025, Marriott Marquis, New York, USA

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Did you know?

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

Jingle Bells is a classic Christmas song, but it didn't start out that way. It was written by James Lord Pierpont and first published in 1857 to be sung on the American Thanksgiving holiday. The original title was *One Horse Open Sleigh*, but was changed to *Jingle Bells* when it was reprinted in 1859.

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CANON BACK IN BUSINESS

Now I know we live in a complicated world. As every year goes by, it seems to me, as a gentleman of advancing years, that everything I try to do becomes more difficult. Running ten miles before breakfast is a pastime that I have now consigned to personal history. Frankly, getting off the sofa is sometimes a bit of a challenge.

And when it comes to technology, I know I am something of a dinosaur. I console myself with the thought that this is the way it should be. If old people could do all the things that young ones do, there wouldn't be much point in being young ... discuss!

However, leaving my physical deterioration and technological frustration to one side, there is another element of modern life that has been winding me up for many years. In fact I remember, 20+ years ago, threatening to start my own protest group called CANON which, I thought, with a little manipulation, would be the acronym for The Campaign Against Nonsense. Quite good, don't you think.

Well, needless to say, it never flew. Not because it wasn't worthy, but because life got in the way and I had to focus on fighting my way through the mire of incomprehensible foolishness that we call modern life, rather than curing it. Shame really. I had visions of myself being interviewed by Nick Robinson on Radio 4 as I tackled my most pressing pile of claptrap. Sadly Nick, that will have to wait a little longer.

But the other day, I had yet another wonderful example of 21st century twaddle which would have certainly opened a new file in the CANON office. For this, I must thank Barclays Bank. Allow me to explain (at this point I suggest you make a cup of coffee and get comfy).

You see, Barclays provide my wife and I with travel insurance for a modest fee each month. As neither of us have completely clear health records (who does?), the fact that the policy provides cover for existing conditions, is a great advantage. Because I once walked past a cardiac ward in our local hospital it's virtually impossible to get cover elsewhere unless I am prepared to hand over a king's ransom. And getting cover for business travel, well, there's another kettle of fish. Maybe that's a tale for your second cup of coffee.

But, the other day I received a letter. My wife got one too. Both from Barclays. As we have been married for 33 years, and live in the same house, they might have worked out that one envelope might be sufficient – but I digress. The letters explained that they would no longer be able to cover existing conditions unless they had been specifically reported to them and, if necessary, an additional premium paid to reflect the real risk. I was a little grumpy about it, but I guess it was only a matter of time.

Then the letter explained that they had appointed my wife, not me, as the policy holder, rather than us holding the cover jointly. This means that they would only speak to her, not me, in any correspondence. As the new regulation does not kick in until 25 January, I called them to expose the flaw in their new system.

Speaking to a very polite and helpful gentleman, who sounded like he was from Calcutta but said his name was John, I explained that, under this new system, my wife would have to call to explain my medical conditions, of which she clearly knows less than me. Would it not be better for me to have that conversation?

That was, apparently out of the question. John had a solution though. He could transfer the policy into my name. Brilliant! Now I must call them to explain my wife's medical conditions, of which I know even less.

I had a solution. How about we both explain what's what now, before the new rules come in, then they can be certain of getting the right information. Simple! Oh no. They could not accept any communication on the subject until the new rules applied.

As you know, I travel a bit. My health insurance is important to me. Is it not ironic, that a career of over 50 years might just be curtailed because the boffins at a bank can't recognise folly when it's looming large and blowing raspberries at them?

CANON, we are back in business my friend.

Steve Jordan



Do you have a story you'd like to contribute to 'And finally ...'?

If so, please click here to e-mail it to me, Steve Jordan. Cheers!



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