

PAIMA REPORT

The magazine of the Pan American
International Movers Association

Autumn 2013





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PAIMA

REPORT

The magazine of the Pan American
International Movers Association.

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COVER.

Welcome to Vancouver!

*Many thanks to Vancouver Tourist
Board for picture.*



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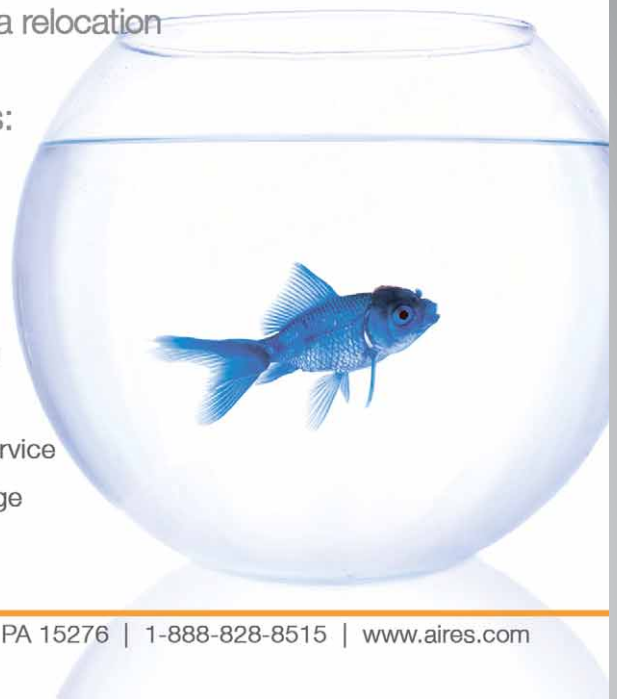


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*Without change
we would have
no business -
it's part of life,
says Laura-May
Carmack.*

PRESIDENT'S PAGE



Laura-May Carmack.

We move on.

OUR INDUSTRY IS ONE of change and relocation. We perform moving duties and see change every day; indeed, without change we would have no business!

Of course, change takes many different forms and the effect it has on our lives varies considerably.

One of the people who has been part of that change has been our Executive Director Sherry Williams who has decided to move on to new pastures in San Francisco.

Sherry has been around our industry for a good many years and she played an important part in working with PAIMA boards to give shape to the organisation we have today.

It is always sad when somebody who is very much in the middle of our industry decides to move on but this is part of the ebb and flow of all organisations.

Meanwhile, the board of PAIMA will take time to appoint a suitable successor who will work with us to continue to expand and grow this remarkable organisation of ours.

As we have the holiday season and the conference in Vancouver coming up, this will inevitably cause a delay in conducting interviews.

However, we are optimistic that by the time we meet we will have more definite news for you as well as some other changes that are being considered for PAIMA.

We really believe there is a lot to look forward to within this organisation and our growth will continue as we attract more new members and develop new services.

So rest assured that all the usual services of PAIMA will continue with as little interruption as possible while your Board works to develop the structure and programme we need to take the organisation forward.

I have no doubt we will have an excellent conference in Vancouver and I look forward to seeing as many as possible at our meeting in this fascinating and beautiful city!



New building is a one-stop shop for all Teamwork's core activities. Below: Founder and CEO Lars Lemche, who is also a board member of PAIMA.



Major expansion for one of Brazil's youngest movers!

NEWS

IN BRAZIL, Teamwork International Moving has just moved into a brand new facility.

Ideally located in Sao Paulo, the new premises are positioned between the main access highways and offer direct access from the port of Santos.

"We chose the site specifically because access and flexibility are increasingly important nowadays," comments Lars Lemche of Teamwork (who is also a board member of PAIMA).

Standing on an overall site of 11,000 sq.m the warehouse itself covers 5100 sq.m with 1200 sq.m of office space.

The pre-cast building stands 12 m high and can accommodate 600 storage containers as well as 32 steel ISO containers.

The company is one of the youngest in Brazil, being formed only seven years ago, and runs 10 trucks from the new facility where 75 packers and 31 administrative staff also work.

"Our main services are domestic, office and international moving, fine arts and more and more relocation facilities, so the new building will become a one-stop shop for all these core services," says Lars.

FELIX EXPANDS INTO INDONESIA

Felix Relocations has acquired a 'significant' shareholding in the long established Indonesia moving company PT Kellys Express

"Felix Relocations and PT Kellys Express have worked very well as partners over the years.

"With this new relationship they are poised to offer the best services that would benefit clientele and partners around the world," says Mr. M T Rajah (known by everyone as Bapak Rajah).

growing region in the world."

Bapak is hugely experienced in the industry and before creating his company in Indonesia was involved in the moving business in other Southeast Asian and European countries.

