

# PAIMA REPORT

Issue 2, 2015



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**As you open the pages of this issue of *PAIMA Report* our annual convention will be just around the corner.**

This year we will be in the beautiful naval city of San Diego. Those of you who have been before will know the city to be an exciting, safe and fascinating place. If you are visiting for the first time, you are really in for a treat.

This year, as always, our conference organizers have worked very hard to build in a program of events that will keep you busy and entertained in equal measure. There is plenty of time for business, a little sight-seeing, and the PAIMA party time for which the convention has become famous. Most importantly there is time to meet people, make friends, renew acquaintances and do business together in a relaxed, informal atmosphere.

If you have not already booked, I urge you to do so. I am sure it's not too late if you are quick. It is the key moment in

the PAIMA calendar when members can get together, voice their opinions, bring up the key issues of the day and work out how to work better and smarter together. It's also the only opportunity members have to spend real quality time with the owners and senior managers of the companies on which we all rely for business and trade services. Please don't miss out.

I have been attending industry conferences for many years and I have never returned from an event without having made new friends and learned something to help my business. I know that our convention in San Diego will be equally useful, interesting, exciting and fun. It is important that every PAIMA member attends the conference. We are a family and we want to know each other well, understand our ambitions and fears, and learn about the value we can all bring to the group.

I look forward to seeing you there.

**Jose Marrero**  
**PAIMA President**  
**1 September, 2015**



## The secret of getting your stories in the press

**I am really looking forward to joining you all in San Diego. It's a great hotel in a very smart city: one of the US's jewels in my opinion. If I have not met any of you before, I'll be the one wandering about with a camera trying to look like a photographer.**

As you browse through this issue of *PAIMA Report* I trust you'll find something enthralling. There's the thoughts of the PAIMA Board, a look at the re-emergence of Cuba, a report from Nepal after the devastating earthquake, and company profiles of two of PAIMA's newest members. There's also a preview of what you can expect at the conference in California – which is a lot (and even some notes on how to play the golf course – but keep them to yourself!).

As you approach the back of the magazine you'll find an article from me about stories. People often ask how they can get something in the magazine. Well, the answer is simple, there is no secret: you just send it to me. But it's extraordinary how few people do. Everyone likes to see their company represented in print, but almost nobody sends anything to the press. It is a soap box I have stood on before; and probably will again. So, I encourage you to read my tale, and to send in your stories for publication. If you also include some really good photos you can virtually guarantee star billing.

If you have something exciting to say you might prefer to lasso me in the Hyatt Hotel so we can do an interview there and then. I will have my recorder (and the camera) charged and ready.

Regards  
Steve Jordan  
Editor





## SIRVA launches new analytics tool

**S**IRVA has recently launched a new enhancement to its SIRVA Connect platform: the SIRVAltycs customer insights tool.

SIRVA says that SIRVAltycs was created to build on the company's commitment to driving continuous innovation in ways that address under-served areas of the relocation and mobility market. It provides customers with access to their relocation program data to deliver value-added benefits such as improved program management, realization of cost efficiencies and an overall higher quality relocation experience for employees.

"This offering is a direct response to customers' desire for greater access to real-time reporting and analytics information that will allow them to deliver improved programme efficiencies and an overall higher-quality relocation experience for employees," said Linda Smith, Chief Commercial Officer at SIRVA. "The dynamic tool is optimized to show relocation data as actionable insights to meet the unique needs of each client's program. SIRVAltycs enables customers to effectively tell the story of their relocation program."

"We take great pride in listening to our customers and responding to their needs to fill the gaps that may exist in the market with innovative solutions," said George Parr, Chief Marketing Officer at SIRVA. "With SIRVAltycs, we utilize predictive analytics to provide comprehensive analysis and deliver breakthrough insights from our customers' existing data. This tool extracts additional value for customers and empowers them to make smarter decisions and deliver better outcomes throughout the relocation experience."



## Ships could soon be up to 24,000 TEU

**A**ccording to a recent article in Lloyds Register, container ships of 24,000 TEU are likely to be with us in the near future. Vessels of up to 22,000 TEU are already planned and the inexorable rise in vessel size is unlikely to stop there.

Although it may well be possible to build these ultra-sized ships, operating them is not without its difficulties. There are insurance and safety issues and there may be problems navigating major canals and their deep draft may make gaining access to some major ports difficult. Maersk Line CEO Søren

Skou is on record as saying that these large vessels could become so big that their flexibility and potential for cost reductions is compromised.

However although there are problems, these huge vessels do have advantages. For example, the new 18,000 TEU CMA CGM Georg Forster has 10% lower CO<sup>2</sup> emissions than its predecessors with the company claiming a remarkable level of just 37g of CO<sup>2</sup>/km for each container (much less than a small family car). The Georg Forster is one of six similar vessels being introduced by CMA CGM, all named after great explorers.

## PAIMA REPORT

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# Louis Le Roux retires

**Louis Le Roux has retired.**

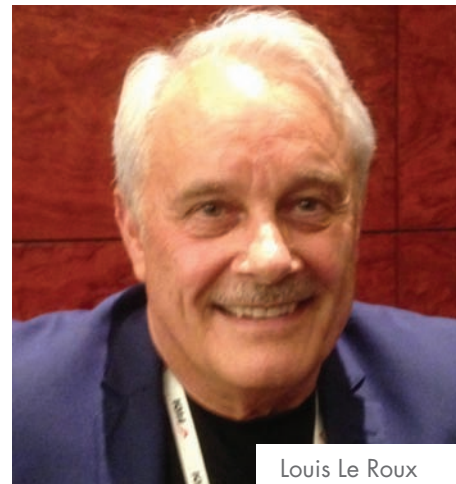
Louis is well known throughout the international moving industry, most recently as a member of the Board of the holding company Laser Transport Group in South Africa that also manages AGS Frasers, Allied Pickfords and PAIMA member Magna Thomson.

Louis joined the South African international moving industry close to 40 years ago. He will be leaving behind the industry that he loves but will now have much more time to spend with his wife, Linda, and to enjoy

new pastimes that his dedication to his work has denied him so far. He's really looking forward to it.

Asked what he is most proud of in his business life Louis is characteristically modest. "In my career I have remained myself. I have just been me: honest straightforward, trustworthy. I don't need to be liked but it's good to know that you are respected as it's a way of teaching other people how to do their business. I am proud that people know I will give them my undivided attention and that confidential information will never be shared."

Louis said he had been meaning to retire for three years, but he's finally got around to it. He doesn't really look at it as retiring from something, more retiring to do other things he enjoys. "I want to spend more time with Linda and to travel together," he said. "But I have a wonderful library, I want to learn to play the piano again, I have enrolled on a portrait painting course, and I have taken up



Louis Le Roux

photography." All that said, he will remain on the Board of Laser as non-executive director and will consult for the Group from time to time in Cape Town and London.

## UK clearance of European shipments in jeopardy

**A recent notice issued by Customs in the UK appears to suggest that moving companies may no longer be able to customs clear household goods through the UK, for delivery elsewhere in Europe.**

Instead the items will need to be shipped direct to their country of final destination or imported and moved under bond. Should this become the case it will require all companies shipping to Europe to consider routing changes and will have a detrimental effect on those companies in the UK that act as a destination hub for European traffic.

