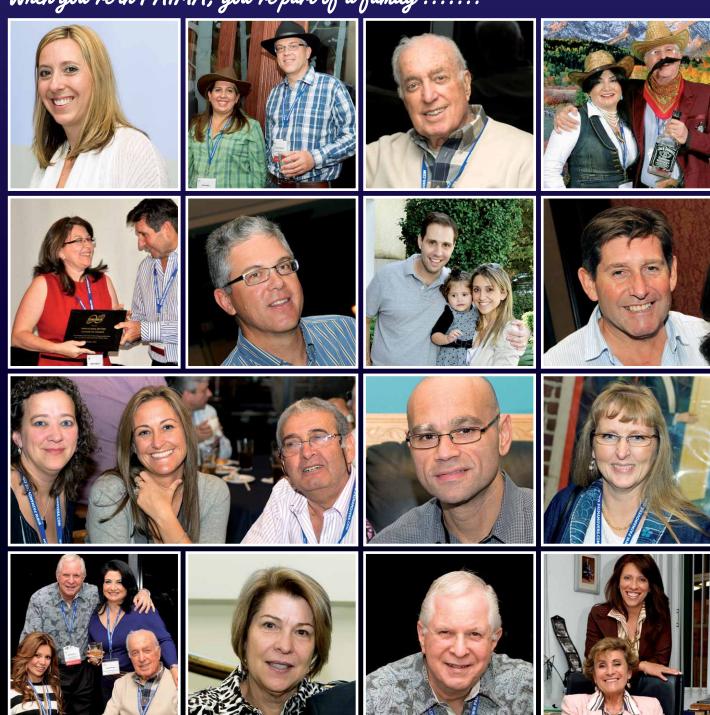
# PAIMA REPORT

The magazine of the Pan American International Movers Association

Spring 2012

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The magazine of the Pan American International Movers Association.

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### **FRONT COVER:**

You really are a member of a global family when you belong to PAIMA! When you attend a conference you realise what a unique family PAIMA is - so mind you diary the 2012 dates: Washington DC from 7 - 9 October. See page 15 for details!

### ADVERTISING/EDITORIAL:

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### Celebrating Our

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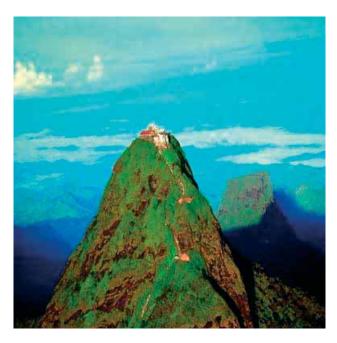
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# SHOULD WE THINK MORE ABOUT SOCIAL MEDIA?

HOW MUCH do our customers know about what we do?

In truth, our industry seems to be fairly low down on the mobility food chain, because few clients understand the complexity of moving from one part of the world to another.

They either really don't know or don't want to know. And because they don't know, they judge us only on price – your typical HR wouldn't buy a car on that basis!

So maybe we need to do more to educate our clients. As an industry, we're not exactly well known for our communication skills and this may be where we fall behind others in the mobility world.

You only have to go to a major relocation event to see how few moving companies are really promoting themselves – whereas the immigration specialists, home/school search companies and of course, the big relo groups are all over the place. It's almost as though the moving industry does not exist.

With this in mind, in PAIMA Report we will publish articles about moving overseas that you can send to your clients to show them that your knowledge and grip of global mobility can be helpful to them.

If you don't want to part with the magazine you can contact the PAIMA office which will send you a PDF of any article (free of charge).

The more active we are (as movers and as members of PAIMA) the greater the profile of the industry. I know this is something we talk about a lot, but that doesn't change the fact that other sections of the mobility industry are more active than we movers.



Speaking of communications, more and more we are told we should be using social media. Perhaps we should jump on this bandwagon and use it to glamorize our industry more with positive comments from people who've had successful relocations.

After all, moving is viewed as a negative purchase: no actually wants to spend money on moving – give your average customer the choice between paying a sensible moving charge or taking a week's holiday and you know what the answer will be!

So perhaps as an organisation we should start thinking more about how social media can actually work for us. Tell me your thoughts on this and we'll see what we can do.

Christina Wickman-Kozloski. PAIMA President









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### AMSA WINS TEMPORARY STORAGE ARGUMENT

Alexandria – movers taking part in the US Defense Department's Personal Property Program are receiving immediate relief from a complex DOD rule on when storage of service members' shipments is authorized.

It follows talks with the American Moving & Storage Association (AMSA). The so-called "70% Rule" governs whether a service member's household good shipment was eligible for temporary storage when that individual was unavailable to accept delivery.

If 70% or more of the normal shipment transit time had elapsed, then the military would approve storage. For example, if the government's tables showed that a shipment should normally take ten days for the drive from origin to destination, then storage would be approved only after seven days past the pickup date.

AMSA has opposed this rule because of the significant operational difficulties it creates for movers, which directly impact the level of service they can provide to the military. Complicated calculations are required to determine if or when storage would be allowed. In addition, once

In addition, once the driver arrives at the destination, the shipment must be offloaded from the truck to be able to service the next customer. The 70% rule often forced drivers to wait for several days, and has been one factor that has caused some drivers to decline to service military shipments.

Previous discussions led SDDC to waive the 70% rule during the 2011 summer peak moving season; it is expected to announce later this year whether it will waive the rule permanently.

