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SCOOTER Trade & Industry

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Pictured at a break in conference proceedings, (above) from the left: Silvio Fusari, ANCMA Consultant; Federico Galliano (Piaggio) and Giovanni Moscato (Piaggio). Other picture: Nicola Poggio, Marketing Manager, Piaggio

On Lake Como at Cernobbio an ANCMA conference

attended by over a hundred captains of the Italian motorised two-wheel industry heard their businesses were on the line. With oil running out fast their future should be with the promise found in hydrogen fuel cells and their environmental benefits, Professor Jeremy Rifkin told them.

Around the the year 2020 will see the last of the available crude oil being tapped. Juggle the figures and you get 2002 - the year that the European Union became the world's first superpower to begin a long-term plan to make the transition out of fossil-fuel dependency.

The challenge in Jeremy Rifkin's delivery was that the ptw engine producers should be seriously involved in the development of hydrogen powered fuel cells and the supporting infrastructure. Hydrogen powered fuel cells are 250% more efficient than internal combustion engines. Extracting hydrogen from hydrocarbons or water is expensive at present but the technological breakthroughs and economies of scale will change that and there will be fuel cell driven two wheelers. There's the future.

and then the oil ran out!

but ANCMA conference hears Dawn of the Hydrogen Economy does bring hope

rider engagement, not vilification

Riding on Britain's roads needs the skill and judgement of the individual rider to determine whether or not an accident can happen. Figures from the Provisional Road Casualty 2003 Statistics from the Department for Transport underlines the

need for positive action on rider safety, such as that which is being taken by the motorcycle industry, says MCI.

Provisional figures released by the DfT reveal that the overall number of motorcycle casualties in 2003 remained more or less static compared to 2002, unfortunately, the number of riders killed in collisions rose by 14% to 693. Craig Carey-Clinch, MCI's Director of Public Affairs said; 'Clearly, the rise in the number of riders killed is a major cause for concern which requires urgent action by all involved in motorcycling. The MCI published the industry's first comprehensive safety plan in October 2003 and these alarming new figures underline the need for Government and the motorcycle community to support and help implement the safety plan's recommendations.'

MCI's safety plan, outlines initiatives which focus on education, training, rider assessment

and the policy environment, which if implemented in full could have a major and positive impact on rider safety. The industry has been a key mover in the development of post test training standards and individuals from road safety organisations. What is also not needed is for the motorcycle community to close ranks and blame Government and everyone else for the current situation. Although Government and the police have a huge role to play in motorcycle safety, ultimately, in many cases, it is largely down to the skill and judgement of the individual rider which determines whether or not an accident can happen.

MCI also has a strong message for those quick to jump to conclusions about the casualty rate. Carey-Clinch said; 'What is not needed is another wave of anti motorcycle hysteria of the sort which we have seen of late from campaigners and individuals from road safety organisations. What is also not needed is for the motorcycle community to close ranks and blame Government and everyone else for the current situation. Although Government and the police have a huge role to play in motorcycle safety, ultimately, in many cases, it is largely down to the skill and judgement of the individual rider which determines whether or not an accident can happen.'



Delegates and speakers

at Opportunities and Threats for the 'Made in Italy' conference came from across the whole ptw and component and accessory manufacturing trade. Scooter Trade & Industry editor Peter Lumley was at this, the fourth ANCMA organised conference. He took the pictures.

lots of speed but no flashing lights!

Faster than you can imagine, but wheel-less and quite free of any emissions - that's the shopping trolley hurtling past your door every time you go near a computer. Forget faxes, and the need to find the pen someone has pinched, you don't need to worry about the crossed telephone line or even wait for a dialling tone, this is the new way to order for your shelves - any time of day or night. In fact, keeping your stock in shape has never been easier - so now you can spend the day at the races.

VE dealers are now able to join just about the liveliest web of help and understanding you'll come across this side of Christmas. It's as easy as clicking the mouse to place orders to VE (UK) online at their exclusive Trade website. It's at www.ve-trade.com. You will need to register with the VE web team first, and get a password that's designed to bring every advantage of the online order system. Place orders at any time you want, even from a laptop at your holiday hotel if that's how it grabs you.

It gets better - VE also offer their Parts & Prices search engine, and with some simple keyboard strokes you can search the files and switch to the order to insert the part number and quantities.

