

# arena



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## Anglo Pacific move Themselves



After 21 years at Standard Road, North Acton, Anglo Pacific have relocated their London HQ all of a mile to brand new premises at Willen Field Road, Park Royal. The new facility offers 43,000 sq feet (4000 sq metres) of superior offices and warehousing on a two acre site, with excellent access from the M1, M40 and A406 North Circular Road.

John Coley, Anglo Pacific's Operations Manager, had responsibility for the move, which included relocating 70 steel 20ft containers, 500 wooden storage boxes and 300 pallets of loose effects. John reported, "The whole operation was accomplished over a weekend and I am pleased to advise that every single item arrived safely at its' destination."

The facility offers fast, congestion-free unloading via 4 roller shutter doors, together with dock-level loading access and overnight parking for our trade customers.

To protect our customer's belongings a state-of-the-art security system has been installed. Consisting of CCTV, intruder alarms and smoke detectors, the integrated system is linked round the clock to Redcare.

Having outgrown the premises in Standard Road, staff have welcomed the move. Facilities at the new HQ include air conditioned offices, 3 staff canteens, dedicated training facilities and, for the 100 London-based employees, a gym and fitness centre.

## Home Move DVD



This year saw the introduction of a DVD which explains the entire moving process. John Payne, Anglo Pacific's Sales Manager, commented that "moving overseas, is for most people, an exciting, once in a lifetime opportunity, which involves the entire family. Our DVD runs for just 8 minutes and can be played on a TV or PC screen in a relaxed home environment, allowing all family members to be kept in the picture".

## Online Update

Anglo Pacific recently launched its new and improved website , which offers a wealth of information for customers relocating overseas, such as sailing schedules, worldwide customs information and documentation, country profiles and a bespoke shipment tracking facility.

You can also calculate your tax rebate entitlement upon termination of employment in the UK and claim your refund by completing the company's new online Tax Claim pack. It's simple to use and you could be due a rebate of £850 or more. You can find us at, [www.anglo-pacific.co.uk](http://www.anglo-pacific.co.uk)

## Traveller's Guide

Anglo Pacific is proud to sponsor an informative guide to living and working in Australia and New Zealand. Produced by TNT Magazine, it is full of helpful advice. To order your free copy simply complete the order form on Anglo Pacific's website, [www.anglo-pacific.co.uk](http://www.anglo-pacific.co.uk)

## Bristol to Adelaide

Transporting vehicles is all part and parcel of Anglo Pacific's regular business. Over the years we have shipped most makes of car from Jensens to Jaguars, from Bentleys to .....Bristols? Now there's a new one.

This shipment, heading for Adelaide, Australia, was a very luxurious car and certainly not one we had seen before. It was a Bristol 402, two litre, which when it was made in 1949 would have cost just £2,700. It was not difficult to see why the owner thought the car very special indeed and would need extra care during shipping.



Bristol originally manufactured aircraft, however, at the end of World War II the successful company were forced to diversify. They chose to put their engines into beautifully crafted luxury cars. All gleaming bodywork and shining chrome trims, the Bristol 402 was one of the earliest post-war examples to leave the factory. Unlike many car manufacturers, Bristol still run a thriving company today and sixty years on continue their claim 'to make Great Britain's most exclusive luxury cars'.

To buy a Bristol Fighter sports car today, with a top speed of 200 mph, one has to find a cool £229,000. Interested? Why not check it out at [www.bristolcars.co.uk](http://www.bristolcars.co.uk)

## In-transit Cover

New government legislation has been introduced, which meant selling insurance to the general public became a regulated activity. To sell insurance a company now has to be authorised and regulated by the Financial Services Authority (FSA). With the introduction of this new legislation our industry was faced with a bit of a dilemma - become regulated (and suffer the enormous administrative burden) or find an alternative way to protect our customer's goods during transit.

Working closely with leading insurance advisors, our national association, the British Association of Removers (BAR), formulated an alternative where members would extend their own contractual liability to their customers. This 'Standard Liability' scheme has now been adopted by the majority of members and is considered to give similar, if not better, protection for customers' belongings.