### NEW AIRES MOBILE APP FOR IPHONE.

Pittsburg - AIReS has released a relocation app. for iPhone and Apple users.

AIReSMobile, currently available in the Apple App Store, connects transferees to every detail of their relocation programme anywhere they can use their iPhone.

By signing into the password-protected app transferees have access to features including:

• Relocation status: customers can view key dates, documents, and comments regarding the household goods shipment, home sale, home purchase, temporary housing, immigration, language/cultural

training and more

- Expense: expenses for reimbursement can be submitted by uploading receipt images and tracking the status of previously submitted expenses
- Checklist: transferees can manage key action items related to the relocation
- Contact: transferees can access contact information for their AIReS consultant team.

### NEW FIDI PRESIDENT

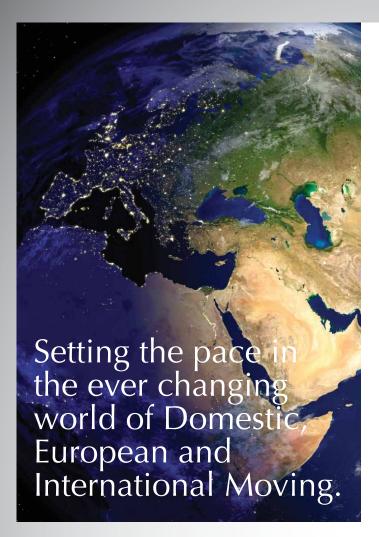


Rupert Morley, CEO of Sterling Relocation, now celebrating its 20th year in business, has been elected the new President of the FIDI Global Alliance.

Rupert is probably the first FIDI President not to bring any industry history with him as he has had more of a varied career including real estate and cruise liners.

His own company has moved on over the past few years to encompass relocation services (above the DSP level, choosing instead to offer services such as expense management, payroll and so on).

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### FIDI'S 35 CLUB ELECTS ITS NEW BOARD



The FIDI 35 Club welcomed a new board during the annual FIDI conference in Boston recently. Pictured are (from left): Angie Mirams (Welti-Furrer), Armand Guillemoteau (JVK International Movers), Aulina Mithal Sood of Star Worldwide (President), Patrick Makurat (Brauns International), and Caroline Mason (John Mason International). Patrick and Armand were elected during the 35 Club conference in Boston.

The 35 Club is for young members of the international moving industry.. No one over 35 can be a member and the group has its own conference and social events - is this something PAIMA should consider?



Above: from left: Tony Waugh, Terry Head, Steve Weitekamp, President of CMSA, Sherry

Williams and Edward Wong.

Right: From left: Edward Wong, Sherry

Williams and Tony Waugh.

### **PAIMA** ON SHOW AT CMSA **MEETING!**

PAIMA was represented at a recent meeting of the California Moving & Storage Association (CMSA) when Sherry Williams was on a business panel.

The event was a huge success and attracted a high turnout. Business speakers on the panel were moderator Terry Head (IAM), Edward Wong (Royal Hawaiian Movers), Tony Waugh (AGS) and Sherry Williams, the Executive Director of PAIMA.

Terry gave an excellent overview of where he sees international relocations going, supporting his discussion with a huge amount of interesting data.

Edward Wong spoke in depth about Guam and the increasing presence of the US military whilst Sherry discussed the Latin American market.



MOVEMENTS
INTERNATIONAL
MOVERS has been
sold to Conroy
Removals of New
Zealand.

"We have been looking for an opportunity to expand our business for some time," says David Conroy who is well known to PAIMA members.

"With a strong network throughout New Zealand and some branches already in Australia, the opportunity to purchase MIM was too good to turn down."

MIM has certainly a lot of history behind it. It was founded by Afsin Atalay. A former Naval Officer, he worked for a moving company in his native Turkey handling military traffic at a US base.

After arriving in Australia, he met Clive McCall and Nick D'achille from New Zealand and they formed Movements International Movers in New Zealand (and later branching into Australia).

Some years later it was acquired by Brambles which at the time also owned Grace Removals. All the New Zealand operations were sold and only the Sydney branch remained in Australia.

The Atalays moved back to Sydney to start again an Australian operation. Afsin and Nick D'achille remained partners while Clive stayed in New Zealand.



Gary and David (right) Conroy.

# CONROY REMOVALS IN NEW ZEALAND TAKES OVER MIM IN AUSTRALIA

Further branches in Australia were opened in Melbourne, Perth, Brisbane, ACT, Darwin and Townsville, some as franchised operations.

Around 1987 Nick D'achille decided to return to the USA and Afsin became the sole shareholder of the company.

Afsin passed away in 2001 leaving his daughter Elif to take over the business – she was already well established in the business at that time.

David and his brother Gary Conroy established their company in 1972 and celebrated their 40th year in business last year.

The company now employs over 210 people in New Zealand and Australia.



### IAM WILL CELEBRATE HALF A CENTURY AT ITS WASHINGTON DC CONFERENCE

Stand by for a major conference event in 2012!

The IAM celebrates its 50th anniversary with an event that will be one huge celebration – notes the dates now: October 10-13, 2012. It will be held at the new Gaylord National Resort & Convention Center, just 20 minutes outside of Washington, DC.

It has the lot – excellent restaurants, shopping malls, an indoor pool and a 20,000-sq. ft. spa and fitness centre.

And when you want that late night drink, an express elevator speeds you to the twostorey rooftop Pose Ultra Lounge.

And, of course, PAIMA will be there too!



