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The magazine of the Pan American
International Movers Association

Winter 2013



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The magazine of the Pan American International Movers Association.

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FRONT COVER:

Once again, PAIMA had a very successful conference held in Washington DC. One of the many highlights was welcoming Laura-May Carmack of AIReS (see her biography on pages 24-27).

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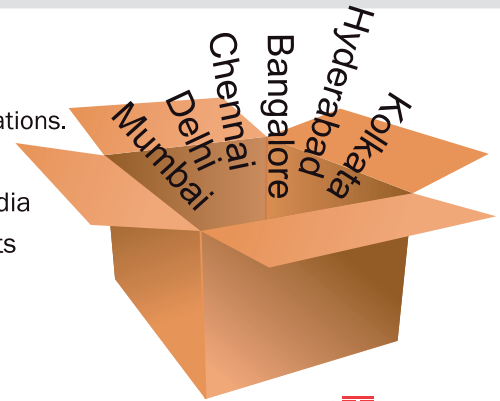
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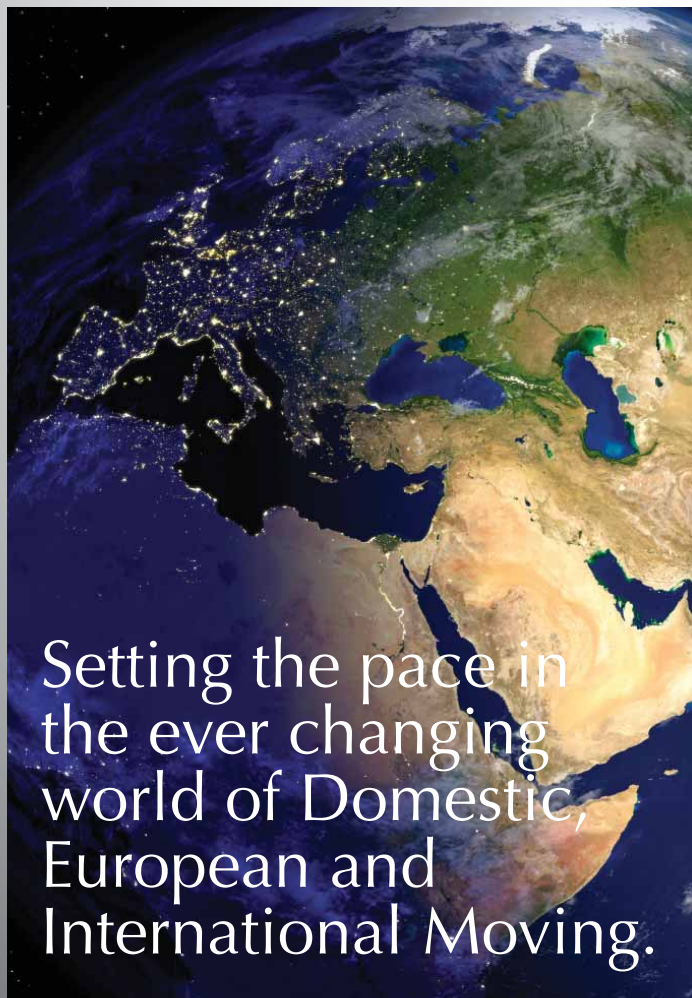
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IT WAS ASTONISHING to hear at our conference that the membership of our 'big bro' stands at over 2300! That is bigger than any other organisation in the global mobility industry – and even more remarkably, less than a third of the membership is in the US.

That puts IAM ahead of everyone by a convincing margin. So where does PAIMA fit in? It's a question I have been asked by worldwide partners and clients, which is why it was so encouraging to attend the IAM meeting.

It meant I could talk to many people who love the IAM but are also seeking a smaller boutique organisation in order to meet the different needs of a variety of customers.

Choosing a move partner for each piece of an international relocation doesn't just mean picking a member just because they are in the appropriate country. It means choosing the best partner match for each client's needs.

The argument goes that IAM is the all-seeing eye of the international moving industry and it offers massive commercial advantages. But within that, many people still feel there is room for the more intimate, one-to-one relationships that can co-exist alongside the IAM.

As a reflection of membership structure, PAIMA is not dissimilar to that of IAM in that our membership is increasingly global. So that begs a serious question – is this the way we want to go?

PAIMA founded as a Latin-American organisation – so its antecedents are firmly Latin, no question about it. But how many years ago was that? Our industry is changing, and we must consider how we want to change with it.

There is a parallel in that FIDI started off as a strictly European organisation but since then has gone global. No one would suggest it should go back to being a European association now, would they?

Many FIDI members today are getting concerned at the high cost of affiliation, so it is always possible that some of them may come over to PAIMA where our costs - and therefore our dues – are lower.



PAIMA President Laura May Carmack.

Will they be looking for a purely Latin outlook or will they be seeking access to a more global market? In which case, should PAIMA stick to the vision of its founders who saw this as an exclusively Latin-American organisation?