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Maestro: change but no change

The Switch and Maestro penguins from previous commercials and promotional exercises have 'tied the knot' in their Antarctic homeland to become Mr & Mrs Maestro! Now most Switch debit cards have already been co-badged with Maestro and from this month new and replacement cards will no longer carry the Switch logo. For most cardholders Maestro-only cards will have been issued by mid-2005.

For both cardholders and merchants, Maestro cards in the UK will operate in exactly the same way as Switch has always done. The switch to Maestro gives UK merchants access to around 530 million Maestro cardholders from across the globe. One in two in-bound visitors from 8 of the top 10 tourist markets has a Maestro card and, for the majority, it is their card of choice.

"Switch has been highly successful as a domestic card," commented Roger Alexander, Chief Executive of S2 Card Services, the management company for the Switch and Maestro brands in the UK. Two thirds of all card payments in the UK are now by debit card and Switch/Maestro accounts for half of them - a spend of £59 billion last year. But in today's world we need to offer a truly international card and the switch to Maestro gives us exactly that".

"However, displaying the new Maestro decals will be a key focus for retailers," Alexander advised. "Research shows consumers look for visual confirmation that the card they want to use is accepted, and this is particularly important for a brand like Maestro which is less familiar to UK consumers than Switch".

Retailers are reminded UK Maestro transactions will work in exactly the same way as Switch and the Maestro cards can be used at all outlets which carry a Switch acceptance logo or a Maestro logo. Upgrading for outlets owning their POS terminals may need a software upgrade but the bank will help customers through that process. Bank-owned terminals will be upgraded remotely by the bank, who will advise of the change. Maestro will cost the same and no changes are expected in the structure or level of domestic merchant fees as a result of the migration. Fees will continue to be negotiated bi-laterally between merchant and bank, as before and domestic fees will remain as a flat rate - ie. pence per transaction.

for more information visit www.switchmaestro.co.uk

new dispute resolution legislation on way

moving Employment Tribunals to the backstop

Good employment relations underpin productivity, helping to reduce disputes, unnecessary employee turnover and absenteeism. They also help to build employee commitment and trust. Inevitably, employers and employees, at times, disagree over issues in

the workplace and disputes arise. While in most cases, employment disputes do not escalate into a claim to an Employment Tribunal, there is worrying evidence that employees are increasingly resorting to litigation to sort out workplace disputes.

Figures show that around 800,000 firms either have inadequate or non-existent procedures in place to deal with disputes. Last year, Employment Tribunals dealt with 98,000 claims based on work disputes, ranging from problems over pay and conditions, to racial and sexual harassment. Yet research shows that in over a third of those cases the individual and manager have not discussed the problem at all.

The introduction of new dispute resolution legislation means that, from October 2004, the law will require all businesses to have in place minimum dismissal, disciplinary and grievance procedures. This will offer guidance for employers and employees to attempt to resolve the problem directly with each other, through effective communication and partnership working. It will also reduce the number of applications to Employment Tribunals, thus saving time and money for the employer, reducing the cost of running the Employment Tribunal system.

Better dispute handling in the workplace and greater focus on conciliation ahead of litigation will enable Employment Tribunals to take their proper place as the backstop to enforce individual employment rights, rather than the first port of call. The Regulation should provide the opportunity for problems to be raised and discussed in the workplace, implying significant benefits to employers, employees and the taxpayer.

The new legislation makes it necessary for employers and employees to follow a simple three-stage process, in order to ensure that disputes are

discussed within the workplace before any further action is taken. Some businesses may well already have this kind of process in place..

Providing the minimum standard is in place, firms are free to personalise the procedures to suit their own business needs. However, if the grievance ends up at an Employment Tribunal and the minimum procedure has not been followed, penalties will be imposed.

For the employer: ignoring the process could result in a financial penalty being imposed at an Employment Tribunal. For the employee: if they do not follow the process, his or her tribunal case could be disallowed or any compensation reduced.

Employers need to take action if they are to keep up with the new legislation. They need to understand the legislation, and know what they need to do and by when; they should review existing grievance and disciplinary procedures, and amend them if necessary. Act to put in place new procedures (if existing procedures do not meet the minimum standards) and brief employees, issue written particulars (e.g. a revised employee handbook) and send off for additional materials, if required. It is necessary to follow the new dispute resolution minimum three stage process - ie, a written statement; a meeting between both parties; an appeal meeting, if required. Employers should be aware of - and follow - the Acas code, in addition to implementing the new process.