# US\$2 MILLION UPGRADE CREATES ARPIN'S TRULY GREEN INTERNATIONAL HQ

West Warwick - Arpin Group has completed a \$2 million year-long renovation project to expand its US-based world headquarters and transform it into a "green" facility.

The building, which is home to 121 Arpin Group employees, has received many upgrades and improvements designed to make it environmentally friendly, enhance workflow efficiency and increase workplace comfort.

The project has added 2,834 square feet to the building, including a new media room, an expanded lobby, and a new corridor connecting the office building and warehouse on two levels. Other enhancements include:

\* Solar array, containing 912 solar modules, which provides 40% of the building's electrical power.





**Top:** the new world HQ of Arpin. **Above:** new reflective membrane on the roof.

- \* New roofing on the office building and warehouse with highly reflective membrane that reduces heat gain.
- \* New insulated solar reflective windows that prevent heat gain while letting in more natural daylight. Skylights are also fitted with this glass.
- \* New energy-efficient rooftop package HVAC units with full economiser function.
- \* Radiant heating in new connector to minimise drafts between connected buildings.
- \* Occupancy sensors to control lighting.
- \* All new flooring made from "green" materials.
- \* New furniture workstations made from recycled content.







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PAIMA's
Executive
Director
reports on
the latest
activities.

I WAS WORKING on our party theme for the conference in Washington DC (it's a Fifties theme, since you ask!). And it occurred to me it been a very long time since we met in Denver for our Wild West event: has much changed since then?

Well, we've attracted a few new members which is a positive. Given that the moving industry is probably working on margins even lower than ten years ago, we should be grateful that we'll see some new faces at our conference in October. But it still concerns me that we're not really recruiting fast enough and this has a dampening effect on our ability to provide new services for you all.

There's a lot to be said for the old saying 'Strength through numbers'. But how to achieve it? Our fees are moderate, our scope is wide and the services that we offer do work. Our costs are so nailed down they could bring tears to your eyes. Despite all this, the new members, although coming in, need to move from a trickle to a stream.

I know that many other associations are actually losing members at quite a speed, which we're not doing. Even so, one could argue that we started off from quite a modest level and don't have so much to lose.

The whole question of recruitment needs to take priority on the PAIMA agenda and as the economy improves (if the financial forecasts are right!) so it will become my main concern to bring in more members.

For your part, I don't expect you to do my job for me, but if you know of a company that would be a good member, do let me know and I will follow up.

I am pleased to say that most of our new members come from tip-offs from our existing members and suppliers and I am very grateful for this intelligence.

Meanwhile, our annual conference is coming along well. I know that most of you are too young to remember the 1950s - but your parents probably have a few sartorial gems hidden away at the back of their wardrobes! Big (6-8") shiny white belts, multi-layered skirts, pony tails, even flat pumps and white socks! Yuk – why did I think this was such a good idea?!

As for the men, well I can't help you – ask the nice Mr. Google. Most of the pictures I see are of rather baggy trousers and check shirts (maybe I've seen 'Singing in the rain' too often) or at the other extreme, skin tight trousers and long drape jackets and a shoe-lace bow tie. Or is that the girls too?

Whatever you wear, we look forward to welcoming you to our conference – it'll be fun, informative and valuable! Promise!



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The highlight of the PAIMA year is the annual conference

# The newly built (and vast!) Gaylord Hotel just outside Washington DC.

### **ALL SET FOR ANOTHER** GREAT PAIMA **CONFERENCE!**

### Note the dates:

Sunday, October 7 to Tuesday 9. It's the annual PAIMA conference which we hope this year will be bigger and better than ever.

It's being held at the newly built Gaylord Hotel, a vast new complex outside Washington DC which has virtually every facility you can name.

It's the same hotel being used by the IAM which will make life easier for those of you attending both events.

Even though the hotel has all you want for business and leisure, you're only 20 minutes from the city itself, so you're really spoiled for choice!

The IAM, of course will be celebrating its 50th anniversary so

you can be sure this will be a very special event!

So the provisional programme is as follows:

### Sunday 7 October.

Registration starts from 4 - 7 pm in the foyer of Annapolis 1.

Then the bit you've been waiting for! Happy Hour in the











### Make the difference.

Be aware of the constant market changes, with whom remains in the right direction.

In a country that is attracting the world's attention, hosting some of the main sporting events and has a high rate of economic growth, there are companies making the difference.

The G-Inter Removals & Relocations, leads the national removal market, and be in this position means having the responsibility of being an example, conducting seriously the process of moving people in and out of Brazil.

Our staff is impeccable, our commitment unquestioned.























After that, book yourselves into one of the many restaurants in the Gaylord and prepare for a busy day ahead of you.

### Monday, October 8.

You can register any time in the morning from 8.30 onwards, enjoy the complimentary PAIMA breakfast and then be in Annapolis 3 and 4 for the General Assembly.

The PAIMA President Christy Wickman Kozloski will take Roll Call and lead you through the business of the day, including approval of minutes, reports from the Secretary and Treasurer, report from the PAIMA office and then the presentation on nominations to the board.

This will be followed by presenting certificates to PAIMA's new members (we have quite a lot of them!).

So a busy morning before we welcome our first guest speaker (still to be confirmed).

After lunch there's a free afternoon. Tickets for the water taxi from the hotel to the town



of historic **Alexandria** will be in your registration packet.

Spend the afternoon in Alexandria and then meet up with the group for drinks before going on to eat - a list of recommended restaurants in Alexandria will be included in your packet.

