

# FEDEMAC News

THE NEWSLETTER OF THE FEDERATION OF EUROPEAN MOVERS ASSOCIATIONS

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## The expanding European Family - Letter from the President

Dear friends and colleagues.

When I first started this letter, life was peaceful and our Spanish colleagues were concentrating, as were all of us on our normal commercial and family lives. Suddenly this has all changed. The horrific event in Madrid has changed our daily lives in a dramatic manner. On behalf our board and all of you I express our sadness to our Spanish members and our condemnation of the people and organisations who have carried out this act. I know that many of you have personally expressed your sympathy and sadness to your Spanish friends.

Life must go on and we will not allow our personal and business activities to be permanently effected.

FEDEMAC members are involved in the fight against these organisations through their co-operation with international organisations such as the WCO (World Customs organisations). You will recollect that we signed an international MOU (Memorandum of understanding) some years ago with the WCO and that we advocated that the individual countries and associations themselves sign their MOU with their national customs. This was to pledge our assistance to avoid smuggling of contraband drugs and explosives in our consignments in transit. We have often been successful in intercepting these substances and have been recognised by the World Customs for our co-operation. We do not publicise these successes for obvious reasons. The

movements of our containers and trucks during these difficult times will be facilitated by the National customs offices through advice from the world customs of our participation in their MOU's. I advise you to make contact with you national customs to cement this agreement. Our profession is vulnerable because of the large volumes exported and imported and the geographical areas are no longer limited to the traditional hotbed regions of terrorism. We will discuss this during our conference in Budapest.

Let me tell you about our conference.

It will take place from the 18 to the 21 November. Budapest was chosen as the most appropriate place to hold the conference. It is a beautiful city steeped in tradition and history. The event will be just 6 months after the acceptance of the new countries into the EU and will enable us to have an up to date account of how our new colleagues are coping with the formalities, rules and regulations to which they have been introduced. We will have some very interesting speakers from the regions, directly concerned with aspects of the European moving profession.

This is an appropriate time to hold a FEDEMAC conference. Our membership is increasing. New members and associations from the accession countries have expressed their interest in joining us. They recognise the need to have the protection, guidance and lobbying support of an umbrella organisation such as FEDEMAC during this crucial period of their development. It is also an ideal meeting venue for those companies who have left FIDI and OMNI and wish to remain within the moving circuit.

At the FEDEMAC conference you will have a gastronomic experience to remember in the famous Gundel Restaurant on the Square des Heros and a typical Hungarian evening on the hills of Buda. Complete with music (and dancing if you wish). You can



also experience the famous thermal baths in many of the renowned establishments. You may stay longer at reduced rates if you inform us in advance.

At the same time the conference offers an opportunity to expand the own network and to discuss the first experiences of the EU enlargement.

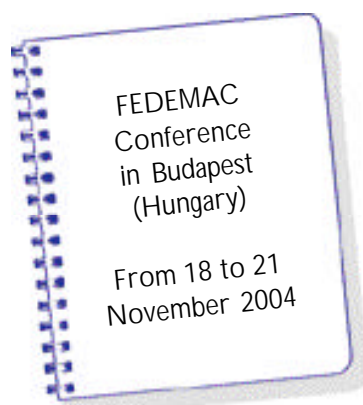


By the time that you read this, 10 new countries will have joined the EU. This will present challenges and advantages both for existing FEDEMAC members and for the moving companies of these countries. The structure of the indigenous

companies must change to meet the competition of the multinational groups already operating throughout Europe. They may decide to compete, to co-operate or to change their market target. Whatever happens they will have to take important decisions. FEDEMAC will be there to lobby and to protect their interests on relevant legislation being introduced in Brussels. Their pricing structures will be effected by working directives, road tolls, wage increases, vehicle conformity. The opportunity is there for these companies to prosper but also to perish. It is important that they upgrade their knowledge, contacts and systems to profit as they should from this event. Through the formation of National Associations and membership of FEDEMAC this can be assured. As we are at present considering membership from Hungary, Poland, Czech Republic, and Slovenia.