It is a very difficult issue and one worthy of wider debate. Our very name confirms our global interests, our rising membership is global and the industry itself thinks in global terms.

It's not for me to declare where PAIMA's membership is headed, but I think it is something that should be discussed openly and honestly. In our next issue of the magazine, we will share differing points of view from the PAIMA community.

We will be contacting various members of PAIMA known for their eloquence and firm opinions to see what they have to say on this topic. If you definitely want to be one of them, please let me know now.

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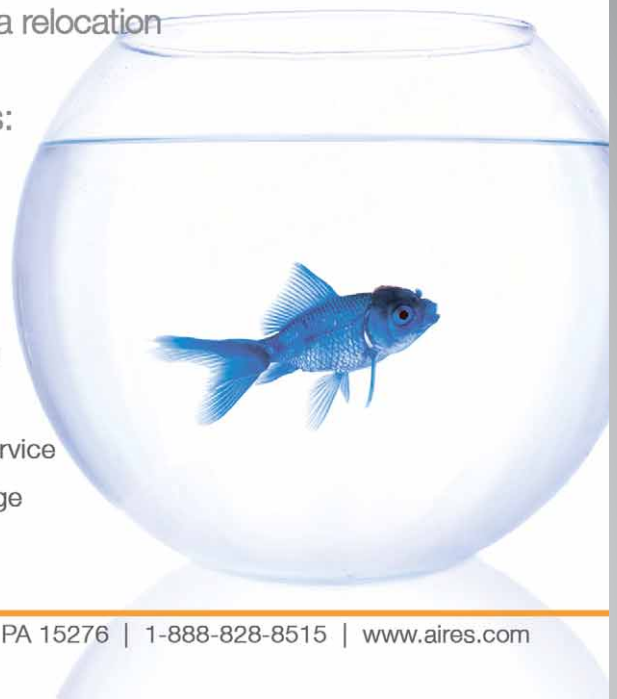


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PAIMA's
Executive
Director
reports on
the latest
activities.

SHERRY'S PAGE

WELL, here we are with most of this issue of PAIMA Report dedicated to our very successful conference in Washington DC – as I write this it was less than two months ago, but the memory is fading.

That may of course, be because I am now working hard on our next event which will be held in Vancouver! Now this is an interesting challenge not just for PAIMA but also for the IAM with whom we back-to-back.

Neither organisation has been to Canada before but it's a good idea to be adventurous and to go to a popular destination which has good links, great hotels and an interesting local culture. Vancouver is one of those cities you can't help but love.

It seems weird sketching out social and business sessions so far ahead of time and before we even have our first recce visit in February.

But as many of you will recognise, the smoother the progress of a conference, the more careful all the upfront work. We've had some good events at PAIMA but our first conference in Canada is going to be a very special event – and I want to make it a unique one for you.

Now I have a new board (well in part) and a new president (in whole!) and I am looking forward to a new year with all the enthusiasm and freshness that new blood brings with it. Until you've tried it, you have absolutely no idea how demanding being a board member can be – but for someone like me, it's endlessly interesting as you get a completely different perspective on so many things.

No association should stand still. True the foundations should stay the same, the structure needs to remain but the ideas should flow towards creating new services, improving existing

ones and working on how to make the association better.

That is what I am looking forward to because it always happens when new people come along, often with blue sky thinking that can trigger all manner of ideas.

PAIMA is almost certainly ripe for new ideas. True, its finances are still not so strong that the banks are knocking on our doors asking if they can help us; true, our membership whilst growing, could do with a bit of acceleration, but more people are using the tonnage list, more companies are making enquiries about us and it was very evident at the recent IAM meeting in DC, that awareness of PAIMA has never been so strong

So this is a good time to develop new ideas and hopefully, one or two new services for PAIMA. I am looking forward to telling you about some of them when we meet in Vancouver!



"It always happens when new people come along, often with blue sky thinking that can trigger all manner of ideas,"

Sherry Williams
PAIMA
Executive
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conference is
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you will be
persuaded to
be with us
next year!

CONFERENCE

Laura-May Carmack: a new President for PAIMA!



The popular Laura-May Carmack of AReS has been elected the new President of PAIMA. Already deeply committed to the organisation, she says she is looking forward to this new challenge.

MEMBERSHIP quality is the cornerstone of the IAM's strategy for the future.

Any company thinking it just needs to write a cheque to secure membership is in for a nasty shock: the IAM is getting tough on membership and one of its primary

considerations for the future will be the financial security of its members.

Finance is at the top of its agenda and it is already making headway with its simple and straightforward Receivables Protection Program which is fast

becoming the most important weapon in its increasingly potent armoury.

And recognising that the value of the IAM is now fast increasing as it achieves global recognition, it is coming down hard on a growing rise in the abuse of its logo.