We'll be meeting in **Pat Troy's Irish Pub** which should get you off to a good start for the evening!

### **Tuesday October 9.**

After the PAIMA breakfast there will be business sessions including the General Assembly, elections, presentations by the Nominating Committee and the acceptance speech by the newly elected PAIMA President.

The meeting then goes on to the Ecology and Tonnage Awards ceremonies after which the business of the day comes to an end.

You're on your own for the rest of the day (unless you're a board member) but stand by for the evening **Fifties rock n'roll party** which runs from 9.30 pm to 12.30 am (once again, we're inviting members of IAM to join us).

Start thinking about your Fifties outfits now as once again there will be prizes for the two best costumes! It will be a fun night, and a good way to end what we hope will be another wonderful conference for PAIMA.

"Get ready for our 50s night!" - Sherry Williams.





Meet new member Monarch Moving Systems of Toronto in Canada.

# 



Pictured left to right: Ramiro Quiros, Martin Heal, Janet Moyer, Richard Allen, Gord Kenwoo.

MONARCH MOVING Systems first saw life in Toronto, Canada in 2008.

The man behind the new company was Huw Jones who had more than 30 years experience in the moving industry, having managed a number of well-known companies in both the UK and Canada. The same year, Ramiro Quiros joined Huw and the two of them set to work creating a quality moving company.

"Thanks to significant support from previous partners and colleagues, we were able to hit the ground running, and certainly exceeded our expectations in that first year. It was a remarkable time," says Ramiro

Monarch divided its efforts between the consumer and corporate markets which allowed the company to grow steadily for the first two years – and then, recession hit!

The corporate share of the business was significantly affected by this, and Monarch was forced to restructure a bit to continue with its growth.

"It was definitely a case of growing too much, too quickly and the pace had to be slowed down," recalls Ramiro.

With the adjustments taken to fit the new playing field, Monarch was able to get back on its growth path, but at a more sustainable rate. Not interested in producing a high volume operation, but a high quality one, Monarch worked hard to establish itself amongst the top tier of international movers in the Toronto area, servicing both the direct consumers and Fortune 500 companies. Not an easy thing to achieve, given the quality of the moving industry in Toronto.

Today Monarch operates out of a 15,000 sq. ft.

temperature controlled, fully palletised warehouse, with its own trucks and crews plus three contractor international packing crews. The office staff is compromised of nine trained moving professionals (offering services in four languages!), ranging in experience from eight to 30 years in the industry!

Staff are divided in two locations, one on the east end of the city the other at west end (with the warehouse itself attached to the west end offices). Huw retired from the business last year and Monarch is today run by Ramiro in conjunction with the company's owner.

Monarch has always actively pursued membership in various trade associations. Ramiro was a founding member of the CAM Overseas Certification development and is still very involved with the association.



# Cedric Zibi was born into a moving family in Paris - and loves it!

# AMM



Cedric Zibi (left) pictured recently with Steve Kaufman of Paxton International.

CEDRIC ZIBI didn't really have much choice when it came to a career!

Like so many young people in this industry, he was born into a moving dynasty and from a young age he knew he wanted to be a part of it:

"When you are involved in a family business, you don't get much choice!" he jokes.

More recently, he married his wife Maud and the couple have a one year old daughter Chloe who keeps her father entertained when he's away from a busy office:

"You don't get much time off in this industry but when I get home I like to play with Chloe. That brings me a lot of joy, even when she is scratching my face, pulling my hair and thing is he feels the one thing he really couldn't live without these days is the internet!! Actually, in truth, what he said he really couldn't live without is his wife and daughter!

But he looks forward to everyone's idea of the perfect holiday – beach, warm weather and just pure relaxation away from a hectic moving office.

### "When you're born into a family business, it's inevitable you become part of it!!"

The company is Neer Service in France's capital city Paris, where Cedric was raised and educated. He joined the business in 1997, starting as a general helper while he learned the basics of the industry.

trying to head butt me!"

Such demands on time means he doesn't get much time to read or relax apart from the occasional collapse in front of the TV – indeed, the sad One wish Cedric?
"Well, for one wish I would like to have an addition to the family, perhaps a boy this time!"

Cedric Zibi obviously has thoughts about a succession plan at Neer Service in Paris!



One of a series of occasional articles you might like to give to your clients!



FIVE YEARS AGO,
I moved overseas
to Peru to be with
the man I love. I
knew that being
in an intercultural
relationship wouldn't
always be easy,
and that living in a
different culture would
be a challenge.

If you're thinking of moving overseas for love, here are some tips to being happy and successful in your new life.

### Moving overseas for love - communication

When I moved overseas, it was difficult for me to integrate into my new home country because I didn't speak the language well. I knew some Spanish, but not enough to feel comfortable on my own.

Because of that, I was often isolated in my home, and my partner was left saddled with a lot of household responsibilities that I couldn't handle.

It took more than a year before I was comfortable enough with Spanish to get out and do things on my own.

I advise anyone moving overseas to study the language of their new country, and become as fluent as possible.

The faster you can integrate, the better it will be for you and for your relationship.

### Moving overseas for love - Suspicion

Because I came from a wealthier nation, my husband's family was very suspicious of me. They weren't sure what it was that I was getting out of this.

Additionally, your relationship will bring changes in your partner's way of thinking and doing things - and his family may not always appreciate the changes!