So, for example, if goods were sent to the UK in a household goods groupage container for oncarriage to Spain, the Spanish consignment could not clear customs in the UK but would need to be transported, under customs transit procedure, to Spain and cleared there.

Shippers might feel it more appropriate to route the cargo directly, perhaps even considering LCL shipping rather than HHG groupage.

Gabriella Dimitrova, Head of European Affairs for FEDEMAC, the organization that lobbies the EU on behalf of the moving industry said: "FEDEMAC has been in constant communication as well as having several meetings with DG Taxud on the subject. FEDEMAC has been advocating for greater harmonisation of the EU clearance system, as well as towards a more liberalized system. It is of great importance for us that all Member States apply the same rules in order to avoid unfair competition. FEDEMAC will continue to work closely with DG Taxud on the issue and to advocate for harmonization as well as liberalization of the current system and will inform its Members of any new developments."

## Jennifer Murr becomes GM for AIReS in Houston

**Jennifer Murr has become the general manager of AIReS' Gulf Coast Regional Office in Houston, TX. Jennifer is now responsible for the overall operation and profitability of the office, which includes both sales and operations teams.**

Jennifer started her career with AIReS in May 1997, and recently celebrated her 18th anniversary with the company. She began as an account coordinator for international household goods forwarding, and was one of the company's first program managers.

Over the years, she has held various transferee- and client-facing roles, including account coordinator/relocation specialist, program manager, program manager team lead, business process manager, director of consulting services, and most recently, director of

client services. In addition, Jennifer has served the role of client services manager and account manager for key AIReS customers.

"After spending some time in Houston and Dallas in the past few weeks, I am excited about the opportunity to formally be a part of the Gulf Coast and Dallas/Fort Worth teams," said Jennifer. "We have a lot of great people and some amazing clients; I look forward to continuing to grow with the team. Together we can do exceptional things."

"I really am proud of all of Jennifer's accomplishments," said AIReS President, Jeff Wangler. "What a great story of someone who started their career with AIReS, with so much more still to come."



**"After spending some time in Houston and Dallas in the past few weeks, I am excited about the opportunity to formally be a part of the Gulf Coast and Dallas/Fort Worth teams,"**

Jennifer Murr - General Manager of AIREs'  
Gulf Coast Regional Office in Houston

Jennifer received her Bachelor of Science degree from the University of Pittsburgh and holds her CRP® and GMS® designations from the Worldwide ERC®.

She was the recipient of the Bronze Stevie Award for Woman of the Year – Business Services at the 10th annual Stevie Awards.



Jennifer Murr

## New self access storage facilities at Burke Bros

**P**AIMA member Burke Bros Moving Group in the UK had a new self storage facility opened on 9 June, 2015 by the Mayor of Wolverhampton, Councillor Ian Brookfield.

Plans started back in 2013 and received a boost when the company secured £50,000 grant funding for the project in late 2014. The work started in April 2015, on the major refurbishment of part of its former containerized storage space, where 94 varying size storage rooms now stand ready for general public use. Gary Burke said: "Initial interest has been very positive! Since word got out, we've already received enquiries from local businesses, public sector

organizations, private individuals and students, all looking to store a whole range of items from archive files, office equipment, products, studio flat contents, to house hold effects."

The main contractor, self storage build specialist, Active Supply and Design (CDM) Ltd, included useful design elements into the building including: new roofing to provide natural light; a new corridor from the main reception to the self store rooms; Active's single tier mezzanine floor design, with storage units at both ground and first floor level; all in a brightly lit, clean, safe, secure, dry environment.

Chris Burke said: "We have all been very impressed by both the quality of Active's work, plus the speed at which



Burke Bros self storage

they built it, especially when the entire fit-out took just six weeks to complete." Free car parking, large loading bays, trolleys and fork lifts are all available to make moving items in really easy."

For customers' peace of mind measures also include 24-hour security, 24-hour CCTV monitoring, strong perimeter

fencing and secure gates, with each customer using their own padlocks on their own dedicated room, for easy access during regular opening hours. New signage has been erected around the building that can be seen from the trains traveling on the main London to Manchester and North Wales to Birmingham railway lines too.



Ashley Aldaco

## Ashley Aldaco joins AIReS

**Ashley Aldaco has joined the AIReS West Coast Regional Office in Huntington Beach, CA as a new account manager. She joins AIReS after a long tenure with one of the company's most trusted corporate housing real estate partners, working heavily in sales.**

"I was impressed with the responsiveness, professionalism, and culture of accountability the AIReS team brought to the table," she said. "After meeting

Eric Reed, Jim Markle, and Jeff Wangler I knew I wanted to be on their winning team. I am most excited about growing the AIReS business in my new territory through establishing partnerships with clients and working with them side-by-side, long-term."

"We are excited to have Ashley as part of the AIReS' Team," said AIReS Regional Director of Corporate Business Eric Reed, SCRP, SGMS. "Her enthusiastic, results-oriented attitude make her a good fit for our corporate culture. Her experience, critical

## Cartus opens in Sao Paulo

**Cartus Corporation has opened a new service centre in Sao Paulo, Brazil. Cartus is also celebrating its 60th anniversary this year.**

"The new service centre in Sao Paulo is another important initiative for Cartus," said Ian Payne, Executive Vice President of Cartus and leader of the Brazil project team. "This is a natural expansion for us, as we already have significant experience in this market. In 2014 alone, Cartus managed over 1,300 assignee transfers both into and out of Brazil on behalf of our global relocation clients."

Including its Brazil service centre, Cartus now has 19 global service centres located

throughout the Americas, Europe, and Asia. Last year, Cartus assisted over 171,000 relocating customers in nearly 150 countries.

Ranked as the seventh largest economy in the world, Brazil has become a critical strategic market in Latin America for Cartus.

"Our Brazil service centre will serve the needs of some of our largest global clients," said David Pascoe, Senior Vice President, who will have responsibility for the new office. "The expansion will significantly benefit our clients by helping us better meet their specific relocation interests, not only in Brazil, but throughout Latin America as well."

thinking and customer-centric focus will bring value to our clients and their programs. We look forward to her contributions in our South West region."

Ashley will be serving clients and prospects in Southern California, Arizona, Nevada,

and New Mexico. She holds a B.A. in Communications from California State University, Fullerton, and was the recipient of multiple sales and customer service awards in her previous position.

## Manage expectations when shipping to Venezuela

**Juerg Degenmann, General Manager of PAIMA member Mudanzas Internacionales Global in Venezuela has advised that the social and business situation in Venezuela continues to worsen and that shippers and their customers should be aware of the position as a way of managing the expectations of assignees.**

The country is experiencing regular power cuts despite the

government's recent efforts to reduce consumption by limiting the working hours of public sector employees. The minimum wage in the country has recently increased by 30% which is expected to lead to increased salaries (and costs) in the private sector as well. There are shortages of basic food, medicines and personal care items. People may only shop on specific days and must show ID to confirm that they are entitled to do so on that particular day. "People line up at supermarket chains to see

what they can find and go on from one supermarket to the next and so on," he said. "There is a scarcity of tires, batteries and spare parts that sometimes forces us to leave vehicles at the warehouse for weeks."