I look forward to greeting you in Budapest.

*Denis Caulfield*  
FEDEMAC-President



## Security in Road Transport

**Assaults on drivers and theft of goods constitute an increasing problem all over Europe. In 2002 more than 200,000 crimes were committed against trucks and drivers, and registered thefts amounted to € 7.5 billions. According to the EU this represents an increase of 5% during a year.**

The increased crime rate against the road transport industry is an international problem which affects Denmark increasingly. We have reason to believe that the problem intensifies with the enlargement of the EU by 1 May 2004. Thus many Danish removal companies driving through Europe may be exposed to the risk of assaults.

A questionnaire conducted by the Danish Government shows that about 300 Danish drivers were exposed to assaults or threats of assault, 200 of these during the four last years.

Up to now the increased crime on the European roads has not attracted the politicians. During the Danish EU Presidency in 2002 a comprehensive recommendation was adopted calling upon the member states to fight against assaults on drivers, but the recommendation did not lead to any specific initiatives. Within the different EU institutions an agreement has been reached with a view to upgrade the reinforcement of security on the European main roads, for example, by an increase of the number of secure parking places and providing more accurate information to the drivers. However, in the political system it takes time to convert this into action.

It is imperative to subject all initiatives to a cost-benefit analysis. Just as important is that the measures do not have a restrictive influence on the free transport across the EU member states. When the Commission has reached a common denominator, it must be valid for all EU countries.

However, the crime is not a separate issue that may be left to the discretion of politicians. The transport industry must assume the responsibility in close cooperation with other links of the transport chain. The crime against goods transport can only be successfully opposed by close cooperation.

According to the Danish road transport industry the political process should be accelerated. At the beginning of March DTL called upon the EU Commission to apply the necessary measures.

It is crucial that all actors, i.e. hauliers, drivers, forwarders, insurance companies and suppliers of IT equipment to the police and the politicians, cooperate and make demands of each other. All parties concerned must retain focus on security in order to generate an efficient weapon against crime on the roads.



*Michael Svane, DTL und IRU*

In our opinion it is much more important that the initiatives are taken at EU level than through national initiatives, which may lead to distortion of competition. Moreover

*Michael Svane*  
CEO, Danish Transport and Logistics Association (DTL) and Presidential Executive of the International Road Transport Union (IRU)  
Copenhagen, March 2004

## The new FEDEMAC Board Member

**Carl Bohn was elected at the FEDEMAC Council Meeting in November 2003 as new Board Member of FEDEMAC. Carl Bohn is 57 years old and married to Hanne. They have a son who is 32 years old. With this article Carl Bohn introduces himself.**



*Carl Bohn,*  
*FEDEMAC Board Member*

I have been working within the trade of transportation for about 20 years, the last 12 at ADAMSTRANSPORT CO. ApS, and 10½ of these as CEO. Before ADAMS, I was employed within the Danish Road Haulier Association / RHA and my main areas were labour legislation, education and quality. Among other things, I have been involved in introducing ISO 9002 into the trade of transportation. In this connection I have worked with European organizations

regarding various standards. The last years at RHA I had a lot of contact with the Danish Movers Federation, and this area quickly became a great interest to me. It was therefore very satisfactory to go from the organizational life out into the "real" life in a removal company.

I am continuously engaged within the organizational life - however, now it is with the view of a "user". I am a board member

of The Danish Movers Federation, The Danish FIDI Association & the Danish Transport & Logistics Association.

I look forward to working within the board of FEDEMAC. It is a challenge and a work area whose significance enhances on a daily basis. This is due to the increased integration in Europe, and now in particular because of the significant increase of the number of member countries within the European Union.

## Views from Belgium



### The Belgian national removal association Belgische Kamer der Verhuizers/Chambre Belge de Déménageurs presents its country and the association.

Belgium has long been a highly active trading centre. Ghent began prospering in the 12th century thanks to the cloth trade. A major textiles centre since the 10th century, Bruges became an import centre for international trade in the 13th century. Antwerp supplanted it beginning in the 15th century and even became the hub of European and Asian trade in the 16th century. Moreover, in the 19th century, Walloon manufacturers began to export to the whole world.