Break through this barrier by doing things to fit in with your partner's family - share birthdays and holidays, go shopping with his mother, anything that shows you want to belong with them.

And remember that people love to give advice, so use that to your advantage in building relationships - ask for advice and let them know you're trying to fit in.

### Moving overseas for love - isolation

It is difficult to adjust to living in a place where everything is different from what you are used to.

Fourth of July fireworks and Memorial Day cookouts don't exist in other countries, and it can be very lonely sitting in your new home knowing that your friends 'back home' are having a

great time without you.

It's important that you start building new customs and traditions with your partner.

Try combining traditions at Christmas, or other shared holidays. Also, most countries have an expat community of some sort - look for other people from your home country to get together with and chat.

I volunteered to moderate an expat forum, and those contacts have helped me keep from feeling isolated.

And don't forget - let your partner know when you're feeling lonely or isolated; sometimes a night out together at a movie or dancing will be what it takes to lift your spirits.

Moving overseas for love is a risky move - it may not always work out the way you plan. Make sure you have a back up plan for moving back home if things fall apart.

But if you are able to accept change and be flexible, intercultural relationships really can work. It takes perseverance and an adventurous attitude.

Be willing to change, and don't expect others to change for you. Remember that communication with your partner is the key to success.

## Intercultural relationships: How I survived my move overseas, and kept a happy relationship

By Kelly de Borda.



The Lerdo
deTejada
family in
Mexico has
given its name
to a famous
moving
company
as well as
an equally
famous sports
car.

### Z O Z O Z O Z



NOT MANY PEOPLE will have heard of the LT Special – but it's a sports car that occupies a very special place in the hearts of those who love 'real' cars.

It's a car that through bad luck, was denied its place in racing history on no less than two occasions.

This very pretty and potent car was designed and built by Juan Lerdo deTejada in Mexico City in 1954. He is of the same family as Luis Lerdo de Tejada of Transcontainer International fame in Mexico.

The car - the country's only truly Mexican car - was built to compete against the all-conquering Italians

such as Lancia,
Ferrari and Alfa
Romeo from Europe
and the massive
American teams in the
infamous La Carrera
Panamericana 2000
mile road race, after
Le Mans one of the
greatest tests of cars
and drivers.

Unfortunately in 1955 the organisers decided there had been too many accidents and cancelled the race, so the LT Special never took part in the event it was designed for. Despite this, others recognised its potential and it raced successfully in Mexico for several years.

In the early 1990s, the original LT Special was found by the son of the designer of the car although it was now in terrible condition. Juan Lerdo deTejada Jr (cousin of Luis) painstakingly rebuilt the entire car.

Finally, 43 years after it was supposed to take part in the Panamericana, a minor accident prevented it from showing its true potential.

In 2002 Juan asked the Swedish constructor Mats Hammarlund (who had moved to Mexico with his wife Eva) to build him a replica of the LT Special which could be used competitively and so avoid having the original further damaged.

In 2004 the couple raced the new replica and won their class in this gruelling race, finally demonstrating what a great car the LT Special was.

Since then a number of additional replicas have been built for racing and there was even an entirely new model built in 2010. The original L T Special now occupies a unique spot in the history of racing sports cars.



The LT Special, a unique sports car reflecting what a creative family carries the Lerdo de Tejada name in Mexico. Luis, cousin of the builder of the car, heads up Transcontainer International with his wife Carmen.



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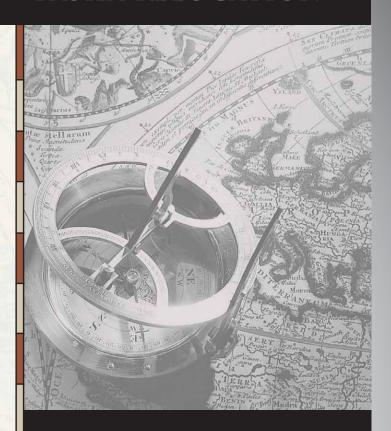
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**Pasha** Group won the PAIMA **Ecology** Award and what a story the company has to tell!

### JEAN ANNE How green can San Diego where it partners in the green you get? programme with the Well, judging by port authority. reality. Pasha Group which This includes scooped up PAIMA's replacing its onannual ecology terminal vehicles award, you can never with kiwi-green

be too green.

It would be easy to fill this entire magazine with the remarkable environmental activities of this company.

While much of it obviously helps the group's bottom line, there is no doubt that its contribution to improving the environment is massive.

Within the scope of this article the best we can do is to touch on some of the more visual aspects of the company's work.

For instance, as a major car shipper, the company has a significant presence in its home port of

Mazda Tribute hvbrids.

These run on electricity up to 25 mpg which is ideal for the port area these vehicles alone (for which the port authority made a grant) reduce carbon emissions by about 6400 pounds per vehicle.

A second grant was awarded for a complete lighting retrofit at the Pasha terminal, which replaced 1,399 old fashioned fixtures (mainly fluorescents) and resulted in over 930,000 pounds lower carbon emissions.

Says John Pasha, Vice President of Pasha **Automotive Services:** 

"We are working with the Port to make their environmental plan a

The port has called for a series of initiatives to bring down emissions and reduce energy consumption at its marine terminals and now they are putting their money behind every word."

Each year, one half of one percent of the port's total earnings are set aside to help fund environmental stewardship programs.

These preserve and protect wildlife on the bay, help to maintain and improve water quality in the bay, clean the shoreline throughout the five bayside cities and now promote more efficient and environmentally sound operations at the terminals.