It was this knowledge and experience that helped him establish and develop a successful business that now partners the equally successful Felix Relocations.

Wanting to secure the future of his company, he recently



Bapak Rajah - very experienced and knowledgeable.

"The acquisition of PT Kellys increases the presence of Felix Relocations to three Southeast Asian countries namely Malaysia, Singapore and Indonesia.

"It is now able to provide its clients and partners access to a larger geographical area in the fastest

suggested coming to an arrangement with Albert Perianayagam the owner of Felix Relocations which has now led to the present business partnership.

"Our vision is to make the Felix companies into a future Southeast Asian powerhouse," says Albert.



The British Prime Minister David Cameron views the new super-port opening in London..

NEW DEEP-WATER CONTAINER PORT FOR LONDON

After a decade of planning and construction the DP World London Gateway Deep-water Container Port will open for business before the end of the year.

This is a world-class deep-water container port which has been built at Thurrock in Essex where the Shell Haven Terminal once stood (just East of London).

It is one of a new breed of super ports based on the Jebel Ali port blueprint. The new port should not be adversely affected by extreme weather or bad winds as it is not in an exposed position as other UK ports are which often results in closures.

Plus a lot of its cranes will be fully automated running on electrified rails; its plan is to operate 364 days a year.

Fourteen miles of the Thames has been dredged to create a marine super highway to allow access for the next generation of supersized container vessels carrying up to 18,000 TEUs to be brought in right up to the deep-water quayside.

NEWS



AIREs gets on its feet for the March of Dimes!

For the second year running, AIREs' Corporate and Central Regional Offices took part in the Greater Pittsburgh March for Babies to benefit the March of Dimes.

AIREs' team captain Amanda Jeffries and 30 employees walked the course through downtown Pittsburgh.

Supported by friends, family members, and colleagues, the AIREs team raised more than \$4,000 for the cause, well exceeding this year's goal and last year's total.

At the same time, the company has announced that **Joleen Lauffer** has been promoted to Vice President of Operations.



Joleen Lauffer

She first joined AIREs in 1997 as a Relocation Specialist, and has previously held the positions of Program Manager, Account Manager, Business Process Manager, and Director of Client Services and Operations.

SUDDATH TAKES OVER HORIZON MOVING SYSTEMS

Suddath Relocation Systems, headquartered in Jacksonville, Florida, has acquired Horizon Moving Systems, an Arizona-based moving company.

Suddath is expanding its service centres to include Phoenix, Tucson and Flagstaff. Horizon's existing service centres in Sierra Vista and Yuma remain unaffected by this acquisition.

This is the third acquisition for the van line over the past three years. Suddath and Horizon will begin immediate integration efforts beginning by Horizon now operating as Suddath Relocation Systems of Arizona.

Although under a new name, daily operations will continue with business as usual.

"By operating in Phoenix, Tucson and Flagstaff, we have increased our national infrastructure to 22 locations, allowing us to serve more customers looking for traditional and value-added services," says Michael J. Brannigan, executive vice president and chief operating officer for The Suddath Companies.



Dan Brod.

NEW FACES AT ASIAN TIGERS

Plenty going on at Asian Tigers Mobility Hong Kong where a number of new appointments have been made.

These include **Dan Brod**, **Anusha Pillay** and **Raffi Cortanyan**.



Anusha Pillay.



Raffi Cortanyan

Dan will be looking after and developing the American market, Anusha will head the Sales & Marketing and Raffi, a French national, will continue to grow the French market.

*"I wish you
all the very
best for
the future,"
- Sherry
Williams,
Executive
Director,
PAIMA.*

SHERRY'S PAGE

THIS IS A SAD TIME for me, as I say goodbye to all the many friends I have made in my time with PAIMA.

This is an organisation I have come to hold in great affection as I have seen it leave its troubles behind and regain the high ground and the respect of the international moving community.

No association is easy to manage as you never have just one master but dozens! And what can make it still more difficult sometimes is that they are all scattered across the world!

But that is just part of the challenge and I have been very fortunate in that all PAIMA members have always been helpful, courteous and supportive. It makes

such a difference when as a manager, it is possible to have an intelligent dialogue with members whether it is over something tricky like finance or a relatively straightforward query about the tonnage list.

I do believe that we were able to sort out the mess that PAIMA found itself in, due to a situation that is now old history and not worth repeating.

There were losses incurred, a lack of vitality at conferences and key elements of service seemed to be missing. I hope you feel that all these situations have now been properly addressed.

Associations (or not-for-profit organisations) are unusual in that their remit is to serve and support companies rather

than get involved with commercial activity. They unquestionably have an important role to play and offer a useful service to companies that do not have the staffing and physical resources to help them grow.

They also provide a vital function by being totally impartial which is important when interceding in, for example, a financial dispute between two members.