It is important to know where to go for more information. The best place to look would be on the DTI website or the ACAS helpline. The link to the correct part of the site is:

www.dti.gov.uk/er/resolvingdisputes.html

ACAS helpline details are:

www.acas.org.uk/contact/helpline.html

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Runner & Glider make it at York

On a weekend of cycling inclined activity there were plenty of people looking for an easier way out. Catching the eye was a company who reckon on transforming e-travel. The event was famed York Rally, where you always find a mix of parallel forms of two wheel travel, the company Urban Mover



and the products included an electric scooter and a couple of bike style rides that easily fit into the style of other bicycle models now on the high street. Urban Glider (*below*) and the Urban Terrain also come without the battery powered drive - so they in essence, are bicycles.

Battery power for the bicycle style machine comes from the latest lightweight Nickel Metal Hydrides, the three scooter versions employ sealed lead acids.

Urban Mover have been setting up a Netherlands distribution network and are now looking to expand their UK representation.

go to www.urbanmover.com
or phone 0870 766 5172



a website resource for all

A new **Motor Cycle Industry Association website** is going to be the valuable source of information to help familiarise Government, Local Authorities, the public and the press with the ptw world. It will be a useful toolkit on how to create and promote better environments for riders, whilst the site is also a members forum and notice board. The 'members only' section facilitates easy access to all services and includes updates on the Association's activities including events and committees allowing access and feedback to agendas and minutes on-line. MCI members can expect to find information on technical issues, research, statistics and safety.



Information is available on consultations, policy statements and public affairs campaigns and the site aims to be the Industry's primary source of information with links to other relevant sites to provide opportunities for further information to be sourced without trawling through search engines.

John Hyde, MCI marketing manager reckons this site will be a useful resource for anyone wishing to find out more about the UK Industry, from members of the public to Local Authorities and the Government. [to catch up go to www.mcia.co.uk](http://www.mcia.co.uk)



nice looker!

They are Symply stunning could just be what Steve Oliver is saying, but a simple reason for the way dealers have taken to the way Moore Large do business is the service and backing they'll get.

A recent ML promotional coup was the poster series that showed escalating petrol pump prices didn't matter so much to scooter riders - so come buy a Sym! contact number is 01332 274276

Ace breakfasts

The **Motor Cycle Industry Association** has joined forces with the Ace Cafe, London to celebrate the annual campaign Ride to Work Day on July 28th.

The campaign aims to get more people on two wheels and demonstrate that to the press, politicians and public that riding a bike or scooter to work has many social, economic and environmental benefits.

A free, full breakfast will be served to the first fifty riders who arrive at the Ace Cafe on the morning of the event. And pillion will be provided with a free tea or coffee.

braking on the web . .

There are new additions to the Malossi Whoop Brake Disc range. Apart from their trick shape they're highly rated as a brake disc that actually performs. In conjunction with their development, Malossi have now increased the range to offer better braking to many more scooter owners - you can check the scooter models at www.malossiuk.com/newprod33.htm.

Also available is a full range of Malossi race specification brake pads to complement the Whoop Brake Disc. For more details contact VE (UK) by telephone on 0115 946 2991 or fax: on 0115 946 9292



Terry Frankland. R.I.P

Look at any trophy in UK scooter competition and Terry Frankland's name will be on it, a truly special rider he was quite honestly unequalled in scooter sport. He never looked the part of a scooter racer, like some skin and bone riders, Terry was fond of his grub and it showed. However as soon as his leg was cocked over his machine, you were up against a guy who was a winner. Sadly, he's no longer with us, for after a short illness Terry passed away in Newport hospital.

Terry Frankland was a good friend to all who knew him. He found time to elaborate and made sure you got his point with that wonderful Welsh brogue with "you know what I mean" or "you understand". He made sure he was understood and would spend time making sure you got his message. People knew him as a soft hearted person who never bore a grudge, a sensitive man who understood other people's failings. He was a terrific person to know. He had a wonderful knowledge of his business and his love for scooter tuning and scooter sport set him up as the peer.

I'd known Terry since I started scootering in the mid 60's, through thick and thin Terry always respected those around him, both in business and with the BSSO. His reputation grew in stature and thanks to his honesty and his involvement in what could and couldn't be done, was very helpful in creating the standards, the regulations and the stability there is in the sport today. Always interested in what could be done to better things, the BSSO have gained from his long and committed input.