Good companions - friendships make a good conference as Pat Toscano (Reliable Van & Storage, USA) and Elena Mari of Equiexpress in Venezuela demonstrate in style.

This is why we do it.
The PAIMA conference brings members
together for business and social bonding.



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The new board of PAIMA (from left): George Naumann (Swiss Moving Service), Christy Wickman-Kozloski (Wickman Worldwide Services), Jose Marrero (Sentry International), Laura May Carmack, (AIReS), Juana Cueva (Express Transports), Sid Vallaydam (Australian Vanlines) and Lars Lemche (Teamwork International Moving).

As more private people and corporates become aware of the IAM, so more non-members are using its branding to create confusion in the mind of the buyer.

"The membership of the IAM today is very diverse," Brian Limperopulos, Program Manager at the IAM told PAIMA members at their recent conference in Washington DC.

"The three main areas are Asia, Europe and North America, with the USA now only accounting for third of the total. We put on over 100 new members in the last twelve months alone."

Its bid to strengthen financial responsibility came with the adoption of a new Code of Ethics developed by the IAM's Members Ethics Council chaired by Rick Curry.



Brian Limperopulos.

This same council adjudicates on alleged breaches of the IAM Code and it is working well and decisively. The process is quick and effective and its influence will become all the greater as more people get to hear of it.

Today, the quickest way for a member of IAM to improve its financial security is through the Receivables Protection Program. The way it works is nicely uncomplicated:

claim can be made for compensation – and provided the conditions have been met, reimbursement will be made.

To date over 130 companies have signed up to the scheme (15% are PAIMA members), the majority coming from Europe. Last year the scheme handled



With a gleam in her eye, a cheerful Christy Wickman-Kozloski (Wickman Worldwide Services) chairs her final meeting as President.

the IAM insures the commercial invoices of its participating members; should one go out of business, a

27 different claims and this is set to grow given the uneven global economy.

There is a one-time joining fee to participate and after that members pay just a modest annual fee (PAIMA members get a discount on the joining fee).

In every area of activity IAM is raising the global benchmark.



Christy Wickman-Kozloski (Wickman Worldwide Services) receives an award recognising her achievements as Past President of PAIMA from her successor Laura May Carmack (right) of AIREs.



Lars Lemche (Teamwork International Moving) with glamorous company.

Plenty of changes in military moves, according to Chuck White, Director Government and Military Affairs - IAM told PAIMA delegates. Not all of them will be immediately apparent but by the time this magazine appears there should be confirmation of whether or not the US Department of Defense (with its 600,000 moves a year) will be outsourcing its HHHG programme.

Its entire logistics contract (including HHG) is worth something like US\$2.3 billion and the US DoD has been considering starting off outsourcing by putting out the forwarding side to a single contractor.

The military services concerned seem to be in broad agreement on this break with tradition and handing over all the forwarding to one company. However, the signs were that the IAM was about 90% of the way towards discouraging

the whole idea, but the last 10% was still eluding them.

may reduce due to the downsizing of the government. On the



Chuck White, Director Government and Military Affairs - IAM

There have been many other issues to preoccupy the IAM, he added – amongst them, fuel surcharges, the government planning to reduce its offices to just 17 by 2016, and for the first time the DoD opening its program to new entrants for the first time in six years.

The Government Services Administration (GSA) is responsible for about 30,000 moves a year but these levels

other hand traffic out of the US Department of State may increase as it absorbs some of the work previously undertaken by the DoD.

So plenty going on in government business and PAIMA members need to keep close tabs with the IAM which has its fingers very close to the pulse of all this traffic.

Many companies are always anxious to secure some of this business; if you operate outside of the USA but act as an agent for an approved TSP, then you still need to obtain approval from the US Embassy in your country – easier said than done said Mr. White! If you own a location in the US, however, obtaining approval from the GSA or DoD is relatively straightforward.



"PAIMA's finances are in good shape and the year ended with a modest surplus," George Naumann (Swiss Moving Service), the PAIMA Treasurer, told delegates.

The military services have been toying with the idea of just using one forwarder



Christy Wickman-Kozloski presents the new membership certificate to Emily Y. Siy and (right) Sheila Carden of Nedrac.



Christy Wickman-Kozloski with new members Chris and David Townsend of Galleon International in the UK.

Now celebrating its half-century, IAM last year increased its membership number to an astonishing 2300+ with two thirds of membership being outside of the USA. Inevitably, China is one of the main engines driving membership.

The trend shows that Asia will probably be its single biggest membership segment within twelve months (Asia represented 45% of new members last year).

Even more interesting, the corporate market takes the biggest slice of members business with private work second and military coming third. That is an astonishing turnaround for an organisation that – as the HHGFAA – started off in 1962 as an association serving just military movers.

Today more than half of IAM members (it took its third and current president Terry Head 11 years to have the name changed) rely heavily on the third party market such as the rels. Even more interesting for the rels is that members



Jack Laffer (left) and Adi Ofir of TDY International Freight Services in Israel receive their new membership certificate from Christy Wickman-Kozloski (Wickman Worldwide Services)

see their future lying in developing relocation services themselves.