Imports are at a record low level, because shipping lines are not calling at the ports, causing a problem with container availability for exports. Cargo airlines are overbooked forcing the use of European airlines to Europe and from there to different



Juerg Degenmann



airports in Miami and others until shipments are sent to their final destination. This not only causes unnecessary delays but also considerable increases in freight rates.

Interest rates in the country are at 90% and inflation around 40%. Prices quoted in local currency are valid only for 24 hours. Invoices have to be paid immediately or the money is virtually worthless. In addition to all these problems, Venezuela is not a secure country and people are constantly in fear of kidnap or worse as they go about their daily work. Juerg said that the improvements expected some months ago did not appear.

Shippers are warned to expect delays and additional costs. Mudanzas Internacionales Global in Venezuela is very experienced at working in the country and is still successful in providing a high quality, smooth service for clients despite the problems. But Juerg says that the

more people understand the situation the more realistic their expectations will be.



## Venezuela closes border with Colombia

Juerg Degenmann has also advised that, at the time of writing, the Venezuelan government has closed its border with Colombia. He said that the situation is very tense and he has no official knowledge on when it will reopen.

Juerg explained that his company has road shipments blocked that were dispatched before the closure was announced.

The company also has other moves pending in its warehouse in Caracas that will not be routed until transit between the two countries has been restored with full guarantees.

The situation is causing the company great concern as it does everything possible to safeguard its clients' effects. In addition to this new situation the previously reported lack of outbound containers, caused because imports into Venezuela are diminishing day by day, continues. There are also delays to air consignments as they have to be routed with the few airlines available for cargo which means dispatching them via either Madrid or Frankfurt, even when they are destined for closer destinations such as Miami or Panama.

Juerg thanks his agents for their understanding, patience and trust and wishes to assure them that his company is doing all it can to operate normally under these very testing conditions.

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Tischer, George  
Naumann and Juan  
Carlos Ortiz.  
Front row left-right:  
Laura May Carmack,  
Jose Marrero and  
Macarena Scalia

## Thoughts from the new PAIMA Board

**A**t the annual conference in Orlando last year, PAIMA elected a new Board of management. Whenever there is a fundamental change in the administration of any organization it is reasonable to expect that the membership will see change too as a result. Here, Steve Jordan, PAIMA Report Editor, spoke to the Board members individually to see what they had in mind.

When I started calling the Board members, I had no idea what to expect. They are all individuals, working in different countries for very different organizations. It was a surprise, therefore, to find

that, even only a few months into their tenure as members of the PAIMA Board, there was considerable unity. The hymn sheet had obviously been shared and the melody came through loud and clear.

There were a number of subjects that were high on the agenda. Many were quick to praise the new administration in Miami after what had obviously been a tricky migration from the old base in Panama; all were keen to promote PAIMA as a close family; all recognized the annual convention as the organization's main offering to its members; and all acknowledged the need for growth in the organization as a way of increasing its global coverage and relevance in the industry.

Laura May Carmack, from AIReS, is PAIMA's immediate past president. The move from Panama took place on her watch and she said that it was essential to see the organization progress. Working from Panama was not efficient but there were many difficulties to be overcome to complete the move. "It was a big learning curve but we got through it," she said. "Finding the right place, moving everything and finding our new executive director was a challenge. But it was worth it." PAIMA moved into the new office in February 2014.

George Naumann from Swiss Moving Services is PAIMA treasurer. By his own admission he's been on the PAIMA Board for longer than

he can remember and is its longest serving member. "PAIMA is a family organization," he said. "They are all lovely people from around the world." As treasurer he is closer than most to financial matters. One of the aims of the organization is to provide a secure trading environment in which companies know that they will get paid for the work they do. "If there are disputes we always work with members to help them to get paid. I think that is really good. It's important for the whole industry to know that if you work for PAIMA members, you will get paid."

Growth is seen as essential for the organization. It's hard to establish what should be the optimum size for PAIMA



but the consensus is that it is currently too small. It's a fine balance. One of the key attractions of PAIMA is that it is small, boutique, where everyone knows everyone else. However you still need a reasonable global spread to allow companies to trade internationally within the group. The Board feels that the optimum size has yet to be reached.

Laura May said that it was easy to get new members, but more difficult to encourage the right companies to join. "We don't just want bodies. We want members that will contribute to the organization as a whole," she said, adding that it was geographical regions in which there was not full cover that should be first on the hit list.

Matthias Tischer, from Carl Hartmann, agrees. He joined the Board this year having previously served as the regional director for Europe. "We are not looking for ten companies in each country," he said. "Our goal should be to have at least two agents in each major country. That is our challenge for the future."

Encouraging new members requires a sales pitch. It requires the whole organization to know, understand and be able to communicate the benefits of membership in a consistent and convincing way. One of the key attractions is the annual conference that is held immediately before the IAM convention to reduce costs for members who would be attending IAM anyway. Macarena Scalia from Coco's International Movers, is again new to the Board but her company is a founding member and her father was a previous PAIMA president. "Having the convention before IAM has always been a good idea," she said. "No

extra air fares, just a few more days in the hotel. This is very important when people are looking to keep their networking costs under control."

And it is the convention that is universally recognized as the cherry on the PAIMA cake. It's an intimate environment in which people can spend

great to know that you'll get excellent service."

Macarena agrees. "When you know the owner of the business, and have been friends for years, it's easy to get a fast response when you really need it." She also believes that PAIMA needs to try to encourage more of the younger generation to come

and responsibly. It's no good getting new members who prove to be unsuitable or who do not stay. One key factor, according to Laura May Carmack, is to manage expectations. "There is no point in companies thinking they will get a million pounds of traffic back straight away," she said. "It's a long-term relationship and people need to understand it as such."

However, PAIMA has an ace card which helps to secure its prosperous future. According to Lars Lemche, from Teamwork, the Board has always been very good at encouraging new members to join. "The Board, and many of the members, have a unique love for the organization," he said. "They are very dedicated to encouraging new members, passing businesses throughout the organization and making friends."

The conference in October will no doubt discuss membership. Meanwhile, with the Board declaring its intention to grow the organization, especially in locations in which it is not currently well served, it is incumbent upon all members to identify reliable trading partners and suggest them as prospective members of PAIMA. Whatever the membership criteria might be, a personal recommendation, from a trusted partner, goes a long way.

**"It was a big learning curve but we got through it," she said. "Finding the right place, moving everything and finding our new executive director was a challenge. But it was worth it."**

Laura May Carmack

quality time together. What's more, as most PAIMA members are relatively small, family-owned companies, the contacts are made with the owners and chief executives of the businesses. "It's like a warm up convention spent with your closest family," said George. "It's possible to meet people and get to know them properly at a small convention like PAIMA. We keep everything together and develop very close relationships."

But how, exactly do those close relationships help smooth business? Every company in PAIMA does its absolute best to provide the highest quality service to its agents whether they are PAIMA or not. Yet, somehow, keeping it in the family does make a difference.