You'll love it!



### Commitment is all-embracing.

(which deplete the environment's ozone layer).

A sophisticated oil/ water separator has C is also engineered to deliver extensive fuel consumption efficiencies and reduce its carbon footprint.

Pasha began

automotive terminal operations in 1990, and today the facility encompasses 135 acres and more than 350,000 square feet of post-production facilities where automobiles are made dealer-ready.

The facility is served by BNSF railway with 120 rail car positions for ease of distribution. Pasha's facility processes more than 300,000 vehicles annually and recently surpassed the three million vehicles processed mark.

The Pasha Group also has port facilities at Los Angeles, California, and Baltimore, Maryland.

### SHIPPING.

As a vessel operator, Pasha has been making modifications to its carrier *Jean Anne*.

This includes the application of an Intersleek 900 coating resulting in a considerable reduction in carbon dioxide emissions, and no biocide in the antifouling to pollute the water.

The vessel has also been fitted with



Cleaning up operations involving everyone!

new fuel processing equipment to allow burning of marine diesel oil, a lighter cleaner fuel, in her three diesel generators when she is within 24 miles of the California coast and when tied up at dock.

Other upgrades include the installation of slide valves in each of the cylinders of the main engine, which results in cleaner combustion. The slide valve fuel injectors and a new incinerator has resulted in a significant reduction in sulphur dioxide and nitrogen oxide pollutants

also been installed.
The sludge is burned on the vessel in the incinerator. A new fuel skid runs the auxiliary engines on Marine Diesel Oil while in port, and the ship burns MDO on the boiler, both at sea and in port.

With San Diego as her home port, Pasha Hawaii's *M/V Jean Anne* was one of the first vessels complying with a voluntary Vessel Speed Reduction Program to further reduce emissions in the port area.

Pasha Hawaii's newest vessel, the *Marjorie* 

All construction materials, including coatings, ensure minimal impact to the environment.

Sponsored by the port authority and organised by the San Diego Port Tenants Association, an annual Operation Clean Sweep is organised when thousands of objects and debris are cleared from the port area and its environs.

Pasha staff are happy to get involved in this project too, as you can see in the picture.



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The moving industry is tough - but no one had it harder than Sid and Vino Vallaydam.

# Above: Vino and Sid Vallaydam who came to Australia and founded Australian Vanlines. Below: Their eldest son, Śasha Vallaydam.

Sid and Vino Vallaydam grew up in apartheid South Africa.

When still teenagers they made their way to Johannesburg where Sid got a job with the Frasers moving company first as an apprentice mechanic and later as a driver/ packer.

These were the days of the busy post-Soweto riots in the Seventies - the so-called 'Chicken run' - when thousands of people fled South Africa.

One of the most popular destinations was Australia which struck a chord with Sid who began to wonder what made it so special.



They scraped up every last Rand they could and eventually made their way to make Australia their new home.

They landed in Sydney with each other, Sasha and his two month old brother Marlon and the princely sum of A\$3,000.

The family landed in Australia with just A\$3000 and a lot of determination.

# S





Two live wires working in the family business: Above, Marlon Vallaydam and (right) his brother Kegan.

There was no shortage of job offers and Sid joined Movements International Movements then owned by Afsin Atalay where he looked after the vehicle fleet.

Sid was there nine months, happy that he could put food on the table, pay his bills and help his family settle into their new way on the North side of Sydney. But he now knew that he wanted to be his own man.

After a while he met a Dutchman wanting to sell his A – Z Removals business, which he sold to Sid for some cash and the rest on instalments.

The deal left the young couple with two hundred dollars and a business that really consisted of a couple of scruffy vehicles.

"But surprisingly, the company actually had a good local reputation," says Sid.

The business became a genuine labour of love with Sid doing the estimating and driving and Vino looking after the boys and doing the reception/accounting jobs.

"One of the things that helped me was

that I did a proper written quote which was unusual at that level of the market," recalls Sid.

"I began booking all the jobs I went to see. I was still doing the driving and packing, but it meant we were making a little money and everything was then ploughed into the business."

But within two
years the business
had matured enough
for Sid and Vino to
change the name to
Australian Vanlines
which they thought
more appropriate for
where they wanted to
take the company.

They also began opening up small branches in the key cities all around the country – Perth, Canberra, Melbourne, Darwin, Alice Springs and finally Brisbane.

It was probably about this time that the couple realised how difficult it was to expand without the help of talented people. Many of the people they hired to run their branches proved to be excellent but others were a disaster.

But they persevered and gradually built up the entire team – today, depending on the season, the company have between 150/200 people on the payroll, supported by 120 trucks and modern warehousing, containers, and fork trucks

its foothold on the market become firmer. The acquisition of a relocation company Move Management Australia added value to the Australian Vanlines network

Sid visits all seven of the company locations every two or three months and will often



Back then, of course, they also had some very cheap labour – the three boys Sasha, Marlon and Kegan had to earn their pocket money in the time honoured tradition of the moving industry – washing the trucks and cleaning the offices.

As the company developed contracts with the Australian Defence department, then government contracts for moving essential workers around the country, and eventually with the expanding corporate market, so

work on the vans in Darwin during the tough December/
January months when the military moves up there.

The sons now run the business and Sid looks after transport and is involved in the marketing to corporates, but his presence is still very strong.

Every time he walks into the company building, he'll shake hands and chat to every member of staff he sees.