Logistics is also increasingly important to IAM members, to the extent that IAM is seriously considering creating a special section to cater for their needs.

The IAM currently turns over some \$6 m annually and has reserves of \$2m which is just as well considering that this year alone it spent \$200,000 in legal fees, supporting the interests of its members.

It is developing its membership database so that it can track its structure in more depth by identifying the various categories of membership (CEOs/ Owners account for

a significant 35% of membership; managers another 24%).

Terry Head plans to launch a new interactive website in 2013: "It's an exciting project and one which will enable you to talk to us more readily and vice versa. This website will break new ground for us and I know you're going to love it."

It was an excellent meeting for PAIMA with a good turnout, a busy programme, good social activity and welcoming on board a new president in the form of Laura May Carmack of AIREs.

The conference started off with the traditional Happy Hour the evening before the actual business started off with the official opening by retiring President Christy Wickman-Kozloski:

"Our goal is to establish a solid group of companies with people running good companies who are committed to what they do," she said.

"It's not just about paying the dues, it's about being involved.



Jose Marrero (Sentry International) chats with PAIMA President Ramon Sierra (also Sentry).



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From Marseille in France, Victor Krief and Florence Dainotto of Sogedem Europacking.



Lauren Grana of Inbolpack in Bolivia and (left) Zenaida Romero of Equixpress in Venezuela.

So do take part – it brings a lot of advantages.”

There are signs that the membership is participating more – for instance, use of the tonnage list is creeping up (“So easy to use and takes just a few minutes a month” – Christy), there is growing interest in the ecology award and members are encouraging new companies to join up. The Customs information online is a boon (thanks to OMNI) although it would help if members could assist in keeping it up to date!

In all this Christy acknowledged the work put into PAIMA by its Executive-

Director Sherry Williams who keeps the show on the road, and delivered a vibrant conference in DC with strong support of sponsors.

Finances are good although as the PAIMA Treasurer George Naumann pointed out, in addition to modest reserves held in the USA, there are still funds in Panama. However, retrieving them in the short term is not currently an option.

“The surplus created by PAIMA is not huge but it is all reinvested in the membership,” Sherry told members. “We want to invest in PAIMA to make it more relevant to you. You all tell me you feel that

PAIMA is a family and this is a two way street – you are also my family and I will fight tooth and nail for each and every one of you if you have a problem.

“We are a small organisation but we are growing; on the other hand we are pretty picky about who we allow in as we want to build up a membership of high quality. But membership is growing significantly and we have attracted a lot of sponsors so we must be doing something right!”

After the business sessions everyone took off to explore the lovely old town of Alexandria, meeting up in the evening at an Irish pub for a happy 90 minutes of sampling that country’s well known speciality drinks.

Next morning it was over to Joe Pauley to conduct the elections for the 2012-2014 board of directors (see page 29). Then came the special awards for tonnage and ecology as well as the formal welcome



Laura May Carmack (AIReS) dressed for the Fifties night out in deep chat. Martin Giles (Pasha) looks on.

to new members. The new President Laura May Carmack of AIReS brought the business end of the conference to a close.

That evening, people put on their finest glad-rags for the Fifties Rock n’Roll party – a huge amount of fun as everyone entered into the spirit of the event. Clothes were amazing, dancing extraordinary and you could tell that movers have not lost their traditional love of having a lot of fun!



All the fun of the Fifties: Sherry Williams and Terry Head (IAM) in the photo-booth.

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Above: Aulina Mithal-Sood of Star Worldwide in India enjoys the PAIMA Fifties party.

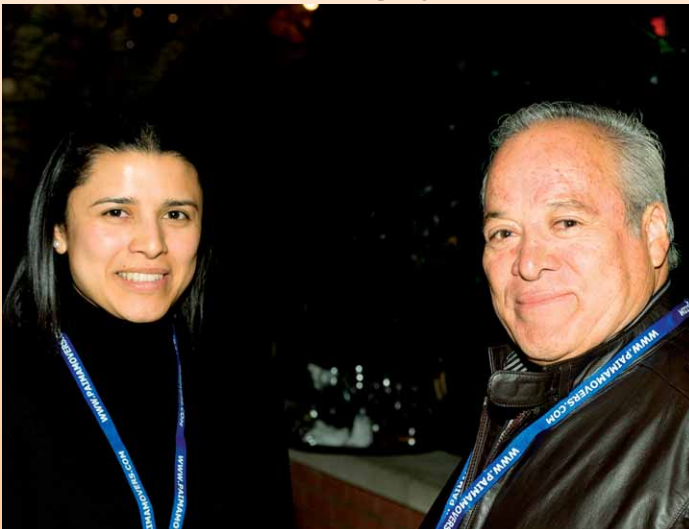
Right: (from left) Suresh Marcellus (Trans World Movers, Singapore), Ravindran Ramachandran (Orient Express Forwarding, Singapore) and Chris Burke of Burke Bros in the UK.