"I can call any PAIMA member and immediately get someone on the phone who has the right knowledge and is willing to help," said Laura May. "Whenever we have that VIP move, the one that needs extra hand holding, it's

to the conference so that those relationships can be cemented at an early stage. "Many of us have been involved since being kids because of our parents. But now we need to become more involved, especially as we begin to take over the family businesses."

The challenge now for the Board is to identify the right companies around the world to join PAIMA and make them understand the benefits of membership. Matthias is in the process of developing a manual 'Why join PAIMA?'. He is developing the sales message with the intention of attracting new members. He is already a great fan of PAIMA. "Carl Hartmann joined PAIMA because we were not happy with the quality of the agents in the Latin American region," he said. "We found fantastic agents that are very important for our business. Year on year we want PAIMA to become more global."

But growing the organization needs to be done sensitively

# Keeping it in the family

## A profile of Rodi Cargo in Miami and Puerto Rico

**Rodi Cargo International is one of the newest recruits to the PAIMA family but is far from being new in this industry. The company started over 20 years ago from relatively humble beginnings, but has now blossomed into a powerful player on the international moving scene with operations in both Miami and Puerto Rico.**

Aida Robles started the company in Miami in 1992 having already worked for many years in her father's company Latin American Express. Alfonso Robles had been a pioneer in the industry and he, and Aida, were frequent attendees at CETI, HHGFAA, OMNI and LACMA conferences.

Asked how she got started, she laughed and said her dad's company started from a room in their house and she remembers sitting in front of his desk as a very young girl and was instantly fascinated.

At the age of ten, she told her dad: "This is what I want to do the rest of my life," and so the story began.

The warehouses in both Miami and Puerto Rico have approximately 20,000 sq ft and employ over 40 people. Both companies handle domestic and international household goods as well as automobile shipping and office relocations. The company has

been involved with the film industry as well as the shipping of materials for the building of a new exclusive shopping mall in Puerto Rico. It is often these special projects that give Aida the biggest buzz (see opposite page).

Asked if there has been a magic formula for their success, Aida is adamant that success is simple. "I absolutely love what I do," she said. "When you put so much passion, so much heart into any business it's very hard not to succeed."

Most of the company's business in Puerto Rico is to and from the USA. The mix in Miami is much wider with regular shipments to the Far East and Europe. And that has been part of the motivation for the company joining PAIMA. In the old days Aida had travelled the world to different conferences but, she said, she would always find the same people. "There comes a point, as conferences become increasingly expensive, that you need to be selective as to which ones you attend and associate yourself with," she explained. But the Rodi group feels that PAIMA is different. "We chose PAIMA because it has a wide global spread of agents. As we increasingly book traffic outside our region it's important that we have agents that we know we can trust."



Aida Robles





In the same way that Aida grew up in the moving industry, so has her son, Joshua Humbeck who has followed in her footsteps. Joshua and his wife, Lisandra, run the Miami operation which enabled Aida to open the Puerto Rico operation seven years ago. "It

**When you put so much passion, so much heart into any business it's very hard not to succeed."**

Aida Robles

was my biggest joy when they decided to join the company," she said. "It's becoming a tradition that will be passed down through the generations to come."

Aida and Joshua will be attending the PAIMA conference in San Diego, while Lisandra gets prepared to bring the future Rodi heir into this world. They are looking forward to getting back into the conference scene and getting to know the PAIMA people – old faces, and new.



**Rodi Cargo International was recently responsible for the entire logistics on the shipping of a 62ft long submarine that was seized by the Drug Enforcement Administration (DEA) from Guyana to Puerto Rico. This**

**project took over four months and the experience was overwhelming. This submarine is now sitting safely in Puerto Rico and will serve as a learning tool and a trophy for the DEA Caribbean Division.**





# Relations begin to thaw between USA and Cuba

By Sophie Neal

**O**n July 1, President Barack Obama announced that for the first time in half a century, the USA and Cuba have agreed to reopen the embassies in each other's countries and begin restoring the diplomatic relations that have been frozen for over fifty years.

Cuba outlived the collapse of communism in Europe, leaving the Caribbean nation as one of the only states to maintain Marxist-Leninist ideologies. After diplomatic relations with the USA were severed in 1961, Cuba has been a

significant source of tension, sitting just 90 miles south of Florida.

In the early 1950s, the Spanish speaking country faced an uprising of political groups demanding change. Although by world standards Cuba was considered to be a developed and progressive nation, unemployment rates soared, political persecution was rife and dismissals and mechanization were banned in the workplace. Discontent was inevitable.

Revolutionaries, Fidel Castro and Che Guevara travelled to Cuba from South America with 80 Cuban exiles, in 1956.

They fought a rebellion against Fulgencio Batista's corrupt government for two years until he was forced to leave Cuba, fleeing to the Dominican Republic with his family. Initially, the US government were not threatened by the revolution; in fact, they perceived it as a positive movement to bring about a democratic system to Latin America.

This perception took a swift U-turn in 1960, as Cuba openly aligned with the Soviet Union who provided trade and economic credit. In response, the US Embassy was shut down the following year and

the Organisation of American States (OAS) voted to expel Cuba, cutting ties between the two countries and giving way to economic, commercial and financial embargoes.

In the midst of the Cold War, the world stood on the precipice of a full scale nuclear conflict when Soviet missiles were placed on Cuba to deter future harassment from the USA in 1962.



For thirteen tense days, President John F Kennedy and Nikita Krushchev threatened each other with mutual destruction, which if initiated would doubtless have plunged the world into a nuclear holocaust. Kennedy also threatened to invade Cuba but agreed not to do so if the Soviet missiles were withdrawn publicly without delay. The deal was sweetened by his promise that US missiles in Turkey would be removed within six months. At the last minute, Krushchev accepted Kennedy's offer and the world sighed with relief. Sanctions later placed on Cuba by the USA had detrimental effects on the island's standard of living in the 1970's. Although the OAS had lifted their sanctions, the USA decided to maintain the embargoes.

The fall of the Berlin Wall in 1991 marked an end to communism in Europe. Cuba lost their \$4 to \$6 billion annual subsidies from Russia, plunging them into a nightmare of food shortages. The refusal of any American aid until 1993 prolonged the detrimental effects to society. Despite this pain, Cuba exceeded expectations and outlived its biggest threat.

Fast forward to 2008; Fidel Castro's resignation was announced and his brother, Raul, succeeded him as president. Raul Castro laid the path for a new start, breathing fresh air into the government by removing his brother's old appointees. The OAS decided to lift the 47 year ban on Cuba's membership, but only if the country conformed to its principles, which there was no sign of at that time.

Secret discussions between Barack Obama and Raul Castro began in 2013 and in December of the following year, it was announced that the two countries had 'swapped prisoners' and were seeking to normalize relations.



To bring the story up to date, Castro told the Cuban Assembly in July that he wanted to put the turbulent past behind them and seek a relationship with the USA where both countries coexist peacefully.

Cuba today is a tropical time capsule with cobble streets, 1950's American cars and the ever present smell of its famous cigars. Its white sandy beaches and crumbling buildings are distinctly trapped in the past. Only recently have plans been made to bring the Internet to the whole island, a delay that has no doubt added to the isolation of this Caribbean nation. Americans are not currently allowed to travel directly to Cuba unless visiting family or on humanitarian grounds, but all that looks set to change.