But NFPs, like companies, do need growth because they simply cannot stand still. Every year an association needs to be developing and honing its strategy for the future, laying it before its membership and then applying it. Not having a strategy is death, as it is for any company.

PAIMA certainly followed a very definite strategy in sorting out its past troubles, by winding up its financial affairs (legally) and moving the office to the USA.

These were brave and difficult steps but were achieved seamlessly and since then we have seen for ourselves the growing confidence of PAIMA.

So I believe I leave PAIMA in good shape as I start a new life in San Francisco. I wish you all the very best for the future and I thank you from the bottom of my heart for your support, your co-operation and your friendship.





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VANCOUVER

YOUR PAIMA CONFERENCE DESTINATION 4-6 OCTOBER



The Harbour Princess



The Vancouver Art Gallery.

Great city - and the meeting goes back to back with IAM!

Excellent business and social activities - perfect for networking!

Superb opportunity to combine business with pleasure!

PAIMA has invited three movers at the top of their game to tell you about the countries they represent – and it should be fascinating as they will cover three key areas of the globe.

So be sure to be around on Saturday (5 October) to hear our guest speakers discussing 'Where in the world are customers moving to?'



Matthias Tischer was born in 1969 in Bremen and after his education went to commercial college for two years. He then secured a commercial apprenticeship with Carl Hartmann in 1989 with a 15 month break for national service.

On his return, he joined the inbound department for HHGs, working in operations/port handling.

By the end of the Nineties he had moved over more and more into German and international sales and was involved in pushing the overseas moving business. He then became the import manager in 2003, a position which he still holds.



This is the line-up:
Chairman:
Lars Lemche-
Teamwork
International, Brazil.

Alexandra Schmidt-
Mexpack, Mexico.

Matthias Tischer- Carl
Hartmann, Germany.

George Cooper-
Australian Vanlines,
Australia.

In a fast-moving 45 minute session, each of our speakers will give you the main points about the moving industry in their region.

In addition, there will be time for questions so there will be a lot to learn – and this will be information that will be immensely useful in your daily operations.

It's often very easy to believe that we know all there is to know about many of the most familiar destinations, but things change quickly!

By the time you have finished this session, there will be time to change into casual clothes and join the splendid Harbour Princess, which will take you on a four hour lunch cruise. It will take you through Vancouver's inner

harbour, the Burrard Inlet, and then North into the spectacular setting of Indian Arm. Nestled within the Coast Mountain range, the area was once heavily glaciated, leaving behind a spectacular landscape featuring lush green forests protecting this inlet from the open ocean.

Plenty of time to chat to friends over a wonderful buffet lunch as you cruise by the panoramic vistas, the pristine Silver Falls, large waterfront homes, privately owned islands, wildlife and more.

Indian Arm is a true photographer's delight, so don't forget your camera!

This really will be an amazing experience, one of the best conference days yet and we're sure you won't want to miss a moment of it.

Below: enjoy the unique flavour of Chinatown in Vancouver.





Left: celebrating Chinese New Year.

Below: Visitors can celebrate whatever they like whenever they like!

THESE ARE JUST two of the many highlights of what will be an unforgettable conference, timed to go back-to-back with the IAM meeting, the industry's number one annual event.

The PAIMA conference runs from 4-6 October in the Marriott Pinnacle Hotel and IAM follows immediately afterwards in the Vancouver Conference Center from 7-10 October.



President Laura-May Carmack open the conference. Formal activity then includes roll call, approval of minutes (Lars Lemche – Secretary) and reports from the Treasurer (George Naumann) and presentations to our new members.

The rest of your day will be pretty busy, containing the excellent industry-related business sessions and then the four hour luncheon cruise.

By the time you have got through all that, it will be 17.00 pm so time to relax before making your own plans to go out that evening.

Vancouver - has everything a visitor could possibly want. It's a truly unique city.

Of course, there will be all the usual business programmes that you have come to expect. On the Friday (the 4th) the meeting of the Regional Directors will be held with the Board of Directors and will

be followed by the traditional Welcome Happy Hour.

Saturday is obviously the big day: Breakfast is included in your conference price after which we all meet up to hear PAIMA



Laura May Carmack.

And one thing's for sure in Vancouver – you are absolutely spoiled for choice when it comes to dining:



OPTIONS include Gastown, a haven for the city's young up-and-coming chefs and bartenders; Yaletown, where the city's beautiful people come to feed at the hippest eateries; Robson Street, with more than 50 restaurants ranging from Korean noodle houses to super-chic stops; Chinatown, with its dim sum haunts and fusion hotspots; Denman and Davie Streets, housing the city's best selection of good-value, mid-priced restaurants; Granville Island,

You can book your hotel at:

<https://resweb.passkey.com/go/IAMMarriott>

Note: Group ID: International Association of Movers.