With his brother Ian he built Taffspeed grow into a major force both in business and on the track. The business is known worldwide and the track successes are there for all to see for ever.

Terry was a brilliant rider, we banged handlebars for a lot of years and if I am truly honest I thought Terry was the superior rider. I recall seeing Terry aquaplane off at the foot of the hill and into the banking at Lydden Hill during a race in the late 70's. That day intensified my appreciation of what this man was about, some laps later when I was convinced victory was just two bends away Terry slipped past to win: the lesson learned I learned that day was that Terry never gave up.

Terry had a superb knowledge of engineering and knew all there was to know about tuning scooters. His infectious knowledge was known in far corners of the world and his opinion was sought by many top riders. He never feared to give an honest opinion and in that we, ourselves, saw the real side of Terry when my son Robert spoke with him, often four or five times a day. We have learned Terry was a man to respect and iRobert has gained immensely from that friendship with Terry.

The funeral service was attended by several hundred people, there with the desire to say farewell to a good friend. The parade of scooters following the hearse was almost a mile long and outriders made sure at all roundabouts that Terry got the smoothest of rides to his resting place. On a personal note, I am grateful for the path that took me into my friendship with Terry Frankland and his brother Ian. Our sincere sympathies go to Ian and his family, and to his sister Brenda and her family.

On a lighter note - Terry had no problems in letting those within earshot what he thought. I remember a session with Terry, myself and Sandro Malossi together at the Milan show. Terry was rabbiting on at a fair pace, and Sandro was having difficulty keeping up with his Welsh brogue and speed at which he was talking. Sandro turned to me afterwards and said the Taffspeed name should be changed to Talkspeed.

Norrie Kerr

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SCOOTER
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issue of July 04

the next issues-

Clients & Suppliers are reminded that our next issue is already under starting orders. Materials to help us build the issue should be sent as

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a note from the publisher

trade&industry **Xtra**

what is Xtra?

When KSA produce a Trade journal it is to bring together market intelligence that will put people in danger of doing business. We have a Bicycle title, one for Outdoors and another for Scooters and lightweight urban transport. A long time ago we found that mixing Trade specifics alongside the credible alternatives gave readers the chance to broaden product awareness and open up the new market opportunities. That's what this composite Xtra is about.



A superb range of Kundo Gas Shox for a huge selection of automatics is in stock at VE (UK). Most have spring load adjustment, allowing greater dampening selection. Contact VE (UK) at sales@ve-uk.com or visit: www.ve-uk.com

a Rose to wear

Cut and designed specifically for women there's a new waterproof membrane lined boot that also boasts the Zerosweat anti-bacterial lining. The new Rose Tepor from Sidi is manufactured in Lorica with outer stretch inserts, and an elastic insert around the back of the calf area to give a perfect fit and enhanced comfort. The ankle area has also been reinforced with an internal ankle support.

To retailing at around £115, the Rose Tepor is available in sizes 36 to 41 in black. For information contact Feridax on 01384 413 841 or visit the website at www.feridax.co.uk



expanding team

Brought in to represent the Malaguti, Moto-roma and Motorhispania brands, Norman Munns (photo left) joins E.P.Barrus Ltd as they expand the vehicle sales team. He joins the company as an area sales manager for the South West and Wales.

With over ten years experience in the scooter and motorcycle sector, he worked for Peugeot and Italjet.

"In keeping with our plans to move over 4,000 units this year, we welcome Norman to our team to help provide close dealer support", says Jamie Masterman, Vehicle Divisional Manager at E.P.Barrus Ltd.



Want to sell a 28/30mm carb for under £30.00 retail + vat?, then Spaco Carburetors from VE are now in stock. The VE13076 26mm SI Carb is for Vespa T5; the VE50051-28 28mm Carb is for rubber mount fitting; also VE50051-30 30mm Carb is for rubber mount fixing. They come at exceptional prices - so order today from VE (UK). phone number is 01159 462 991

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Help the Cancer Foundation continue their vital work with lung cancer sufferers and their families by donating unwanted printer cartridges and mobile phones - call 08712 505050, or visit the website www.recyclingappeal.com/roycastle

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The first issue of *Scooter Trade & Industry* was published by KSA at the suggestion of leading Suppliers in that market.

trade&industry Xtra

During the year *Trade & Industry* titles are also combined as *Xtra* - a successful business builder for both the Supplier and the Retailer - being used to exploit existing synergies in the leisure, pleasure and the urban transport market.

schedules

KSA journals are published towards the end of the month of issue. All editorial materials should reach us in the first week of the month - and the early bird is most likely to catch the worm. The publisher will be pleased to help you achieve broad coverage and market awareness - a comprehensive Media Pack is available on request.