As the desks in the American Embassy are dusted off and the Stars and Stripes is raised once again in the Cuban sky, the road for relocations and new business ventures may be about to reopen. The immediate future of American-Cuban relations still looks rocky, but at least the political dialog that has been frozen for so long has at last begun to thaw.

# CMA CGM Signs Deal for Cuba Logistics Hub

**F**rench shipping giant CMA CGM SA announced recently that it had entered an agreement with the government of Cuba and Cuban company Almacenes Universales SA to build a logistics hub at the Cuban port of Mariel as part of the largest infrastructure investment the island nation has seen in decades.

CMA CGM, the world's No. 3 container ship operator by capacity, will help back the hub, about 30 miles west of Havana, for the warehousing of import and export goods, distribution of shipping containers and storage of both full and empty containers at the port.

The seaport is being financed by the Brazilian government. The first section of the port opened early last year, and received 57 ships carrying just 15,000 containers in total during its first six months of operation. The port is being equipped to handle so-called post-Panamax ships, the larger vessels that will only be able to pass through the Panama Canal as is, once the waterway's expansion is completed in December 2015.



# Surviving the quake

Sudeep with Bruno Gomez of the UN World Food Programme

## Steve Jordan interviewed Sudeep Shah from Orient International Relocations about the day the earthquake hit.

**I**t was about mid-day that the earthquake hit Nepal. Saturday, 25 April, a day of rest. Sudeep Shah from PAIMA member Orient International Relocations was planning a relaxing day with his wife and daughter in Kathmandu: a visit to the temple followed by lunch somewhere nice.

The earthquake registered 7.8 on the Richter scale. Its epicentre was just 80km north-west of Kathmandu and its hypocentre just 15km deep, shallow by comparison to some and very destructive.

Kathmandu moved 10ft to the south in 30 seconds. 10,000 people died; 23,000 were injured; hundreds of thousands were left homeless. It was the worst natural disaster in the country for over 80 years.

"Suddenly the house started shaking like a matchbox," said Sudeep. "The windows were rattling, the doors were banging and people were screaming. A 200kg refrigerator moved five feet across the floor. I can't describe the feeling. We were terrified. We thought it was the last moments of our lives."

Sudeep had experienced earthquakes before but nothing like this one. "This was just like a bomb exploding," he said. "It went on for about 45 seconds, but time seemed to stop." Then came the aftershocks, some almost as strong as the main quake, that kept everyone outside the buildings for safety. "They just kept on coming." Asked for how long they had continued Sudeep said that the last one had been only two days earlier: 8 July, over two months after the initial shock. And they continue.

"People were running on the streets trying to find out if everyone was OK and sometimes finding that someone had died," said Sudeep. "About 1km from my house was a 300ft-high victory monument. It fell on the city killing 250 people."

Miraculously Sudeep and his family were physically unharmed and his house undamaged. His company too escaped without serious damage although everything had been thrown around the offices.

**"Suddenly the house started shaking like a matchbox ... The windows were rattling, the doors were banging and people were screaming."**

Sudeep Shah



For a day the situation was very confused. Then Sudeep received a call from Care International (an international non-government organisation) saying that supplies were coming into the airport and that his help was needed. "There was only the Nepalese army at the airport; no customs people. We could only identify the flights by their call signs."

But the aid came in from all over the world and Sudeep, his son Sudev and their crews worked tirelessly to distribute it to the people who needed it most. Normal business was on hold. There was no Internet or power for a week. Sudeep's only connection to the world was his Blackberry which miraculously was functional and was charged by the car charger. All his trucks were switched to relief work. "We felt it was our duty to save our nation first," he said. At the time of writing, Orient International had already distributed 3,800 tonnes of building materials and essential supplies. The work continues.

Inside the old city of Kathmandu there are still hundreds of people

living in tents and everything is badly damaged. In the outlying villages the problem is worse. It's the most mountainous region on earth. Relief work is slow. Now it's started raining, roads are slippery, even tractors can't get through, and the helicopters, provided by foreign governments at the height of the crisis, have returned to their bases.

**"I must thank all of the volunteers and the governments who have come to Nepal to help," he said. "They give their time and effort and put their lives in danger."**

Sudeep Shah



Sudeep with Joseph Abdo of Care Canada





US Aid to Nepal

But for Sudeep and his men the work continues and he is very grateful for all the help that his country received from outside. "I must thank all of the volunteers and the governments who have come to Nepal to help," he said. "They give their time and effort and put their lives in danger. They are still working here. I met many wonderful people from different countries. One, a Care volunteer from Lebanon, Joseph

Abdo, worked 18 hours a day, he didn't sleep. This is what motivates us. People trying to help without any monetary interest. We are really thankful to them."

Asked what others can do to help now, Sudeep said that he believes that the bad time is over. "But we still need help to support the victims in the villages," he said. "I ask that people continue to donate to

the aid agencies such as Care, the Red Cross and Action Aid, because they will make sure the help gets to where it's needed." Beyond that Sudeep said that they needed nothing more than our good wishes.

Rebuilding Nepal will be a long process. It's a beautiful but poor country that has been ruined by bad politics. But Sudeep has an important message for everyone that the


disaster has brought into clear focus for him. "Despite all the terrible things that are happening in the world, natural or otherwise, I want you to know that humanity still prevails over trouble."

May it always remain so. And on behalf of the rest of the global moving industry: Sudeep, be assured, you have our good wishes.



Sudeep's son Sudev, collecting from the airport at 2am





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# Are you ready for the 31st PAIMA Convention?



**It's the main event of the PAIMA calendar, the 31st annual convention, this year in the dramatic city of San Diego from 15 -17 October. The event will include plenty of business, lots of networking, a little golf, some sightseeing and a unique chance to relax with friends and colleagues in the**

## **California sunshine. Will you be there?**

The setting is the Manchester Grand Hyatt on the banks of San Diego Bay. The views are stunning, the amenities perfect for the conference and there's lots to do in the city close by the hotel. This year all PAIMA members will be 'Stars'.

On Thursday you can become a Golf Star and that evening the welcome cocktail party will

have a 'Movie Star' theme. There will be more movie and rock stars aboard at sea on Friday and on Saturday you'll be invited to walk the red carpet entrance to go 'Dancing with the stars' at the closing party.

## **Golf at Salt Creek**

The conference will kick off with some aiming to become 'Golf Stars' at one of Southern

California's finest golf courses at the Salt Creek Golf Club. With the San Miguel Mountains providing the backdrop and the National Wildlife Refuge next door, the course is designed in the links style to follow the natural terrain and is a truly dramatic place to play.

If you are hitting off the back tees you'll cover 6,829 yards before you are in the club house, plus a little for sightseeing along the way. The course is billed as having generous fairways and large greens, which are always handy for those who venture out only occasionally and for whom the phrase 'straight down the middle' applies rarely.