To register for the PAIMA conference: www.paimamovers.com

with its fine dining and casual eateries sharing great city-and-mountain views; Kitsilano, complete with vegetarian haunts, quirky coffee houses and fine dining, especially along 4th Avenue; South Main, filled with small, eclectic joints, many catering to local veggies; and Commercial Drive, with its independent coffee bars and diverse ethnic eateries.

From the best sushi and sashimi restaurants outside Japan – try Tojo's (www.tojos.com) and Miku (www.mikurestaurant.com) – to a hugely popular ramen noodle scene, you're just as likely to spot Japanese visitors as curious locals.

But one subsection of the scene has really

taken off in recent years.

In Japan, izakayas are cosy neighbourhood bars serving cheap beer and finger food and these have been transformed in Vancouver into the best places in town to sample Japanese comfort dishes and a wide range of imported beer, sake and unique cocktails – all wrapped in an evocative shell of wood-lined izakaya authenticity.

CHINESE DINING

Home to one of the largest Chinese communities outside China, Metro Vancouver is also the home of Canada's best Chinese dining scene.

But while traditional dim sum houses and chatty seafood-based neighbourhood eateries are still plentiful here, there have been some key developments in recent years.



SUNDAY IS A NEW day and kicks off once again with complimentary breakfast.

Quite a lot of business to get through after that including the formal opening by the President Laura-May Carmack followed by the presentation and approval of any PAIMA initiatives, given by Lars Lemche.

But of course, the show is not over yet – after cocktails that evening, PAIMA parties!

“Hot Havana Nights in Vancouver” is the theme of the party and will feature live music by La Candela. La Candela brings together Americanos from across the two continents.

Their signature west coast Cuban sound, inspired by the rich traditions of that famous island, is blended with the Cascadian backdrop of Vancouver and the surrounding islands.

From Haida Gwaii to California, La Candela has been winning fans since it was formed in

... and we know you like to party!!

2001 by bassist Mark Beaty and pianist Cary Garcia.

Always a hit with the dance fiends, the band's rhythmical sophistication and infectious playing have brought even the most determined wallflowers to their feet!

With soaring trumpet, rich piano and popping bass, congas, timbales and vocals all-around, this micro salsa orchestra plays hard and hits like a locomotora!!

There is so much to look forward to at PAIMA's 29th conference – great city, excellent conference and lots of networking opportunities! You're going to have the time of your lives!

And what of Vancouver itself? Well, the city was recognized as the Top City in Canada in Condé Nast Traveler magazine's 2012 Readers' Choice Awards.

The city was also named the Top Destination in Canada in TripAdvisor's 2012 Travelers' Choice awards, and was chosen as the world's “Most Liveable City” in 2010 by the Economist Intelligence Unit (EIU), a title it has been awarded eight times since 2002.

Vancouver offers travellers both outstanding opportunities for outdoor adventure and the sophisticated amenities of a world-class city. Take advantage of the city's Oceanside location, with plenty of green space and many recreation opportunities in the mountains 20 minutes north of downtown. And after a busy day, there's nothing better than to linger over a glass of BC wine and a locally inspired meal, or unwind at one of Vancouver's unique spas.

While this sea-level port city is known for its temperate climate, the surrounding snow-covered slopes are perfect for winter sports and breathtaking views of the city twinkling below. Vancouver is one of the few places in the world where it's possible to ski in the morning and sail in the afternoon!

Hot Havana nights in Vancouver!

La Candela.



All photographs kindly supplied by the Vancouver Tourism Board.

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



Ajit Venkatesh Ramachandran is a director of the family business Globe Moving & Storage Co. Pvt which he joined in 1998. If the truth be told, he probably didn't have much choice, family businesses being what they are!

"As a child cartons, crates and liftvans had always been a familiar sight," he recalls. "My favourite pastime was bursting the bubble wrap, hiding behind packing materials or hammering endless nails into wood crates, something I am sure will strike a chord with anyone growing up in a family moving business!"

"I tagged along with my father at every opportune moment not realising that those experiences were slowly becoming my own story to tell. There was an inherent fascination in me to meet people from different cultures,

nationalities, understand what interested them about my country and figuring out "how things moved across the world". When I was older during the summer breaks I helped out in the different departments. If ever someone was born to be in this industry I think it was me!"

Mind you, Ajit did not plunge immediately into the family business. In order to broaden his horizons, after graduating in the UK he went into property management.

"During that time, a couple of American doctors were setting up a chain of charitable hospitals in India to provide medical care for dialysis patients. Our talks with them took us from property search to the clearing of medical equipment. So I got involved in overseeing these

projects and I think gradually that paved the way for me to join the family business."