Twelve months on from the scheme's introduction, we are delighted to say that Anglo Pacific's clients are very happy, recognising that not only is it in Anglo Pacific's interest to professionally pack to the very highest standard, but it also helps to ensure everything arrives at its destination in pristine condition. Occasionally accidents do happen. Claims are dealt with quickly and professionally and we can even recommend an expert from our own worldwide panel of restorers to repair valuable antiques and modern furniture.

For further information regarding Standard Liability please refer to our website or speak with your move co-ordinator.

## On Tour with The Boys

'The History Boys', the award-winning play by Alan Bennett, which premiered at The National Theatre, London, in 2004 has just completed a 28-week international tour. After 'auditions', Anglo Pacific was 'cast' in the major role as the shipper of sets, props, lights and costumes to Hong Kong, New Zealand, Australia and the US.

For the National Theatre's Production Manager, Andy Ward, it was the culmination of months of planning. A 40ft high cube container was required for shipping the set by sea to Hong Kong and then on to New York. Airfreight consisting of 2217 kgs of props and equipment was flown from London to Hong Kong, and on to Wellington, Sydney and finally New York. A further shipment of a second set, built in Wellington, had to be delivered to Sydney and then back to London.

"This was a very exciting project for the Company. Logistically, however, it was far from straight forward," said Andy Ward. "Anglo Pacific proved to be such a professional organisation to work with. They displayed a total understanding of the need to meet deadlines and I felt confident throughout that they would deal with any problems that may arise. They ensured that everything ran according to schedule, was given high priority through customs and arrived on time."

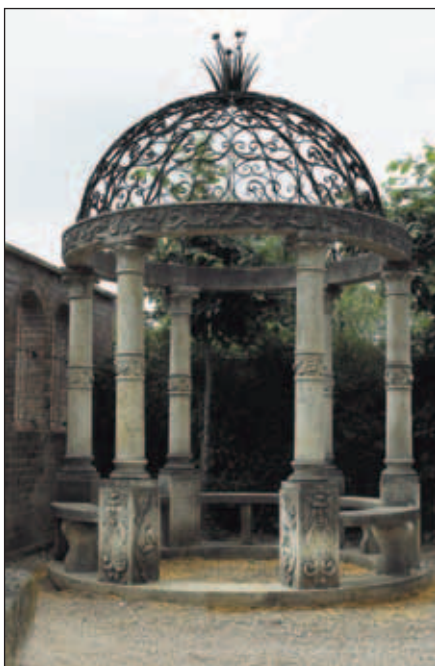
The History Boys, directed by Nicholas Hytner, following its huge UK success, played to full houses throughout its' demanding whistle-stop tour of Hong Kong, Wellington, Sydney and finally New York, where the play picked up a total of 17 drama awards - it is certainly a play well worth seeing!



*Maggie Steed as Mrs Lintott with Richard Griffiths as Hector*

*Photograph by Manuel Harlan courtesy of The National Theatre*

## Farewell Talisman



For more than 20 years Talisman Antiques in Dorset was a 'Mecca' for buyers of unusual decorative items, architectural fittings and garden furniture.

Overseas buyers, trod the well-worn path from Heathrow to The Old Brewery to buy from one of the most eclectic and often bizarre stocks in the country.

But nothing lasts forever. Their owner, Ken Bolan, decided it was time to sell-up and move on to pastures new.

Sotheby's, Billingshurst auctioned off his remaining stock. Naturally, interest was enormous and both UK and overseas buyers flocked to the sale.

Anglo Pacific's Fine Art Division, having packed and shipped for many of Talisman's regular buyers, were charged with packing and shipping a number of auction purchases to New York, including the huge limestone rotunda pictured here. This was 12ft high, over 9ft in diameter, with a heavy wrought iron top. It dismantled into 51 pieces, presenting an interesting challenge to our packing department.

Along with several stone gate pier balls and large stone urns, the rotunda was packed with care, loaded into a 40-foot container and was safely delivered to our client in New York, where it was reassembled.

## Gosforth Goes Forth



*Steve Perry, MD*

An event to name the latest addition to the Maersk Company's expanding UK fleet took place recently in Southampton. Anglo Pacific's M.D., Steve Perry, was privileged to witness the occasion.

For many years now Anglo Pacific has enjoyed a special relationship with Maersk, having for the sixth year in succession been in the enviable position of Maersk's largest shipper of household goods from the U.K. to the southern hemisphere.