Anne and Dave Buchanan of Magna-Thomson International Movers in South Africa at the Fifties party.



Editor of The Portal magazine Joyce Dexter (left) chats with Janet Seely of the IAM.



From Mexico came Marisol Espinoza and Juan Espinoza of Multi Transportes Mex.

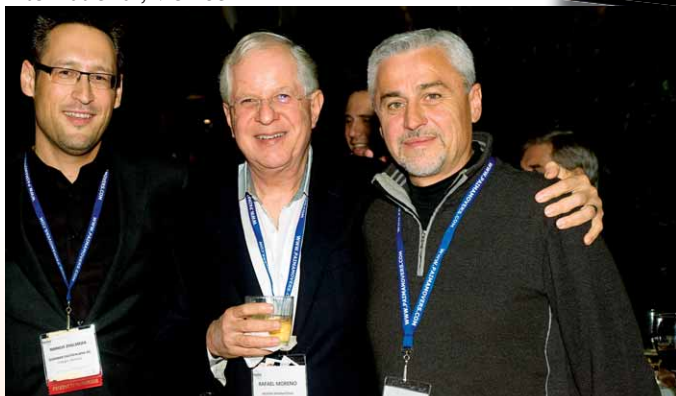


New PAIMA board member Juana Cueva of Express Transports, Peru and Ajit Ramachandran of Globe Moving & Storage in India.

I-SPY AT PAIMA 2012



Above: Caridad Aguilar of Panama International Packers. **Right** (from left): Letty Moreno (Moreno International, Mexico), Elena Mari of Equixpress in Venezuela and Rocio Munoz of Moreno International, Mexico.



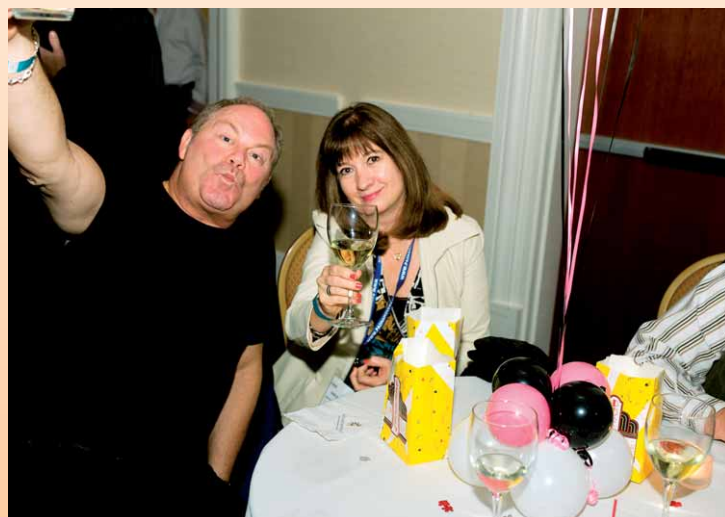
From left: Markus Zoglmeier of Schenker Deutschland, Rafael Moreno of Moreno International and Jorge McCormack of Mercovan Argentina.



PAIMA Life Member Joe Pauley (Coco's International, USA) welcomes delegates to the business sessions.



Party girls: Fran Vollaro (Santa Fe) and Sherry Williams (PAIMA Executive Director).



In good form at the Fifties party Howard and Emilie Gerson of Gerson and Grey Transportes in Brazil.



Happy pair: Vino Vallaydam (Australian Vanlines) and (right) Christy Wickman-Kozloski (Wickman Worldwide Services).

I-SPY AT PAIMA 2012



Jean-Louis Biard and his daughter Veronique of Biard International in Paris. Right: Definitely in the party spirit is former PAIMA President Christy Wickman-Kozloski of Wickman Worldwide Services, USA; Emilie Gerson (Gerson & Grey, Brazil) looks on.



Alicia Flores of Sancalsa in Mexico with (right) the Pink Lady Macarena Pauly-Scalia of Coco's International Mover in the US.



Above: Alex Beltran of CIME in Mexico City enjoys a 50s bop with Macarena Pauly-Scalia of Coco's International Movers.



Gabriel Alvarez and (right) Juan Carlos Romero of Mudisa in El Salvador.

Looking a bit serious are Sid Vallaydam of Australian Vanlines in Sydney and (right) Brian Limperopulos of the IAM (and a speaker at the PAIMA conference).



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The award for the most tonnage reported by a new member went to Orient International Relocations, presented here to Sudeep Shah.



The award for reporting the most tonnage in the Oceania region went to Chess J Wilson Removals, received here by Michael Brewer.



Once again, AIREs won the award for reporting the most tonnage to the PAIMA system. So here we have Jose Marrero (Sentry International) presenting the award to Laura May Carmack.