But whether you are playing off scratch or just scratching your head, it will be a pleasant (if sometimes frustrating) way to start the convention. It will cost you just \$100 to take part and transport and lunch will be provided. Go to the PAIMA website [www.paimamovers.com](http://www.paimamovers.com) to register. If you are really keen, see the panel for some top tips on how to play the Salt Creek course.

## **How to play Salt Creek**

**Hole 1.** This Par 4 plays downhill, into the wind. Favor the left side of the fairway, and a good drive will leave you with a wedge in hand.

**Hole 2.** An open fairway off the tee on this Par 5, but be cautious on your second shot as the fairway narrows and is heavily bunkered.

**Hole 3.** This Par 3 plays downhill and downwind. Choose your club carefully with the safe play being the middle of the green.

**Hole 4.** Uphill Par 4. Second shot plays longer than you think.



**Hole 5.** No more than a 230-yard shot from the gold tees puts you in the center of the fairway, and leaves you with a short approach.

**Hole 6.** Ideal tee shot is down the left side of the fairway. Be careful on your approach as the greenside bunkers are perilous.

**Hole 7.** The course's most challenging Par 3. Hole plays longer than it appears. Use enough club to carry the false front.

**Hole 8.** This is a risk/reward hole. An accurate drive will allow you a great opportunity for a birdie. Carry the bunkers and it's all fairway.

**Hole 9.** Number 1 handicap on the course. This hole is an uphill march. Your target off the tee is the grass bunker on the right as the fairway tendency is from right to left. Take at least a club more from the fairway.

**Hole 10.** This hole sets up well to the right center of the fairway.



Don't go left or short and you're home free with a short approach.

**Hole 11.** The ideal tee shot is left center on this uphill Par 4. Use enough club to approach the elevated green. Avoid missing the green on the right side.

**Hole 12.** Aim down the right side of the fairway off the tee, using no more than a fairway wood or long iron. Keep your second shot down the more forgiving left side. Do not enter the environmental area at the base of the hill.

**Hole 13.** Fun, downhill Par 3. This hole's yardage depends greatly on wind direction. Choose your club wisely.

**Hole 14.** Blind tee shot. Favor the left side of the fairway. Your approach is one of the most scenic at Salt Creek.

**Hole 15.** Rewarding Par 4 that requires accuracy over distance. A downhill shot towards the right center of the fairway sets up a short approach on a downhill lie to the hole.

**Hole 16.** This is one of Salt Creek's most spectacular holes, both from a scenic view and risk/reward opportunity.

**Hole 17.** Slightly uphill Par 3, with potential for difficult wind conditions.

**Hole 18.** Par 5 where the left side of the fairway offers the best opportunity for success.

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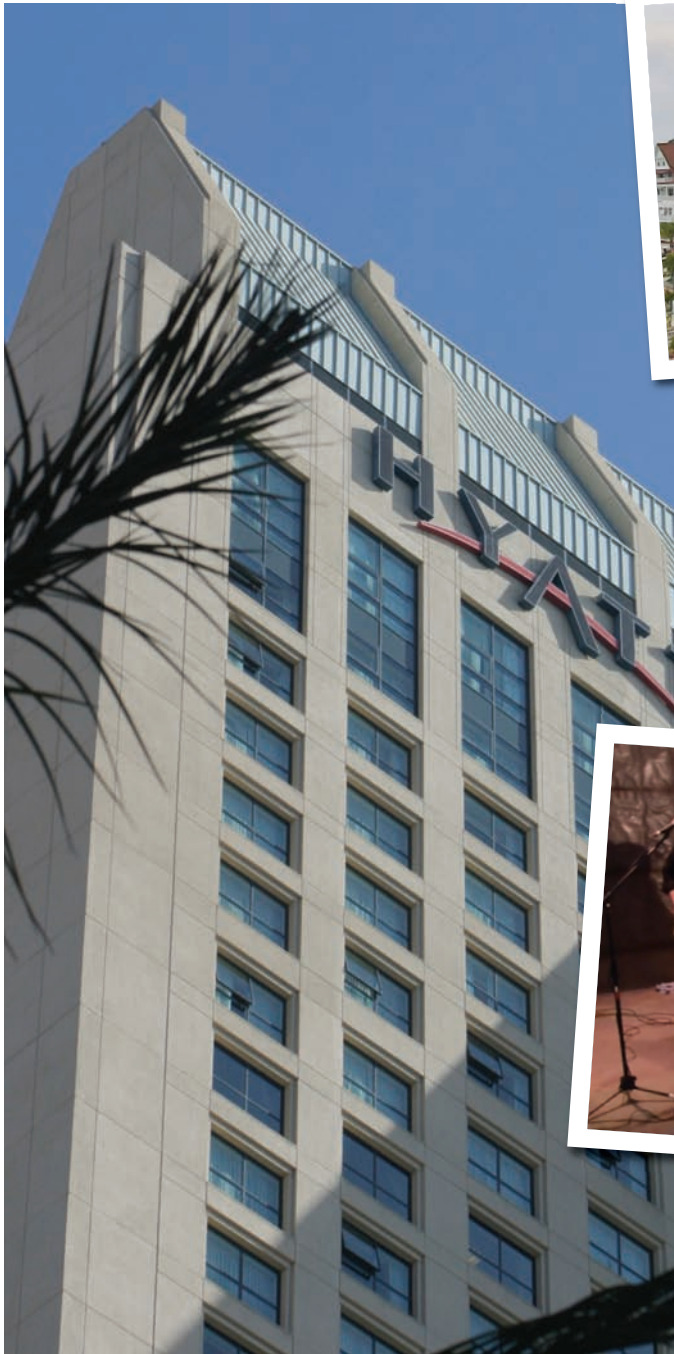


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great fun as well as somewhat competitive. On the cruise back the winning team will be announced and prizes awarded. Great fun. The evening will be free so you can enjoy some of the local restaurants in San Diego with friends and maybe a glass or

two at the famous Top Gun bar (where the Tom Cruise film was set) across the street. If you do, try to be there when the night train comes through – previous visitors will understand why.



## Welcome reception

The PAIMA Board of Directors will this year sponsor the welcome reception to be held on the America's Cup terrace at the hotel. There will be a movie star theme as everyone catches up with friends and relaxes before the real work starts in the business sessions the following morning.

## The Hornblower Cruise

After the General Assembly on the Friday morning, you'll be asked to sport your most

comfortable shoes for a quick walk down to the marina to board 'High Spirits', a luxury yacht on which lunch will be served as the whole party makes its way across the bay to the historic Coronado Island with its famous Hotel del Coronado, otherwise known as 'The Del' by its rich and famous guests. 'The Del' was, allegedly, Frank Baum's inspiration for the Emerald City in *The Wizard of Oz*. On reaching dry land the party will be split into teams for the PAIMA Scavenger Hunt which threatens to be





## Day three

The last day of the conference will include business in the morning, sightseeing in the afternoon – or relaxing by the pool and the signature 'Dancing with the stars' PAIMA dinner on the Seaview Terrace in the evening.

The PAIMA party has become renowned in the industry in recent years, and for very good reason. Everyone will be invited to dress up as their favorite movie character, movie star or dress up posh for the red carpet photos. When dinner is over the live band Calphonics hot up the mood with its repertoire of hits including, of course, some salsa and merengue to get the pulse racing. PAIMA has also once again extended the party invitation to the IAM guests who will be allowed to purchase tickets on the door.