He worked his way through the company, starting off as a supervisor. Later he got married to his 'wonderful and supportive' wife Roopa and the couple now have an eight year old daughter. But when he finds time off work at the weekends, it's out with his camera for his next passion: photography.

Ajit is probably more ambitious than he lets on – at the time of writing his preferred reading was "*Corporate Chanakya: Successful Management the Chanakya way*" and "*Go Kiss the World*" by Subroto Bhagchi two books often considered essential reading for young professionals.

But he finds he can get away from commerce and business books for

a more relaxing way of life on holiday: "Preferably somewhere tucked away in the middle of a jungle or on an endless beach, where you wake up to the sights and sounds of Nature. I really love travelling with my family, just going at our own pace, experiencing different cultures and a change of cuisine!"

Ajit is bit of a philosopher too - granted one wish what would it be, do you suppose? Well the answer is not such a surprise: "I wish that people would be the change that they want to see. As Helen Keller (the famous deaf and blind American writer and activist) once said:

"I am only one, but still I am one. I cannot do everything, but still I can do something; and because I cannot do everything, I will not refuse to do something that I can do."

MEET AJIT ...

“When you have less you learn how to manage,” says the winner of this year’s PAIMA Ecology Award. The results are fascinating.

The eco-warrior from Nepal.

MUCH AS WE WOULD like to, we know that as individuals we cannot change the world we live in!

So, many of the daily frustrations we see around us have to pass us by, left in the hands of officials, politicians and agencies whose levels of competence are, to say the least, variable.

Much of this thinking is close to the heart of Sudeep Shah, the CEO of Orient International Relocations in Nepal which has won this year’s PAIMA Ecology Award.

While he is concerned about the ecological balance in his abundant country, he is focusing on his own company’s

Tree Free Boxes (and this concept is inspired): Like any other moving company Orient uses a lot of packing materials in which paper is a core component – just think of cartons, furniture wraps and so on – which all come from wood pulp, whether in a controlled



Sudeep Shah, CEO of Orient International Relocations, receives the award for the most tonnage reported by a new member from PAIMA Board member Jose Marrero of Sentry International.

So most of us tend to run our lives according to our convictions in the knowledge that we are being true to ourselves.

contribution to avoiding waste and damage to the environment.

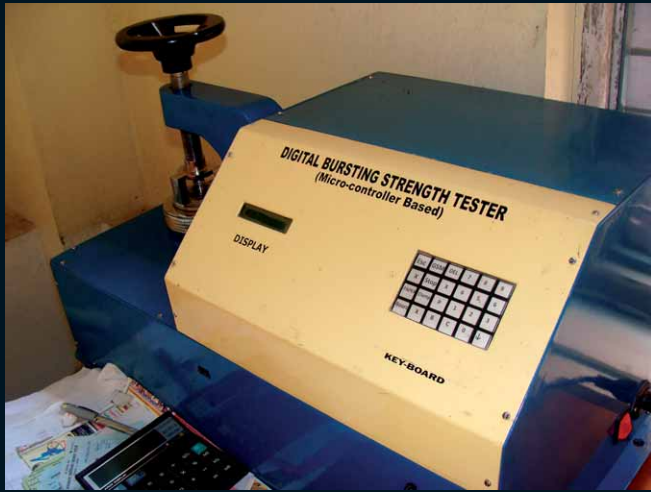
And this is what the company does:

or uncontrolled environment.

“We were not happy about this so did our best to re-use whatever we could to lower our use of new stock,” says Sudeep.

ECOLOGY.

“We aim to use just the right amount of material for everything.”



Top: The company's own equipment tests cartons for non-bursting capabilities. Above: used lubricants from trucks are used to lube the pressure machine in the carton factory.

“And then during our researches we came across a small paper mill in India that is making paper from sugar cane bypass (what is left over after draining the juice out of the sugar cane).

“We made samples out of this paper and we were surprised that the boxes were much stronger than the conventional ones.

“We have been making these ‘Tree-Free boxes’ for more than four years and I think must have saved a few trees as we are not buying 250 tonnes of wood-derived paper anymore!”

As a side issue, printing on paper is avoided wherever possible in the office, and the company uses equipment that prints on both sides of paper which in itself reduces consumption by 50%.

All non-important documents that have expired are shredded and used for filling material by the packing division.

Packing Material Management:

It is one thing to have pulp-free packing materials but that doesn't mean it should be wasted.

The company is at

pains to use only what is necessary for an expert and efficient packing job.

“You will never find an extra metre of bubble wrap inside our packages, no fresh sheets of papers used as fillers, no empty boxes in the container for just filling the container...we aim to use the right amount of packing materials for every item we pack,” says Sudeep.

It's just another example of how an eco-approach is also an economical approach!