Mark Malone, Director of Shipping for the Maersk Company, speaking at the ceremony said, "We're delighted to be adding Maersk Gosforth to the U.K. fleet and flagging her under the red ensign in London. With an overall capacity of 4150 containers, the vessel has extra capacity for carrying dangerous goods, with special under-deck arrangements in two holds. Maersk Gosforth is also fitted with stabilising fins to reduce the rolling of the vessel and to provide better cargo care. This name-giving ceremony" he added, "demonstrates our continued investment in the U.K. maritime industry and growth in the global shipping arena."



*Margaret Fay, Chairman of One NorthEast, with Mark Malone at the official naming ceremony*

## Life Begins in your Eighties

One of the toughest decisions in life is whether you should start a new life thousands of miles from home. Not so for great grandmother Lilian Stone, who at the age of 85 has done just that.

“All my life I have lived in London,” explained Lilian. “I have brought up three daughters here, have taken care of ageing relatives and rarely travelled beyond the south of England. But when one of my daughters suggested I go and live with them in Australia, I saw it as the biggest adventure of my life. For one thing, I would see my great grandchildren for the first time.”

Once her mind was made up, Lilian had to sell the house where she had lived for over 40 years, sift through all her possessions, choosing only those



Lilian meets her two great grandchildren

things which were very dear to her. “Fortunately my family were a great help. I lost count of the times one of them said, Oh mum, you wont need that!” Lilian managed to reduce the contents of her home to just over half a 40ft container, to be shipped to Melbourne.

Move co-ordinator, Amy Grogan, said “Every year we handle thousands of shipments giving as much help and advice as possible to our clients. Particularly useful is Anglo Pacific’s Worldwide Moving Guide, which sets out the do’s and don’ts of household removals including a check list of 65 things you should do before leaving the country. There are many regulations governing items being shipped abroad, for instance, if you ship a lawn-mower it has to be cleaned until it sparkles otherwise the authorities will not allow it to be imported”.

On the appointed day Anglo Pacific’s crew arrived to pack and load all of Lilian’s belongings, making sure she had any documents she would need for the journey that was to take her firstly for a short stay in Singapore, a country so different from anything she had experienced, then on to Australia. Arriving in Melbourne she was soon surrounded by her familiar treasures, her children and grandchildren and had finally met her two great grandchildren aged 1 and 3. “Just look at me now,” quipped Lilian, “I knew it was going to be worth it.”

## Skype Hype

Trade customers and migration partners can now call Anglo Pacific from their PC absolutely free of charge, following the recent introduction of Skype within the company. Skype (rhyming with ‘type’ and ‘pipe’) is defined as a proprietary peer-to-peer Internet telephony (VoIP) network.

The system has a reputation for working across different types of network connections, including firewalls, because voice packets are routed by the combined users of the free desktop software application. Skype users can speak to other Skype users for free anywhere in the world.

For complimentary software, headset and camera, contact Jack Dorrington, Trade Manager, or Noel Glavin, International Manager.



## Tax Service

British citizens and members of the Commonwealth are entitled to a tax rebate at the end of employment if earnings during the year were less than the tax threshold, you leave employment before the end of the financial year, or you have been taxed under a wrong tax code or assessed for Emergency Tax.



Anglo Pacific offers a fast and efficient tax reclaims service and is fully bonded by the Association of Tax Agents. To calculate your rebate entitlement visit their website and select *Rebate Calculator*. The average rebate Anglo Pacific secured for customers last year was a whopping £850!

For details see our website, [www.angloPacific.co.uk](http://www.angloPacific.co.uk)

## Jonah Heads Back Home



Jonah Lomu, one of the greatest legends in international rugby has, since his debut in 1994, thrilled crowds around the world with his speed, agility and power of intimidation.

Sadly, Lomu's career came to a sudden halt in 2002 due to a serious kidney disease. But, with treatment and a successful transplant he has made a remarkable comeback, playing for a short season in the UK with top-class side the Cardiff Blues. He now plans to get back into the game back home in New Zealand.

Anglo Pacific shipped his belongings to Auckland, much to the delight of keen rugby fan and member of staff, Del Morris, who was charged with looking after rugby's superstar.

## Putting Quality First

Anglo Pacific have reached near-perfect results from their on-going quality management scheme, which must be very reassuring for their customers.