There can be no better way to do business.

**Make sure you are there.**

# Conference 2014 ...



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# PMR is first moving 'Young Turk'



Watch the clip here: <https://www.youtube.com/watch?v=brH9jtFZtSk>

**P**M Relocations, the PAIMA member in New Delhi, was recently featured on CNBC-TV18 on one of the channel's longest running shows: *Young Turks*.

The program puts the spotlight on young entrepreneurs poised to be tomorrow's leaders. The show traces their journey from who they were to who they have become. Over the last 12 years this award-winning show has put the spotlight on the achievements of over 1,500 young dynamic men and women who have, it seems, achieved the impossible.

On Saturday, 9 May 2015 the show featured Ms. Aakanksha Bhargava, CEO and President of PMR. It was the first time a relocation company in India

had been featured on the show. The company said that the moving industry in India is still relatively new and it took part in the show to try to change the perception people have about the industry in India and help people associate moving with stress-free relocations.

"At PMR, we have taken it upon ourselves to showcase our industry as an organized sector who not only packs and moves household goods but believes in customizing and assisting our customers with all their relocation and settling-in related requirements," said Aakanksha. The show is now available on YouTube so everyone can join in PMR's success story.







# Global hotspots:

## Where your customers will move to in the future

**M**oving companies, like every other business in the world, need to plan ahead. Rather than look just a few months or a year ahead it's helpful to look at where people might be moving to in years to come. In this article Lamudi, a global property portal that focuses exclusively on emerging markets, looks at where the megacities of the world might be in the future and, therefore, where people will be moving to.

While megacities in the more developed world are becoming saturated in terms of population, their counterparts in the emerging markets continue to progress. Cities including Jakarta, Manila, Karachi and Mexico City are becoming drawcards for young, tech-savvy and mobile adults.

In advance of the ASEAN integration, Southeast Asian megacities including Jakarta and Manila will witness increased growth, both physically and economically. While work is underway to

create an economic powerhouse, these cities are becoming investment hotspots for real estate, technology, finance, education and industry. The demand for a successful integration, coupled with the pressure of rapid urbanization, is causing these countries to work on improving local infrastructure, with particular focus on their capital cities.

Colombo, Sri Lanka's largest city and commercial capital, is currently undergoing a dramatic transformation. Driven by the country's economic growth and infrastructure development, there has been greater urban migration towards Colombo. Skyscrapers have shot up across the city over the past five years, an attestation to the pulling power that the country is developing with domestic and international investors.

Earlier this year, Riyadh was named the Middle East's top financial centre. As Saudi Arabia diversifies its economy to reduce its dependence on the oil and gas sector, banking and financial markets are stepping up to attract significant investment into the country.

Ambitious development projects in the city are expected to boost the local economy, offering local and international financial institutions, bodies and banks a home in Saudi.

Lagos has a very promising future. The city's rapidly growing population and strong economic growth is increasingly attractive to investors. As the second fastest growing city in Africa, Lagos is home to the country's banks and financial institutions, as well as corporate headquarters. Furthermore, it is one of the fastest urbanizing cities in the world.

Consequently, it has become a hub of high-tech innovation and development, increasingly alluring to investors, venture capitalists and entrepreneurs. Paul Philipp Hermann (pictured above), Co-Founder and Managing Director of Lamudi commented: "Investors are recognising a change in megacities in the emerging markets. Businesses are benefiting from a number of reforms over the past five years, with an increasing number attracted to the abundance of opportunities in these rapidly

growing cities. The focus is now on the growth potential of tomorrow. Economic activity within developing countries is only expected to progress in coming years, as government reforms support financial, educational and technological development."

Across Asia, the Middle East, Africa and Latin America, megacities are revealing increasing infrastructural, economic and investment potential. Young and growing populations, coupled with economic growth - including strong GDP projections - are turning these megacities into a desirable choice for foreign investors, multinational corporations and financial institutions.

**"... the focus is now on the growth potential of tomorrow ..."**

Paul Philipp Herman  
Co-Founder and Managing  
Director of Lamudi



# Island connection

**It was back in 1958 that the company that became Island Movers in Honolulu was founded. Since then the company, which has recently joined PAIMA, has grown far beyond what those early entrepreneurs might have expected.**

In the late 1960s, Island Movers was taken over by Donald Takaki and the company has remained in family ownership ever since with his son, Donn, now taking the lead. The company specializes in general trucking, moving and home deliveries for some of the Islands' largest retailers. Island Movers also has an operation on the island of Maui and a sister company, Aloha Isle Moving on Kauai. The company's parent organisation, HawkTree International, spreads the service further to include a

courier service, records management and destruction, and international conventions.

Today Island Movers employs around 250 people servicing movements to, from and around the Hawaiian Islands. Although already members of IAM and AMSA, Lyle Okuda, Senior Vice President of Sales, said that he is very pleased that the company is now part of PAIMA. "We have heard good things about PAIMA as a bunch of reputable companies around the world," he said. "We are looking to find more business with good companies that we can trust."



Donald M Takaki, Chairman





Lyle Okuda, Senior Vice  
President of Sales

Most of the company's business is corporate however it also includes some military work. The majority passes to and from the US mainland, however Lyle is hoping that being able to build relationships with agents more widely through PAIMA will generate a greater spread of business over time.

Lyle and the company's moving division General Manager, Christopher Tunoa will be attending the PAIMA convention in San Diego and are looking forward to meeting new people and building long-term relationships.



Donn Takaki, President





# Where's your news?

By Steve Jordan

**W**hile putting this edition of *PAIMA Report* together and being keen to include stories about *PAIMA* members, I took the trouble to visit everyone's website, hoping to find breaking news from around the world. Sadly, I was disappointed.

Only a handful of companies even had a news section on their websites and most of those were hopelessly out of date. Sorry, but when the 'latest news' story is dated 2008 - as was the case on one neglected site - I just despair. Surely something interesting must have happened in seven years!

Okay rant over, but an up-to-date news page is something

every moving company should have on its website and if you don't have one you really are missing a trick. Here's why.

Obviously it lets your customers know what's going on in your company, but there's far more to it than that. Journalists use the Internet all the time to find out what's happening in the industry and if they know that you regularly update your news page the chances are it'll be you they write about. They don't even have to visit your site to get the story. People who work in the media subscribe to newsfeed services that trawl the Internet looking for relevant stories that match their search criteria, so there's every chance your story will be seen and a good possibility it will be picked-up. Then there's your visibility on

Google to consider. Google loves websites that are full of useful information and are regularly being updated, so having a lively news page is an excellent way of keeping you at the top of the search engine rankings.

We are all busy people and maybe keeping an eye open for newsworthy stories is not at the top of your to-do list. But the next time you take on a new member of the team, update your fleet, move a celebrity, or land a nice new contract, get someone to write a few words and put it on your website. And if possible include a good, in-focus picture – journalists love good pictures.

You never know, when you pick up the next edition of

*PAIMA Report*, you might be in it.