Vehicles are always likely to make a dent into any environmental policy and managing this can be quite difficult. Orient gets round this by ensuring all its fleet are serviced every

4,000 km., engines are tuned for good fuel consumption and tyres are changed regularly.

The vehicle movements are also carefully co-ordinated so that multiple stops are maximised; wherever possible the co-ordinators will avoid sending a vehicle out to do just a single job.

This company is amazingly self-contained. As much as possible is made on the premises and nothing - *nothing* - is wasted.



Rolls of paper made from sugar cane extracts await conversion into cartons.

Managing Electricity:

One thing is certain in an uncertain world: energy prices will not come down.

So Orient has installed low consumption CFL lamps throughout its facility, so reducing power consumption by 80%.

As a matter of business culture, all

says Sudeep. "Another innovation is that we only use Hot-pressed plywood which uses eco-friendly adhesives and we always trim the wood very carefully when making liftvans as we don't want left-overs."

"We also receive a lot of packing material from our agents when they ship to us and we like to recycle as much of this as possible.



Environmentally-friendly dyes are used for printing Orient cartons.

lights are switched off when not in use, and solar panels have been installed for heating water and lighting the warehouse.

And cooking food on electric panels is banned in the office and warehouse kitchens

An interesting idea is that Orient only uses lead-free paint for its offices and warehouses:

"It's a bit expensive but definitely more eco-friendly than conventional paints,"

On average, a minimum of 3-5% is reused but some clients are happy for us to use anything up to 80% as long as there is no drop in the quality standard.

So this is very useful but where the volume of used material is just too much we send it to India to a specialist recycling plant."

Orient is also Nepal's only holder of the much coveted ISO 14001:2004 environmental standard.



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Typical Sherry - at last year's conference party night with good friends Fran Vollaro of Santa Fe and PAIMA board member Sid Vallaydam of Australian Vanlines.

And so a farewell to Sherry Williams.

AFTER FOUR YEARS with PAIMA, Sherry Williams has decided to move. Her next stop is San Francisco where she will begin work in the relocation industry.

At the start of her career, she had 13 years in association management before deciding to move into the commercial world.

She was then persuaded to come to PAIMA where she has put her deep knowledge and experience to good use but is now returning to the commercial markets.

She began her career with LACMA, her first contact with association management where

she learned a lot about working for constantly changing boards as well as a far-flung membership.

Feeling the need for a commercial environment, she then represented Transcontainer in the USA after which she spent five years with another association – AMSA in the USA.

Here she was international director and largely responsible for its RIM program (Registered International Mover).

By the time she left she had helped nearly 300 people and over 1200 companies achieve accreditation.

From AMSA, it was time to switch back to the commercial

market and she had an enjoyable couple of years working with Capitol Transportation in Puerto Rico where she focused on helping the company install quality programs based on her extensive experience.

“Deep down, I have always preferred working in association management and this is where I have spent most of my career,” she says, “but you can’t live in an ivory tower all your life and it’s important to get out into the real business world to see what’s happening.

”You can’t risk there being a gulf between an association and its membership.”

WHEN she came to PAIMA it was something of a trouble-shooting role.

Having lived in Panama for the greater part of her life and with her long experience with LACMA, Sherry was the right person at the right time for PAIMA.

"It's no secret that finances were in a terrible mess due to irregularities which had not been picked up on.

"Although the staff was cleared out and we moved offices to the USA, we still have some Panamanian problems that need to be ironed out, mainly in connection with shifting the outstanding financial assets we hold there."

"So really, it was a matter of starting from a very low base when PAIMA moved to Tampa and we had to build up our finances, create a stable HQ, maintain services and most important of all, restore members' confidence.

"It was a tough time as there were so many fires to put out but the support from the members was just incredible – I don't think any of us involved in those early days will forget how



Happy days: Sherry Williams with her mentor Terry Head of the IAM at the Denver conference.

they voted to make a one-off payment to get us off the ground. It was very heart-warming."

It meant that Sherry could throw herself into re-launching PAIMA.

Supported by the PAIMA Boards, she made the tonnage list more user-friendly, relaunched the website, revived the annual ecology award and got the arbitration service back to work.

On top of that, she also relaunched the magazine and made sure that every conference made a profit.

In this, she was clever enough to work with her long term colleague and friend Terry Head who heads up the IAM, who graciously allowed

her to piggy-back the PAIMA event on to his conference.

This not only made it very convenient for members to attend both meetings but brought them substantial financial benefits by enjoying the buying power of the IAM.

PAIMA has taken on more members, the finances are more secure than before, and there seems to be a stronger element of respect for the 'new' PAIMA so this is probably a good time to go, says Sherry.

"There's still a big job to do and the members need to give the board some clear direction on how they would like to see PAIMA develop - they can't just leave everything to the board."

