



**Unloads, one of the UK's leading commercial vehicle and car collection and delivery companies managing over 1,000 movements per week is celebrating its name change to Vmoves.**

Under my stewardship as Group Managing Director Vmoves Fleet Solutions is split into three divisions:

- **Vmoves Fleet Car which manages inspection and collection for cars and light vehicles.**
- **Vmoves Fleet Commercial which offers the same service for LGV's.**
- **Vmoves Fleet Intelligence, an important element providing data and intelligence in real time from our client portals.**

More than half of our 150 directly employed Inspectors have a Class 1 HGV licence and receive regular training in the latest technology and features of a modern day commercial vehicle.

The business was originally set up 35 years ago as a commercial vehicle delivery and collection company. Since then our services have widened to cover inspections, fleet cars and fleet intelligence and we have also recently achieved environmental accreditation ISO14001.

Please visit our new website [www.vmoves.co.uk](http://www.vmoves.co.uk) and follow us on [Twitter @Vmoves](https://twitter.com/Vmoves)

**Sandra Ogden, Group Managing Director**



N E W S L E T T E R

**Volume 1**

**vmoves** is the UK's leading vehicle inspection, collection and delivery provider with 35 years of experience



## Meet the Vmoves team

**Coinciding with our name change Vmoves has announced its new management team.**

Sandra Ogden is Group Managing Director. She has been with the company for 25 years and has been Sales/Marketing Director for the Group and Managing Director of Vmoves and sister company Indepth Managed Services prior to her promotion to Group Managing Director during the period of retirement of the founder Mr Peter Roach, who now takes the role of Chairman.

Justin Arnold is General Manager of Vmoves Fleet Car while Dave Whyte is General Manager of the Vmoves Fleet Commercial Division, both of which have been promoted within the business.

Justin Arnold has worked in various motor industry roles with Manheim Auctions and G3 Remarketing while Dave Whyte celebrates 12 years with the business having worked his way up from roles in Customer/Sales Support.

New team member Linda Mitchell is General Manager of Vmoves Fleet Intelligence who has held previous management roles with Manheim and Jet Total Vehicle Solutions. She also takes on the role of Vmoves business development manager.



## New Website Launched

We are proud to announce that we have launched our new website. Designed by Sphere Design it reflects the new name for the business as well as the new look range of products and services.

[www.vmoves.co.uk](http://www.vmoves.co.uk)

## Buddy Scheme

**We are pleased to introduce our buddies to you - Bryan William, Dave Arnold and Michael Rodway.**

The new buddies act as a support/mentor for our new Inspectors out in the field. They provide practical support and guidance on any aspect of the new Inspectors role, in a live working environment. This enables our new Inspectors to gain confidence in their abilities and to receive valuable support and knowledge from an experienced infield Inspector.

In addition to mentoring and coaching, the buddies will also carry out infield audits feeding back the results to Head Office for analysis.

Michael Rodway has worked in our Commercial division and has been a trainer and coach throughout his career at Vmoves.



## Inland Revenue Real Time Information

From 6 April 2013 employers will have to start reporting PAYE information to HMRC in real time. You may see this referred to as Real Time Information - or RTI. This means that employers will have to send details to HMRC every time they pay an employee, at the time they pay them.

There will be very little noticeable change to our workforce other than the date of the payslip, which from 6 April 2013 will be the actual pay date.

### Tips of the Day

**Prepare today for the challenges tomorrow**

**The early bird catches the worm**

**Customer is King**

## Vmoves Star Award Scheme launched

**We are pleased to announce the introduction of our Star Award Scheme, which has been implemented to recognise and reward Vmoves employees who go the extra mile in their role.**

One employee per quarter will be selected to receive the Star Award and details will be published in the latest newsletter.

Nominations are welcome from our clients, if you wish to nominate one of our Inspectors/staff for exceptional customer service or going beyond the call of duty please email your nomination highlighting Star Award to [emmasavage@vmoves.co.uk](mailto:emmasavage@vmoves.co.uk).



**Paul Jones, BMW Outsourced Helpdesk Supervisor is our first Star Award winner**

The first Vmoves Star Award goes to Paul Jones, BMW Outsourced Helpdesk Supervisor for his efforts and contribution in the successful outsourcing of the BMW Helpdesk from Hook to Warrington and his exceptional customer care skills.

## In Focus... Recruitment

**Gavin Grubb, Special Projects Manager and Amanda Connolly, Recruitment Co-ordinator have been working in conjunction with the Ministry of Defence to integrate the workforce being repatriated into the market.**



First of many exhibitions was held at Warrington Collegiate Institute on 12 March 2013, with the next being held in Peterborough on 4 June, followed by Wiltshire on 26 June 2013.

The four key competencies in attracting the right candidates are; customer service, communication, problem solving and responsibility.

## Enhanced Security

As a business we provide enhanced security checks for new and existing Inspectors focusing on the following: CRB & DVLA checks, eye tests and ensuring all of our employees have the right to live and work within the UK.



As part of our ongoing commitment to security, upon arrival at a client's premises the Inspector will present their PDA which provides an identity photograph and the vehicle registration. We would like to remind our clients to be vigilant when signing the PDA to confirm that the identity of the Inspector is true and correct.