Belgium is a small country (32,545 km<sup>2</sup>) at the centre of the most significant industrial and urban area in Western Europe: the 'industrial square' formed by the Ruhr, Randstad Holland, Nord-Pas de Calais and Lorraine-Saarland. Belgium lies at the crossroads of Europe's economic and urban 'backbone' and the world's main maritime front. It is not only located in one of the most densely populated and most commercial regions of the world, but is also at the centre of a major urban and economic corridor.

Since the end of the Second World War, Brussels has occupied a position of key importance in the network of European cities, thanks to its many assets (central location in Europe, multilingual nature, pro-European policy, diverse population), all of which have served to attract the headquarters of major international institutions to the city, as well as, of course, the European institutions. These organisations have brought with them a multitude of other professional sectors, embassies, representatives, press, lobbies, consultants, banks and other business and cultural services.

Moreover Belgians are also known for building their own houses (the local

expression is "born with a brick in the belly"). They invest in their homes and the renovation market has been booming also.

It is obvious that within this context a rather dense removal market has developed in the fields of business and office relocation, as well as private home removals. However, this market is of course not being served by natives only. The European 'liberalisation' has brought more competition from outside the country. No problem, as long as this competition remains fair and respects the same rules, mainly with regard to the social obligations...

The Belgian removers association, which will celebrate next year its 100th anniversary, is there to defend the interests of its members and therefore closely follows all developments. The Belgian removers association is called "Belgische Kamer der Verhuizers (BKV)" in Flemish and "Chambre Belge des Déménageurs (CBD)" in French. Its 125 members, representing 75 % of the Belgian market, work under the common label and logo "Official Movers". Similar to the Belgian political context, the association also has a combined national and regional structure, whereby the national structure takes into account the input of the Flemish, the Brussels and the Walloon regions, which also here often leads to the well-known "Belgian compromise".

The secretariat is located in Brussels, at the disposal of all members, but also of all official authorities and even (and increasingly) of customers asking for advice.

The Belgian removers sector is quite heterogeneous: companies ranking from very big world leaders to very small businesses,

working only locally, but the majority are still family owned.

In a market, too often dominated by fierce competition from outside, but also from inside, the BKV-CBD is concentrating on three priorities which in fact are strongly related: quality, training and social responsibility.

The quality charter, whereby the quality of the services offered by the removal company is judged by the customer, has been launched early 2002 and is becoming more and more successful. The logo "Official Mover" has been given more substance, though we realise that there still is a way to go...

In the field of training, our sector in particular is called upon to develop training programmes allowing low skilled labour to better "flow in". A pilot project is being developed, in close

cooperation with a number of technical schools and our social partners. Qualified people perform qualified jobs for qualified companies. More details in this respect will be communicated to our fellow Fedemac-members in due course. In the meantime the one-day-sessions, started last year for outside elevator

operators, are a success and a good response to the needs of the workers and their employers.

Last but not least, the BKV-CBD managed to negotiate more flexible working hours and is entering a partnership agreement with the official authorities involved (Transport, Finance and Social Affairs) in order to act and fight together against illegal labour. Fair social allowances and correct commitments are considered to be the essential basis of a correct price setting, which leads to the quality we advertise and the fair competition we dream of.

*Nicole Martinet*  
Manager of BKV-CBD



## Value Added Tax (VAT) rates in the European Union

Austria	20 %	Great Britain	17.5 %	Netherlands	19 %
Belgium	21 %	Greece	18 %	Poland	22 %
Cyprus	15 %	Hungary	25 %	Portugal	19 %
Czech Republic	22 %	Ireland	21 %	Slovakia	25 %
Denmark	25 %	Italy	20 %	Slovenia	20 %
Estonia	18 %	Latvia	18 %	Spain	16 %
Finland	22 %	Lithuania	18 %	Sweden	25 %
France	19.6 %	Luxembourg	15 %		
Germany	16 %	Malta	18 %		

This information is supplied without liability.