Nick Masee of Asian Tigers Mobility receives from the President Laura-May Carmack the coveted PAIMA Ecology Award.



... and finally, in recognition of his contribution to the development and growth of PAIMA during his presidency, a special award to Ramon Sierra of Sentry International.

PAIMA awards 2012

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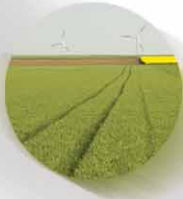
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.. and the first tonnage award goes to Robson Granero whose company G-Inter Removals and Relocation won it for the South American region.



Top tonnage award for the Asian region goes to Aakanksha Bhargava of P M Relocations in India.



The PAIMA tonnage award for the European region went to Carl Hartmann in Germany and was collected by Harm Meierdirks.



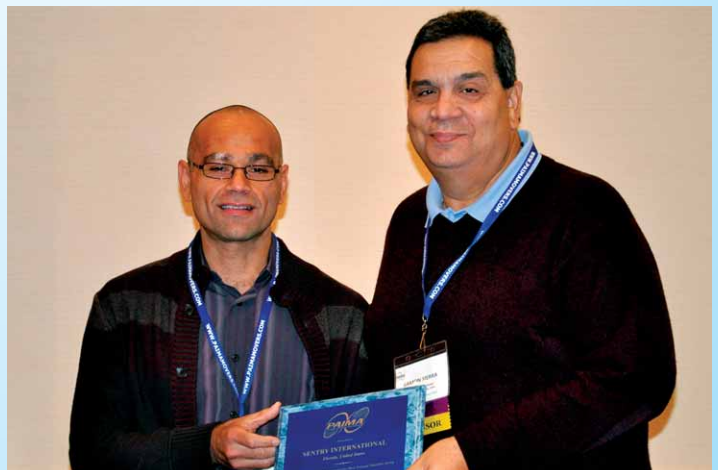
Top tonnage reported for the Central American and Caribbean region earned an award for Liliana Salguero of Swiss Global Movers in Guatemala.



Eduardo Otero receives the tonnage award for the Mexican and Canadian regions on behalf of his company Trafimar in Mexico.



... and the top tonnage award for the Africa region goes to Dave Buchanan of Magna-Thomson in South Africa.



Sentry International received the top tonnage award for the USA, presented here to Ramon Sierra.

Tonnage Awards

A highlight of the annual PAIMA conference is the presentation of the tonnage awards, this year presented to recipients by **Jose Marrero** the Vice President of PAIMA.

Meet the
new
President
of PAIMA -
Laura May
Carmack.

NEW PRESIDENT

A global mover through and through.

You'd not know it to meet such a bubbly personality, but life has always held its challenges for the new President of PAIMA, Laura May Carmack.

She's lived in Pittsburgh all her life, in a tight knit family where the work ethic was strong: "I have always worked. In my family, if you wanted something, you had to work for it, so my first jobs were at a young age: babysitting, raking leaves, cutting grass, and shovelling snow for neighbours."

She put herself through nine years of night school while working full time in the food wholesale and railroad industries. She has a strong, analytical mind and in an ideal world would have loved to be a maths teacher.

"I was fortunate enough to have fun math teachers in school. I would love to share with today's youth the excitement and the sheer enjoyment of solving problems, while the whole time, making it fun and interactive. Maths is personal.

Either you get the right answer or you don't. Getting it right builds confidence, and reinforces the determination and problem-solving skills we seek as employers."

"This was my first experience of shipping, and all of the paperwork needed to get something from point A to B. It was an eye-opening experience and I loved it.



The new President has strong analytical powers.

She was able to put these analytical powers to good use when she worked in the food wholesaler business and was put in charge of computer operations.

She then joined a company which made large industrial railroad equipment. Her job was to ship it primarily to Mexico, Argentina, and Canada.

Right then and there, I was hooked and stayed while working my way through night school.

The railroads then required ISO 9001 Quality Programs, so I was given the task of studying the ISO Standard and writing our manuals. It was another new learning experience.

Little did I realize then where ISO would take me!"



Although an extremely serious person in business, it's her sense of fun that appeals to many admirers of Laura May Carmack.

Seven years later (in 1994) Laura May made a massive change in career when she joined AIREs, then known by its original name of American International.

The great thing was that HHG needed less documentation than railroad equipment! Eventually AIREs decided to apply for ISO 9001 certification and it was natural that Laura May would take over this project.

Today as the company's Quality Manager she manages a total of six quality, environmental, and security programs for AIREs, where she is now beginning her 20th year.

When she joined the company as a relocation specialist there were only 20 people on the payroll: today there are over 360 worldwide.

Keeping up with this rate of expansion has been quite a challenge but Laura May always seems to be equal to any task:

"As I saw a need, I created new roles for myself at AIREs, Regional Operations, Team Leader and then Quality Manager. I found my niche in quality and I love what I do.