The 60 key areas audited cover a whole range of disciplines from the quality of contact with the office, health and safety practices, to ensuring goods are packed to high standards. And in these areas the overall ratings are incredibly positive, with an average across all aspects of the removal process currently standing at 4.54 out of a possible 5.0! Not totally perfect, but it is giving staff all something to strive for!

Responses from customers make a valuable contribution to the quality scheme. The results of this, together with careful auditing of staff and crew highlight areas where improvements can be made.



## Making your Money go Further

Britons buying property abroad and returning foreign nationals transferring their savings home could have lost up to £1.8 billion because, according to new research recently reported in the Sunday Times, high street banks offer such a poor deal on foreign currency exchange. Many people are unaware that there is an alternative.

Anglo Pacific have entered into an exclusive arrangement with foreign currency specialists HIFX Plc who offer Anglo Pacific customers preferential rates of exchange, no minimum transfer value or commission and free transfer of funds overseas. For a free, no obligation consultation speak to HIFX on 01753 641235.

# Ray Races The Sun



Ray, 2nd left with his team members at the start of the race.

A member of staff from Anglo Pacific, Manchester helped raise over £1,800 for Action Medical Research recently as part of a mixed team of four from his local town, Chorley in Lancashire.

Ray Thain, International Sales Consultant with the company, raced against 49 teams from around the country at a dawn-till-dusk event in the Lake District, where they achieved an incredible 3rd place overall and 1st mixed team by completing a gruelling triathlon course of cycling, climbing and canoeing in an amazing time of 8hrs 6mins.

Designed to test the stamina of the hardest athlete, the course consisted of a bike ride from Penrith to Helvellyn, one of the highest peaks in the Lake District. They then had to climb to the summit at 3112 ft and back again, return to their bikes and cycle to Thirlmere for the 2.5 mile canoe circuit then to complete the race, a cycle ride back to Penrith, making 50 miles in all.

Said Ray, "We were delighted with our performance and have already signed up for next year when we hope to improve on our 3rd place position".

## Intrepid Explorers

In December 1994, Anglo Pacific opened a branch in Glasgow, taking over a local shipping company and appointing its manager, John Murray, to head up the Anglo Pacific team. Since then John, as our Scottish Director, has overseen its steady growth in the market place. This year the team had to manage without him when he took an extended six month sabbatical to travel the world with his wife, Christine. John takes up the story.

This was to be our big adventure - me and the wife back-packing to Australia and New Zealand. Outward was via the Far East; homeward via the USA.

In Australia we landed in Adelaide to an emotional reunion with our daughter, Lauren, caught up with all her news, then hired a car from Rent-a-Wreck, a clapped out Holden circa 1995 with 200,000 miles on the clock. We headed for the Barossa Valley and a tour of the vineyards. The rest of the party enjoyed some quality wine tasting. I had to drive us back to Adelaide.

A few more day trips into the countryside and the wanderlust came upon us. We organised a two berth camper for the drive across The Nullarbor, along the Eyre Highway to Perth, some 3000 kms away. The camper was much smaller than we imagined. How were we going to get a good nights sleep in such a small space?

The thing about independent travel is that you always come across some pretty unusual fellow travellers, like Beryl. Sixty five years old, driving an old Land Cruiser and trailer from Brisbane back to Perth - what a woman. What with the roos, emus and dingos we really felt like 'intrepid explorers', crossing the wide open spaces with a mobile phone that didn't work, rationing our drinking water and filling the petrol tank at every opportunity. But we made it to Perth and a flight back to Adelaide.

New Zealand beckoned. We hired Camper Van 2 which was even less luxurious than CV1 and with no heating. The weather was variable and we experienced crisp sunny days followed by gale force winds. The nights were freezing even though we had our 13 tog sleeping bags.

Everyone said that there was more stunning scenery per square mile in NZ than anywhere in the world - we had to agree. We took in as much of the two islands as possible, from fjords to volcanos, from beaches to mountains. Unfortunately we hadn't allowed nearly enough time to see all we hoped and soon had to head home via the United States.

Having visited these far flung places we can understand why so many Brits are attracted to the easy-going lifestyle and beautiful surroundings of Australia and New Zealand. We can't wait to go back.

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