## The ECB Group

**ECB GROUP has over 25 years experience in the maritime container industry, offering repair, storage, maintenance and transportation facilities to shipping lines and leasing companies in the port of Rotterdam.**

From this core business, ECB have diversified into terminal and port operations with the acquisition of UCT terminals. Providing full CFS service, refrigerated container service centre, together with a fully automated 948teu container warehouse storing 20', 7.45M and 40' containers stacked 9-high, with an internal crane capacity of up to 17tons.

The European removal industry presented ECB with new challenges:

- ✦ Design and produce containers to a optical standard acceptable to the industry
- ✦ To adapt the standard ISO container to suit specialised purposes e.g. archiving, furniture, self-storage
- ✦ Overcome the traditional problems of condensation, ventilation and security
- ✦ Provide an alternative to custom-made vehicle bodies with the production of a mass-produced container swap body

- ✦ Offer storage and fleet solutions which are suitable for all removal companies, large or small, throughout Europe
- ✦ To encourage use of ISO system, which is internationally accepted and for all inter-modal forms of transportation worldwide

ECB now have 8 years experience in the industry: Our products are used by removal companies in Holland, Belgium, Luxembourg, United Kingdom, Germany, Switzerland, Austria, Spain and Ireland.

We continue to research and develop our container products with input from our customer base. Our aims are to provide quality container products to the removal industry, to achieve customer satisfaction and encourage utilisation of containers throughout the European removal industry.

Ronald de Vos  
ECB Group



Lucien Pot (FEDEMAC Board Member) congratulates Ronald de Vos (ECB) on the sponsorship agreement.

## A new EU proposal to improve the free movement of services in Europe

**The European Union (EU) has decided that it needs to improve the free flow of services within the EU. This is seen as vital if Europe is to unlock business potential, increase productivity, create jobs and deliver benefits to consumers through greater competition.**

Service sector industries such as the European removal industry, may well benefit from this proposed directive, with less red-tape and easier access to markets in other EU member states. The proposal was put forward by the European Commission in January 2004 and initial reaction from much of the service sector has been extremely positive.

The public and private service sectors account for almost 70% of EU employment and just over 70% of gross value added, but just 20% of trade between member states. This is partly due to the 'non-tradability' of some services, but it is also due to 'barriers' that exist between Member States. Different countries have different rules. For example, the length and complexity of administrative formalities when 'setting up shop' in another Member State have made it difficult for industries to establish themselves in other EU countries.

The new proposal wants to get rid of these barriers. It establishes general provisions facilitating the freedom of establishment of service providers and the free movement of services. In short, the

Directive will require Member States to cut administrative burdens and excessive red tape for industries and businesses.

For example, the proposal would mean that a business based in one Member State would be able to provide its services to customers in another Member State on the basis of the regulations of its home country. This is known as the principle of 'mutual recognition on the basis of country of origin' and is perhaps the key aspect of the proposed changes.

Which industries would be affected? The directive covers all services provided to consumers and businesses except services provided directly by public authorities and services that are already covered by specific EU law, such as financial services, telecommunications and transport. It includes 'traditional' service companies, such as employment and advertising agencies, craftsmen, security services, waste management, retail, hotels, business-related services, regulated professions and many others. The Commission estimates that the services covered account for some 50% of EU

GDP and for some 60% of employment in the Union.

So how will this affect the removal industry? The proposal as it stands does not, in general, apply to transport workers. However, it does apply to services that are not regulated by other EU legislation on transport and which removal companies can propose in parallel to removing services such as cash in transit, furniture retail or the transport of mortal remains. Also many of the current issues which FEDEMAC is fighting for at the European level may possibly be covered by the very large scope of this directive. This is the case for example of the EU imports dossier which could be positively influenced by the directive. The ensuing potential benefits to removal businesses could therefore be significant, encouraging and facilitating cross-border expansion, especially for small and medium-sized enterprises.

What next? The proposal, having been put forward by the Commission in January, will now go forward for adoption by the European Parliament and the EU's Council of Ministers. The Commission hopes that the directive will enter into force by 2007 at the latest.