The first of a series of occasional articles you might like to give to your clients!

# 



# Moving overseas with a dog doesn't have to be stressful!

By Dave Guilford

THERE ARE SEVERAL things that must be considered when moving a dog overseas, and the earlier a dog owner starts the process, the better

We moved to France a year ago with our two dogs: Hudson, a chow-chow, and Marley, a lab-chow mix.

We were lucky in the sense that France is very dog friendly. We live in Paris, where you're more likely to see a dog beside you in a cafe than a child.

Other countries are not as accommodating!

The first step is to determine the quarantine

and paperwork requirements of your new home country.

Again, France was very accommodating when it came to quarantine.

We were allowed to pick our dogs up at the airport with our luggage and take them to our new home.

In England, however, dogs can require a six-month quarantine before being admitted to the country.

While dogs coming from the United States to England are considered to have come from a country with a "low incidence of rabies" (and thus can avoid the quarantine), the preparation process

must begin at least six months before leaving the United States in order to avoid quarantine.

Just about every country requires dogs to be micro-chipped before arriving. The microchip requirements vary from country to country as well.





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### Spend some time getting the dog used to its crate before the big move.

The chips we use in the United States don't work in Europe, so it is important to have an EU-compliant microchip implanted in the dog before moving to Europe.

If you are moving to France or Italy, even an EU-compliant chip won't do.

You must have a special 18-digit microchip implanted if you plan to live in France or Italy. In the US, Home Again offers a range of microchips to include EU-compliant chips and even the 18-digit chips required by France and Italy.

Transportation is another major consideration. All but the smallest dogs are required to have an IATA-approved crate in which to travel. Spend some time getting your dog used to the crate before the big move.

Dogs are used to making 'dens', so they actually like the crates, and the crate will become a source of comfort in the airport environment filled with scary noises and smells.

Many owners ask if their dog should be given a sedative before flying. The answer is no in almost every case. The reason is that the sedative may have side effects at altitude and could harm the dog. Check with your vet to be sure.

Another airline regulation many dog owners aren't familiar with is the temperature restriction on certain breeds. Breeds that are cold-weather dogs are not allowed to fly if the temperature in any of the connecting cities exceeds a predetermined threshold.

# WITH FAMILIARITY COMES COMFORT!

So it might be difficult to get your Siberian Husky through Miami in July. Check with your airline to see if this applies to your dog's breed.

Finally, don't feed your dog within 24 hours of the flight. If it is a long flight, the airline will allow you to send food along with the crate, and the airline's dog handlers will feed your dog if necessary.

full of new smells and sounds and sights.

Many vets
recommend against
giving a dog water in
this excited state, and
to wait about an hour
after getting home. I
didn't have the heart
to wait, as my dogs
were very thirsty. It
didn't hurt them at
all. They were just
overjoyed to see us!

With familiarity comes comfort, so get your dog out walking the



However, by not feeding the dog within 24 hours of the flight, you help to avoid a messy crate and added stress to your dog's already stressful situation.

After the flight, your dog will be very happy to see you. Don't panic if your dog is disoriented or acts a little strange at first. This is a new world for the dog as well,

new neighbourhood as soon as possible.

Once your dog is comfortable with his new "territory", he will settle into a routine and go back to his duties of guarding the house, fetching your slippers (yeah, right), and being mans' best friend!



One of a series of occasional articles you might like to give to your clients!

FOR MANY PEOPLE, living a global lifestyle is an opportunity to fulfill many dreams and goals.

It can be an opportunity to advance your career, start a new business venture, retire to a warmer climate, or learn a new language and experience different cultures.

Whatever your reasons for wanting to live overseas and enjoy a global lifestyle, one thing you can still count on, is that you will have to manage your finances.

1. Design a financial blueprint- predeparture

Don't leave home without it. Create a solid financial blueprint that includes a budget, which at a bare minimum should include:

 Ongoing financial obligations such as student loans, alimony and credit card payments  Additional expenses like food, housing, transportation and utilities in your new host country

 Unexpected medical expenses and emergency expenses due to civil unrest or natural disasters

Also don't forget to have a slush fund for leisure and entertainment activities such as travel and social activities to meet people and expand your network. substantially curtail plans for living a global lifestyle.

Don't underestimate the time it might take for you to start generating income, or to see your first paycheck.

Also factor in additional time and potential costs associated with moving money, especially if there are daily limits and restrictions on foreign exchange and sending money home.



Your financial blueprint should also clearly provide detailed steps for generating cash flow. Not having a solid source of income can quickly and

Even if you are on an international assignment, thoroughly review your salary, benefits and other allowances before you make a commitment.

As corporate

expatriate
packages have
diminished over the
years, ask yourself
if financially this
international move
makes sense for you
and fits into your longterm financial goals.

# Are you ready to live a global lifestyle?

Asks Lisa Mitchell.



IF YOU ARE JOINING
the new workforce of
"solo expats" - people
self-financing their
relocation abroad
and finding their own
career opportunities,
plan for additional
expenses associated
with job search like
joining industry
associations and
attending networking

Also ask yourself if you are prepared to solely live on your savings to finance your global lifestyle, or if you are willing to take on a survival job, perhaps a couple of rungs down the corporate ladder while you learn the language and immerse yourself in the culture and new business environment.

2. Make sure you have a good understanding of the banking/ financial system of your new host country

If you plan to spend a significant time living a global lifestyle, you will probably need to develop a new financial relationship with a bank or financial institution in your new host country.