There is something to be said for knowing your industry, and doing a job well.

"I find joy in anything I am doing. I am a flexible person, which allows me to be detail-oriented and spend hours in spread sheets, or I can spend days training new hires and socializing. Either way, I find joy in what needs done that day."

She went to her first PAIMA conference in 2008 and now is bringing her typical enthusiasm to the task of being its president. She wants to focus on conferences and in unifying the membership.

While she enjoys the diverse nature of the membership and appreciates that some members are more vocal than others, she wants to lend an ear to everyone – whether they choose to raise issues with her via the conference or just over a quiet cup of coffee.

As far as Laura May is concerned – she is there for the members.

In addition, she wants to look at recruitment more closely: "Controlled growth is most important. We can find agents willing to pay membership dues – the world is full of agents. But finding an agent who wants to contribute and participate in membership – that's something very different.

"I hear PAIMA described as a "boutique" member organization, and it's true. Members like ours are unique. PAIMA members receive specialized attention from other PAIMA members who help move a transferee.

PAIMA members care deeply about the quality and reputation of their service. This is one of our greatest strengths, and one that I would like to emphasize to our industry."

Laura May wants to lend an ear to any member of PAIMA who wants to raise issues.



The new President of PAIMA enjoying a game of pool during one of the Association's excellent social evenings.

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Half page - one colour: 375

Quarter page - full colour: 400

Eighth page - full colour: 375



PAIMA

Small but perfect!

Bigger is not always better, she points out: "The huge grocery store near me can bake a cake, use imitation flavouring, skimp on the nuts and expensive ingredients, and sell it cheaply.

It tastes good and everyone thinks it's fine, until they have a piece of cake from the small Italian bakery across the street from the huge grocery store.

"The small bakery takes pride in its product, and its care shows in the use of pure extract flavouring, lots of nuts, and detail on the icing decorations. They are both cakes, but they are quite different. Once a customer tries PAIMA's boutique service, the difference is clear, I am certain of that."

So, why should a company join PAIMA? No hesitation from its new President:

1 The best service from partners around the world. PAIMA members take pride and give a great deal of attention to their customers. It's not just a business to PAIMA members. It's our life and reputation!

2 Experience – PAIMA members know their country, not just regulations. They have on-the-ground daily working knowledge and the connections to provide moving solutions.

"Once a customer tries PAIMA's boutique service, the difference is clear, I am certain of that."



Their experience allows them to foresee challenges and their working relationships get things done.

3 Communication – PAIMA members don't leave you guessing or hanging around wondering what is happening.

They provide loads of information before the move begins, and they follow through until the end, providing updates and news flashes of changes in their regions.

Laura May has a lot to offer PAIMA and she seems unfazed by this extra responsibility on top of her heavy workload.

She has the comfort of being able to return to her home in the country, a small town just outside Pittsburgh.

Here she can find peace and quiet, enjoying the surrounding countryside which she shares with deer, raccoons, opossums, turkeys, owls and other friendly wildlife.

She has loads of charisma, charm and – crucially – a deep knowledge of the international mobility industry, won from first-hand experience at every level.

Welcome to your new PAIMA President!

**CRUCIALLY THE NEW
PAIMA PRESIDENT HAS A
DEEP KNOWLEDGE OF THE
INTERNATIONAL MOBILITY
INDUSTRY.**

Welcome
to new
members IGL
Relocation
and TDY
International.

NEW MEMBERS

Two companies with massive resources behind them.

It's good to have another new member from India, a country where there is so much international relocation activity going on. So a warm welcome to **IGL Relocation**, the Relocation Division of Interport Global Logistics, which offers clients not just local services but international ones too.

Although relatively new to the global mobility industry (it was founded in 1991) the company has established an impressive track record in a very short time. Today, the parent company **Interport Global Logistics** provides a wide range of services based on the one-stop-shop premise - international relocations, warehousing, Customs broking, forwarding, project cargo handling, air cargo handling, import/export consolidation, packaging, distribution and 3PL logistics.

On top of that, **IGL** has a wide network of independently owned and established relocation service centres so that every aspect of your

mobility needs can be met. Find out more at: www.igltrelocation.com.

Such a familiar name in Israel

Jack Laffer, Overseas Relocation Manager of **T.D.Y. International Freight Services** in Israel is something of a legend in the international moving industry.

Everybody knows Jack who has been part of the Israeli moving industry for longer than most people can remember. A conversation with Jack is always entertaining, fast and furious!

His present company is an international shipping corporation under the ownership and management of Mr. Zohar Zvi. Its services include moving and relocation as well as air and sea freight forwarding. For general cargo, **TDY** is an Israeli licensed sea and air freight forwarder as well an

approved Customs clearing agent.

T.D.Y. International Freight Services Ltd. was founded in New York City in 1977, (where it still keeps a subsidiary office) but it moved its HQ to Israel three years later.