William Dufourcq  
GPC

## Provisional Program of the FEDEMAC Conference 2004 in Budapest

### Thursday, 18. November 2004

- Afternoon: Check in at the hospitality desk  
in the Conference Hotel Le Meridien
- Evening: Champagne reception in the Hotel  
Welcome speeches and roll call  
Hungarian evening with dinner and entertainment  
at the restaurant Márványmenyasszony



### Friday, 19. November 2004



- Morning: Speech of key speaker Commissioner  
Dr. Nagy Janos (Major General of the  
Hungarian Customs and Finance Guard).  
Business meeting of the Congress participants  
Topic: Decision making and Lobbying in the EU:  
examples, experiences, and need for action.  
Buffet lunch
- Afternoon: Workshops  
1. Safety and Security  
2. Working time regulation  
3. Using standards as marketing instruments
- During the day: Spouse tour: Visit of Szentendre, the artists' village
- Evening: Dinner at the Restaurant Gundel

### Saturday, 20. November 2004

- Morning: Business meeting: Results of the workshops  
Panel discussion  
EU East Enlargement: experiences and  
expectations of the removal industry
- Free afternoon: Suggestions for activities:  
Visit of the House of Hungarian Wines  
Guided city tour  
Visit of the Thermal Centre Gellért Bath  
or Szécheny Bath  
Visit of the historical marketplace (handicrafts)
- Evening: Champagne reception in the hotel  
Farewell dinner in the Hotel restaurant  
Farewell drink at the Bar



### Sunday, 21. November 2004

Departure of Conference participants

The Conference is sponsored by

WERNER BRANDEIS  
VERLAG



DEMAG  
Cranes & Components

We are looking forward to meeting you  
in Budapest in November 2004.

You will receive the invitation and  
registration documents mid of 2004 !!!

## News Flash



**Our president Denis Caulfield is pleased to inform you that he has joined Ireland's well known Movers, the Beverly Smyth/Nat Ross Group.**

Please find further information under [www.beverlysmyth.com](http://www.beverlysmyth.com). Please update your records accordingly.

*Denis Caulfield, FEDEMAC President*

### ECB Group joins FEDEMAC

ECB Group became the second Commercial Affiliate of FEDEMAC. It is therefore a pleasure to welcome the new member from the Netherlands in the "European Family". The ECB Group takes special attention to the needs of the removal industry within the container industry.

Very welcome ECB

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### International Diary of the Moving Industry

2004		November	
May	4 - 8 OMNI Convernition, Puerto Valloarta, Mexico 9 - 13 FIDI Congress, New Orleans, USA 14 - 16 BAR Conference, Celtic Manor, Newport, Great Britain 15 SMF Annual Meeting, Sunne, Värmland, Sweden 21 FEDEM General Assembly, Madrid, Spain 29 AITI, General Assembly, Roma, Italy	1 Annual meeting of PPV (commercial moving group), Netherlands 12 - 14 The Movers Institute Conference, Bournemouth, Dorset, Great Britain 18 - 21 FEDEMAC Conference, Budapest, Hungaria TBD SMF Fall Meeting, Stockholm, Sweden	
June	17 - 18 AMÖ Conference, Weimar, Germany	<b>2005</b>	
September	11 SMF Annual Convention, Silkeborg, Sweden	February	17 BAR Commercial Movers Group Conference, Belton Woods, Grantham, Lincolnshire, Great Britain
October	1 - 3 ÖMTV General Assembly, St. Gilgen, Austria 14 - 16 HHGFAA 42 <sup>nd</sup> Annual Meeting, San Diego, USA 23 General Assembly of the movers section of ASTAG, Neuenburg, Swiss	March	TBD LACMA Convention, Dominican Republic
		May	TBD FIDI Congress, Cairo, Egypt
		October	22 - 25 HHGFAA 43 <sup>rd</sup> Annual Meeting, Washington DC, USA
		November	TBD FEDEMAC Council Meeting, Ireland
		<b>2006</b>	
		March	TBD LACMA Convention, Seville, Spain



France, Latvia and Luxembourg represented by Direct Affiliates



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