Conduct research pre-departure to investigate financial

services providers
and gain a better
understanding
of the banking
rules and
regulations in
your new host
country. Call
or inquire
during a
pre-visit. You
n't want to learn

don't want to learn
the basics of a new
foreign banking
system once you have
arrived and you are
desperately trying
to conduct banking
transactions. Ask
detailed questions
about:

- The account opening process for foreigners/non residents and what type of documentation is needed
- What fees are associated with the account, especially for international transactions?
- What are the main features of the account (i.e. interest bearing, multi-currency)?
- Daily limits
   on deposits and
   withdrawals at the
   ATM and in the branch
   with a teller.
- If you anticipate having credit needs, what are the requirements/ restrictions for foreigners/non residents to apply for credit and what are the consequences for non-repayment and late payments (some countries have centralized credit bureaus that create a "black mark" against you in the country, possibly barring you from employment, housing and leaving the country.

In some countries,

not paying your debts can lead to criminal charges and jail time).

 What are the restrictions on foreign exchange and moving money outside the country?

Especially for foreigners/non-residents, there could be restrictions for exchanging the local currency and sending money abroad. This could be quite impactful if you are dependent on your host country income to take care of home country financial obligations.

• What are the customer service capabilities? Are English language services provided? 24 hours a day, seven days a week?

Is there a toll free or collect telephone number? Can you conduct routine banking transactions without coming to the branch? Via the phone, online or mobile banking?

3. Have a Toolbox of Global Financial Solutions at your disposal

You never know what financial challenge you are going to meet living a global lifestyle. Get used to carrying a toolbox of global financial solutions so you can have the appropriate tool within reach when you are faced with a financial dilemma.

At a minimum your global toolbox of financial solutions should include multicurrency ATM/Debit cards and credit cards that are pin and chip enhanced.

If possible, keep a pre-paid card or two in different currencies on hand as well. Also, having a line of credit to tap into could solve temporary cash flow issues.

Include options for moving money and making payments. Although a bit costly, you can always rely on the old standbys like wire transfers and Western Union.

Don't forget the online payment pioneer PayPal as their global reach is always expanding. For your new home country financial obligations, always search around for local players, like M-Pesa in Africa.



Lots of people adopt a global life-stye when they retire.



4. Invest in a consultation with a licensed, qualified tax professional

If you are a US citizen and subject to taxation on worldwide income this is a nonnegotiable. As a US citizen, you are never outside of the IRS!

In the back of your US passport it states your obligation to file and report on worldwide income, however most US citizens don't fully understand their US tax-filing obligation and think that because they are moving abroad and will earn income outside the US, their US tax financial obligation ends.

If you are on an international assignment for your company and they are handling your taxes, proceed cautiously. The tax provider works for your company, not you, and ultimately you are responsible for any tax liability.

Also, make sure you are knowledgeable about your unique tax filing requirements and potential tax liability in your new host country.

5. Seek professional advice in other areas important to living a global lifestyle

If living a global lifestyle will become a way of life for you, investing in experienced, professional advice in all areas related to living a global

lifestyle is one of the best investments you can make.

A consultation with an immigration attorney can help keep those inevitable, ever changing immigration and visa issues at bay.

Meeting with a local insurance broker who can give you an overview of insurance options available in your new host country is also valuable. Securing comprehensive medical insurance should be at the top of your list.

Before departing your home country, review your international medical coverage. You don't want to have a serious medical emergency overseas and discover that you don't have comprehensive global coverage.

If earning income outside your home country is now a key part of your cash flow, then you will need to find a reliable. licensed investment advisor experienced in helping people who need to manage assets globally, help you navigate planning for your children's education, your retirement and estate planning.

6. Take sufficient security precautions with your finances.

Global fraud is on the rise and many people experience identity theft when they are living abroad.

As a rule of thumb, always password-protect your computer and all mobile devices (i.e. iphone, ipad). Change your passwords every 30-60 days. Make sure you always use a Wi-Fi connection with a password and for an added layer of protection, always use a VPN (virtual private network).

Use the same safety precautions you would at home. Never walk away from an ATM machine without making sure that you have completed your transaction.

Although ATMs will time out, you could still give a thief ample time to see enough of your financial information to make you an easy target for a robbery.

Use an online document storage service to keep copies of all-important documents, especially those that could be used to verify your identification like the photo page of your passport, a driver's license, or birth certificate.

Although you should minimize your mail delivery by setting up automated payments and receiving financial statements online, consider retaining a US address.

In the US, due to financial difficulties, most post offices are closing. Also, post 9/11, a P.O. box address is considered a red flag to most companies. Choosing an independent online mail management service to sort, open and scan mail based on your instructions and accept packages on your behalf is an efficient and safe way to manage your mail while you are living a global lifestyle.

Also, you can have some assurances that your mail will be discarded and shredded confidentially. Many of these mail companies also offer ancillary services, such as check depositing and processing to make receiving payments while abroad easier.

- 7. The devil is in the details. The smallest financial details can sometimes cause the biggest headaches.
- To avoid unnecessary charges and expenditures, don't forget to suspend auto renewal of items you won't need overseas (i.e. news and magazine subscriptions).
- Keep a supply of cash on hand in the local currency as well as a mix of other easily convertible currencies such as the U.S. dollar, Euro, Yen and the Pound Sterling to use for emergencies.
- Ensure you have full access to your bank accounts at home (i.e. toll free and collect telephone number, online and mobile banking).



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