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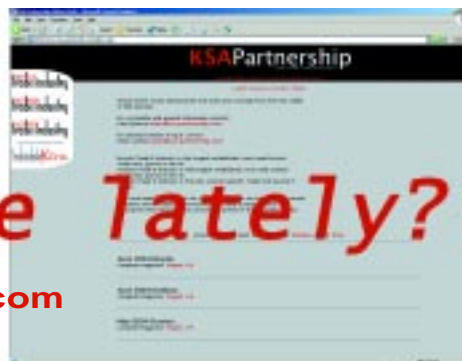
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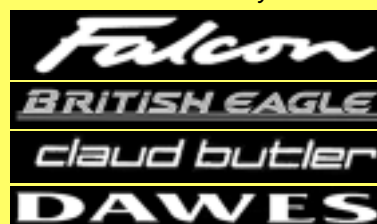
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Neil Graham and eight years old son Hamish, who received treatment on the Teenage Cancer Trust Unit in Manchester and Pendlebury Children's Hospital, for a brain tumour. Hamish is now in remission.

helping it happen

Last time the Scoot4Cancer charity ride raised over £5,000 for the Teenage Cancer Trust. This month the exercise was repeated when Neil Graham along with James Waghorn, Paul and Spock from Bolton Scooter Services, along with around fifteen fellow scooter enthusiasts, set off on a scooter ride from the Ace Café in London to the Teenage Cancer Trust Unit at the Christie Hospital in Manchester.

From Rochdale, Neil Graham and his friends are raising the money after his 8 year old son, Hamish, received treatment on the Teenage Cancer Trust Unit in Manchester and Pendlebury Children's Hospital, for a brain tumour.

On the ride the group made a number of stops including the Teenage Cancer Trust Unit at the Middlesex Hospital, London, the Queen Elizabeth's Hospital in Edgbaston, ending up at Christies Cancer Hospital in Manchester.

There was an open day at Bolton Scooter Services, and events over the weekend saw in action live bands, headliner DJ's from the world of scootering and the customary free camping.

Neil Graham said the event had involved a lot of planning but is very grateful to all the scooterists helping to raise money for a worthwhile cause. Teenage Cancer Trust raises funds to build units specifically for teenagers with cancer. "I have seen first hand the work that they do and I am glad I am able to help out."

RIDE to WORK

National Motorcycle Week July 2004

National Motorcycle Week is when you can help raise the profile of scooter riding in the UK. It's the time to demonstrate the positive aspects associated with using a powered two-wheeler and you can get help to make it work from the Motor Cycle Industry Association. The nationwide event is taking place from July 25th - July 31st.

During the week events can be organised by riders, motorcycle clubs, cafes, bars, road safety teams, local authorities and other organisations. Activities take place across the country - bikers breakfasts, group rides, competitions, concerts and displays.

Ride 2 Work Day takes place on Wednesday 28th July. Riders are encouraged to travel on a powered two-wheeler, and with a passenger as well.

RIDE to WORK

catch them younger

Youth Day educates young people about the concept of road user education in the context of the automotive industry. To develop that understanding, in November there's a day out on offer when school pupils aged 14 to 17 years are invited to join with their teachers at The Motorcycle & Scooter Show.

It's the opportunity that also informs about the industry and possible career options such as engineering, design, manufacturing and even sales. Liberty X, the well liked pop group, supported the occasion in 2002 and were on hand to present the 'Outstanding Achievement Award'.

This last event held in 2002 was attended by around 500 young people accompanied by teachers and other relevant staff. The feedback from people who attended and other research has demonstrated that there is a need to expand Youth Day. To help that aim MCI now has 1,000 tickets on offer for this year, they cost £6 for each young person and accompanying adults get in free.

Jenny Luckman, MCI Youth Education Co-ordinator said, "Youth Day sets out to educate young people all about road safety issues and help them to become responsible citizens".

Anyone who would like to book tickets or find out more about Youth Day or the Outstanding Achievement Award should contact Jenny Luckman on 02476 250 806 or email j.luckman@mcia.co.uk

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