**"Journalists use the Internet all the time to find out what's happening in the industry and if they know that you regularly update your news page the chances are it'll be you they write about."**

Steve Jordan



# PAIMA MEMBERS



## Argentina

- MERCOVAN ARGENTINA SRL

## Australia

- CHESS J. WILSON REMOVALS - MELBOURNE

## Bolivia

- EXPRESS CARGO SERVICES S.R.L.
- INBOLPACK SRL

## Brazil

- ANTARES MUDANCAS & TRANSPORTES
- ATLANTIS INTERNATIONAL
- CONFIANCA MUDANCAS & TRANSPORTES LTDA
- COSMOPOLITAN TRANSPORTES LTDA
- G INTER (GRANERO INTERNATIONAL)
- GERSON & GREY TRANSPORTES LTDA
- GLOBAL PACKING INTERNATIONAL MOVERS LTDA
- QUAVIS TRANSPORTES MODERNOS LTDA
- STATUS BABY BRASILIA TRANSPORTES LTDA
- TEAMWORK INTERNATIONAL MOVING
- TRANSPORTES GERAIS BOTAFOGO LTDA
- TRANSQUAVIS TRANSPORTES ESPECIAIS LTDA

- TRANSWORLD MUDANCAS LTD

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- CANADIAN ASSOCIATION OF MOVERS (CAM)
- INTERCONTINENTAL VAN LINES, INC
- OUTAOUAIS MOVING INC
- ALS MOVERS (CHILE) S.A.
- AMERICAN MOVING SERVICES (AMS)
- REMSSA S.A.
- VIPACK CHILE LTD

## China

- REX SERVICE CO, LTD

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- OPE MUDANCAS INTERNACIONALES SAS
- PORTAN
- TRANSPACK LTDA

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## Dominican Republic

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- LA ROSA DEL MONTE -
- LATINO EXPRESS, S.A.

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- EUROPEAN RELOCATION SERVICES
- LES GENTLEMEN DU DEMENAGEMENT
- NEER SERVICE FRANCE
- SOGEDEM EUROPACKING

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- FRIEDRICK KURZ GMBH
- INHOUSE RELOCATION
- SCHENKER DEUTSCHLAND AG

## Guatemala

- SWISS GLOBAL MOVERS

## Honduras

- MUDANZAS AIRLIFT INTERNATIONAL
- MUDANZAS INTERNATIONAL

## India

- CLINTUS NETWORK LIMITED
- IGL RELOCATION

- P.M. RELOCATIONS PVT LTD
- SERVILE RELOCATIONS PRIVATE LIMITED

## Indonesia

- CHANDRA EXIM PT
- PT KELLYS EXPRESS

## Israel

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- TDY INTERNATIONAL FREIGHT SERVICES LTD

## Japan

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- T&T SERVICES INTL

## Malaysia

- A-CROSS CORPORATION
- SUBALIPACK (M) SDN BHD

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- MEXPACK INTERNATIONAL REMOVALS
- AUSTRALIAN VANLINES PTY LTD
- MEXPACK INTERNATIONAL REMOVALS
- MORENO INTERNATIONAL, S.A. DE C.V.
- MULTI TRANSPORTES MEX, S.A. DE C.V.

# PAIMA MEMBERS



## Mexico - continued

- SANCALSA INTERNATIONAL SERVICES
- TRAFIMAR RELOCATION SERVICES, S.A. DE C.V.
- TRANSCONTAINER

## Myanmar

- GLOBAL MOVING & STORAGE LTD

## Nepal

- ORIENT INTL. RELOCATIONS

## New Zealand

- CONROY REMOVALS LTD

## Nicaragua

- MUDANZAS MUNDIALES, S.A.
- TRANSCARGO LTD

## Nigeria

- KOEMAN NIGERIA LTD

## Norway

- NFB INTERNATIONAL RELOCATIONS

## Panama

- BALBOA INTERNATIONAL, S.A.
- PANAMA INTERMOVING RELOCATIONS
- PANAMA INTERNATIONAL PACKERS

## Peru

- ATLAS INTERNATIONAL SERVICE, S.A.
- DOOR TO DOOR TRANSPORTS, S.A.C.

- EXPRESS TRANSPORTS, S.A.
- MOVING SYSTEMS S.A.C.

## Philippines

- COMMERCIAL FREIGHT SERVICES, INC
- GOETZ MOVING & STORAGE, INC

## Portugal

- PREMIER INTERNATIONAL MOVERS

## Puerto Rico

- GARCIA TRUCKING SERVICE, INC
- LA ROSA DEL MONTE (PUERTO RICO)
- MONTI MOVING & STORAGE (PUERTO RICO)
- RODI CARGO INTERNATIONAL GROUP (PUERTO RICO)

## Singapore

- CROWN LINE PTY LTD
- FELIX RELOCATIONS PTE LTD (SINGAPORE)
- GEOMETRA WORLDWIDE MOVERS PTE LTD
- ORIENT EXPRESS FORWARDING PTE LTD

## South Africa

- MAGNA THOMSON INTERNATIONAL MOVERS (PTY) LTD

## South Korea

- HIGH RELOCATION WORLDWIDE - KOREA
- PUMEX INTERNATIONAL MOVING & RELOCATION

## Spain

- GRUPO AMYGO, S.A.
- INTER S&R
- MUDANZAS TRALLERO, S.A.

## Sri Lanka

- TRANS WORLD MOVERS PTE LTD

## Switzerland

- SWISS MOVING SERVICE AG

## Taiwan

- GREEN VAN INTERNATIONAL CO, LTD

## Thailand

- JVK INTERNATIONAL MOVERS LTD

## The Netherlands

- NOBLE MOBILITY

## U.S. Virgin Islands

- BOB LYNCH MOVING & STORAGE, INC

## United Arab Emirates

- MASSTRANS FREIGHT LLC

## United Kingdom

- ARROWPAK INTERNATIONAL MOVERS
- BURKE BROS MOVING GROUP LTD
- GALLEON INTERNATIONAL SHIPPING CO, LTD

## Uruguay

- INTERTRAFIK SRL

## USA

- AIRES
- ALOHA INTERNATIONAL MOVING SERVICES, INC
- BLASON INTERNATIONAL MOVERS
- COCO'S INTERNATIONAL MOVERS, INC
- DALY MOVERS, INC
- FIDELITY AND MARINE
- HUMBOLDT INTERNATIONAL
- INTERMOVE LTD
- LA ROSA DEL MONTE USA
- ISLAND MOVERS, INC. HAWAII
- NEDRAC, INC
- NIPPON EXPRESS USA, INC
- OMEGA FORWARDING GROUP, LLC
- PASHA GROUP/ GATEWAYS INTERNATIONAL
- RELIABLE VAN & STORAGE CO
- RODI CARGO INTERNATIONAL
- SENTRY INTERNATIONAL
- TG INTERNATIONAL INSURANCE BROKERAGE, INC
- UNIPACK GLOBAL RELOCATIONS
- WICKMAN WORLDWIDE SERVICES, INC
- WITHERS WORLDWIDE

## Venezuela

- EQUIXPRESS, C.A.
- MUDANZAS INTERNACIONALES GLOBAL, C.A.



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