"I have always tried to develop PAIMA as a boutique association, one in which relationships still matter and networking brings rewards.

"But even as a boutique organisation, services and quality are paramount because we still have competition – we need to give companies a reason to be members of PAIMA."

"I think PAIMA is well placed to move to the next stage of its life and the Board has the energy and vision to steer it.

"I wish it well in this but most of all, I send heartfelt good wishes to the many, many good friends in PAIMA and thank you for your kindness and support. I will miss you so much."

There's still a big job to do.

“Being a boutique organisation brings a requirement for quality standards – and real standards, not just ticking boxes.” - Laura-May Carmack, President of PAIMA.

THOUGHTS ...

SOME INTERESTING reactions to the article in the last issue which discussed whether PAIMA should be just a Latin American association.

As one non-Latino person wrote: *“Private clubbing does not help in today’s world – we need to be open to everyone.”*

It’s an interesting point of view, and probably on balance, this is the way most people responding to the survey are thinking.

Latin America is already dominated by LACMA of course and it is unlikely that we could really compete with that organisation – or that we should



Laura-May Carmack: “PAIMA gives many companies the best of both worlds.”

even think about it. There is a need for a global boutique organisation which we should be able to fill:

For many companies, IAM is too big for them, FIDI too expensive and there is not much in between.

Having membership of PAIMA gives these companies the best of both worlds – access to the world’s fastest growing and largest international moving organisation (IAM) and more personal relationships through PAIMA, with both groups holding their annual meetings back to back.

However, that doesn’t mean that there should be an open-

door policy. There is absolutely no point in having growth for the sake of growth.

Being a boutique organisation brings a requirement for quality standards – and real standards, not just ticking boxes.

There is a sensible suggestion that a certification like ISO should be a condition of membership and screening by the regional groups should also be part of the process.

The first is easy to organise as ISO is impartial (as well as affordable) but being judged by your peers is a different thing altogether.

TALK IS HEALTHY!

There is no real way one can guarantee an impartial assessment by competing companies – or is there?

PAIMA was originally established as a refuge for moving companies that could not get membership of LACMA and it is no disrespect to that excellent organisation to say that its members did have a habit of keeping out companies that they

as it is practical, globally recognised and affordable. Is this something the PAIMA Board should now consider?

To take another quote from a thoughtful PAIMA member: “Quality is more important than quantity in terms of membership – big herds do not help.

“We have seen this during other huge conventions where the

but the emphasis is on global structure – new members (that is, in this year alone) have come from Norway, South Korea, FIJI, Germany and Chile to name just a few countries.

This does rather suggest there is a strong demand for an organisation such as ours, provided it has a global outlook.

PAIMA is poised for change insofar that

Happily, we have a major conference in Vancouver which is the perfect platform to discuss these issues with members and see if we need a revised membership strategy.

Certainly, we have had this kind of debate in the past but times change and at all times, dialogue is valuable.

It is this ability to be small enough to have meaningful



The 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). Plenty of things to discuss.

did not like or which had upset them – like an ex-employee starting up a company.

FIDI also did not have an impartial system of deciding membership which is where FAIM came from (and, of course, the subsequent resignation of a third of its membership).

Qualification by ISO seems an eminently sensible suggestion

target membership is only about 10%.” (Incidentally, the same person gave passionate support to the concept of regional structure saying, “.... a Chinese knows how to cook noodles and an Italian how to cook spaghetti although both will look similar in a photograph.”

Membership of PAIMA is growing fast

it is now comfortably established in the USA, membership is growing and finances are stable; however, it is losing its Executive Director and the type and calibre of her replacement will be key to the way the organisation goes forward.

If we are to make changes, now is as good a time as any to do so.

debate that has been so much a part of PAIMA’s success – we’re not some vast organisation where the voices of the smaller companies can be drowned out.

So, let’s have discussion, let’s have debate, let’s throw all our opinions into the air and come up with some meaningful conclusions.

Talk is healthy!!



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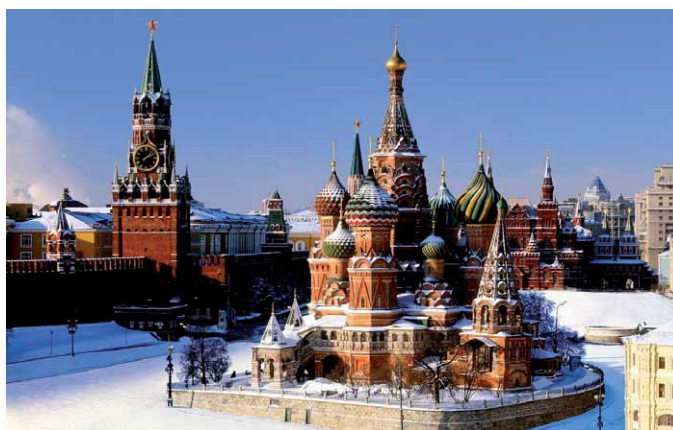