Today the company's offices and warehouse are conveniently located in Petah Tiqva, just 40 km equidistant from the ports of Ashdod and Haifa, and only 25 km from Tel Aviv International Airport.

"As international movers we offer the full range of corporate and private international removals services," says Jack.

"In addition, as general cargo forwards we offer the full range of handling facilities, both in and out of Israel. We do have our own warehouses at our HQ plus another elsewhere which is used for general freight."

All this is supported by 30 full time and well qualified personnel – everything, in fact that you need when moving clients to or from Israel.

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**Meet PAIMA's Board of
Directors for 2012-2014.**



Christy Wickman-Kozloski presents Terry Head with his PAIMA Life Membership award.

TERRY HEAD BECOMES LIFE MEMBER OF PAIMA

"Terry Head has done so much for PAIMA," Christy Wickman-Kozloski told delegates at the conference as she awarded Terry Head, President of the IAM, with Life Membership of PAIMA.

The award recognises all the support and encouragement Terry has given PAIMA in its development over many years.

In his gracious acceptance, Terry received the award on behalf of all those other people involved with the growth of the

IAM, mentioning in particular Rick Curry who was Chairman of the old HHGFAA and was the architect of its gradual move away from being an organisation totally committed to military issues.

VANCOUVER IN 2013?

The IAM takes its conference to Canada.

As PAIMA holds its meetings back to back with IAM, it is likely it will also go to Vancouver - more to follow on this. IAM dates are: 7-10 Oct 13.



THE ERC MEETING COMES UP YELLOW ALL OVER!



You can always tell you're at a WERC meeting when the conference hall is a blaze of yellow thanks to the presence of Asian Tigers Mobility which always puts on a good show. From left, Bill Lloyd (Indonesia), Renu Cheawdamrongchai (Thailand), Kay Kutt (Corporate HK) Jet Montemayor (The Philippines) Gordon Bell (Corporate SIN) and Nick Masee (Japan).

Worldwide ERC has announced its 2013 Board of Directors.

Following the decision of the Worldwide ERC Board of Directors to add a Chair-elect position to its governance beginning January, 2013, officers for the incoming Executive Committee include, as 2013 Chairman of the Board, C. Matthew Spinolo, Cartus, USA; as 2013 Chair-elect, Pandora Richie, Long & Foster Corporate Real Estate Services Division, USA; as 2013 Vice Chair - Finance, Cindy Salter, Brookfield Global Relocation Services, USA; and as 2013 Vice Chair - Membership, Anita Blanchett, BP, UK.



ALAIN TAÏEB IS INDUCTED INTO THE HALL OF HONOR.

Alain Taïeb (above) of the AGS Group has been inducted into the IAM's Hall of Honor.

He received this very special award at the IAM's 50th conference recently celebrated in Washington DC.

Now operating on three continents (Europe, Africa and

Asia) the AGS Group carries out over 100,000 relocations a year.

In 2010 Mr. Taïeb was made Knight of the French National Order of Merit in recognition of his services in developing the economic influence of France abroad.

In his speech of acceptance he paid tribute to the privately held businesses that grow and contribute to the economy.

And yet, however large they grow, they retain the initial values of hard work and integrity and are answerable to their employees and the community rather than just shareholders to whom companies are often just commodities to be bought and sold.

GOT NEWS?

Did you know it costs nothing to have your company information published in PAIMA Report? Just contact Colin Quarrington: cmq@qcpr.co.uk.



The start of the 10th Santa Fe Fun Run and right - Fran Vollaro of Santa Fe is one of the marshals.

TOP AWARDS FOR PAIMA MEMBERS

Santa Fe held its tenth annual Fun Run in Washington DC, raising over US\$20,000 in aid of the John Hopkins Centre into breast cancer.

The 5 km event was well supported with some people taking the run very seriously and running as though their lives depended on it!

Others just took the opportunity to go for a brisk walk around the carefully planned circuit – later in the evening Santa Fe



Lauren Kolesar of Suddath. welcomed everyone to a celebration party to mark this unique event.

Next year the Fun Run will be held in Vancouver – mind you don't miss it!

Suddath International has been awarded the 'International Mover of the Year' title in the annual EMMA awards sponsored by the Forum for Expatriate Management.

The award winners are chosen by a panel of judges, comprising of senior executives from corporates as well as industry peers. Over 1000 entries were received in 25 categories.

As well as its EMMA, Suddath walked off with the Brookfield Relocation's Empowered and

Client-Centric award for its performance in household goods moving, as well as the *Quest for Quality* award sponsored by the magazine Logistics Management.

Meanwhile, AIREs recently won the Bronze Trophy at the 10th Annual American Business Awards in San Francisco. The company's CIS Department not only won the bronze Stevie Award for IT Department of the Year at the ABAs, but the team won again in the same category at the International Business Awards

This was thanks to new enhancements to AIREs' existing proprietary technology offerings and the development of the company's first mobile application, AIREsMobile.

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