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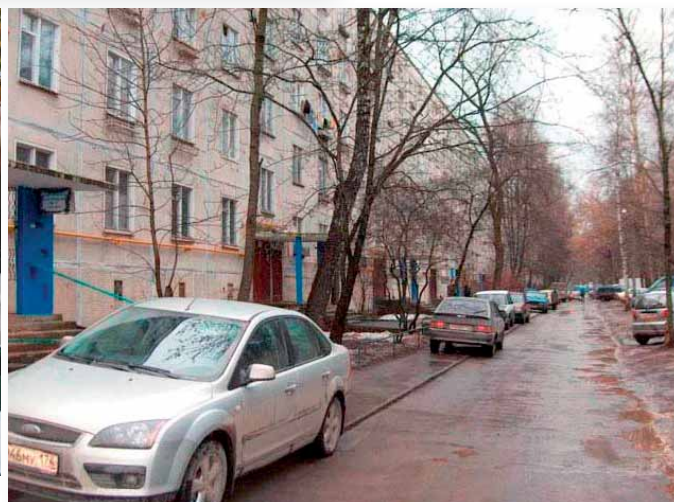
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LIVING ABROAD ...



Victoria Chub of IWM which covers all of Russia tells you a few things about what makes living in her country such a special experience.



RUSSIA IS A LAND of extremes.

Even after the disintegration of the Soviet Union in 1991, Russia remains by far the world's largest country, comprising of over 17 million square kilometres (Canada, by comparison is just under 10 million sq. km, the USA, excluding Alaska, 8 million sq. km) covering 11 time zones and with a population of around 145 million.

Most of the country's territory is dominated by the strongly continental and sub-arctic climate, which is prevalent in European and Asian Russia except for the tundra and the extreme Southeast.

Russia

Only a small part of Black Sea coast around Sochi has a subtropical climate.

In Moscow, the cold starts to set in during October with snow and temperatures below zero beginning and continuing until March or April.

Many foreigners associate Russia with long cold winters and a little else.

Indeed, what you wear is important: Winter - hat, scarves, gloves and good warm winter boots! Summer wear needs to take into account both very warm, humid temperatures, as well as frequent showers.

So that is one of the disadvantages of life in Moscow - a lot of clothes are needed for you and your family including pets!

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Officially the lowest temperature in Russia was marked in Verkhoyansk (Yakutia) throughout three days (on February, 5-7th, 1892): -69,8 °C. The absolute maximum of temperature of air in Russia was fixed on a meteorological station Utta (Kalmykia) on July, 12th, 2010: +45, 4 °C.

Russia possesses a wide array of mineral and energy resources including major deposits of oil, coal, natural gas, iron ore, nickel, platinum, titanium, tin, tungsten, diamonds, phosphates and gold. The forests of Siberia contain an estimated one-fifth of the world's timber.

Moscow is Europe's largest city with an estimated population of approximately 12 million and is the seat of government and by far the most significant economic centre, as well as being home to the greatest number of billionaires in the world.

For foreigners, Moscow can be an expensive place to live. The city features constantly among the world's most expensive cities for expatriates, in 2009 ranking third behind Tokyo and Osaka.

Twenty years ago, Russia opened wide its doors to business and tourism from all over the world and Moscow became one of the most influential and fantastic cities on Earth.

It is divided into 10 administrative regions and 123 districts.

In addition to the districts, there are Territorial Units with Special Status.

These usually include areas with small or no permanent populations such as the All- Russia Exhibition Centre, the Botanical Garden, large parks and industrial zones.

Moscow could be fabulous, interesting and unforgettable: a city of contrasts and fascinating history offering its inhabitants



and guests a variety of adventures.

Hence, this capital city, being the epicenter of life for people of different nations and parts of the world, takes the best from "West and East".

It is a city where there are fantastic opportunities for young people to start career. It is also a good place to live if you have money.

But it has to be said it can be a difficult, stressful and unfriendly city for old people or those, whose average monthly income is around USD 1000,00 or less.

People often question the safety of a city like Moscow, but statistically it is just about the same as any other urban area of comparable size.

There are two kinds of people in the world: those who love Russia and those who hate it. The first group is motivated by the adventure, authenticity, warmth and generosity of the Russian people, and, of course, by the huge market potential.

The second group sees a dangerous, corrupt, inefficient and unorganized country, with grim and rude people.

Depending on how you look at it, there is some truth in both views on Russia.

And it is a fact that most foreigners, and even many Russians, switch between love and hate for Russia several times per day.

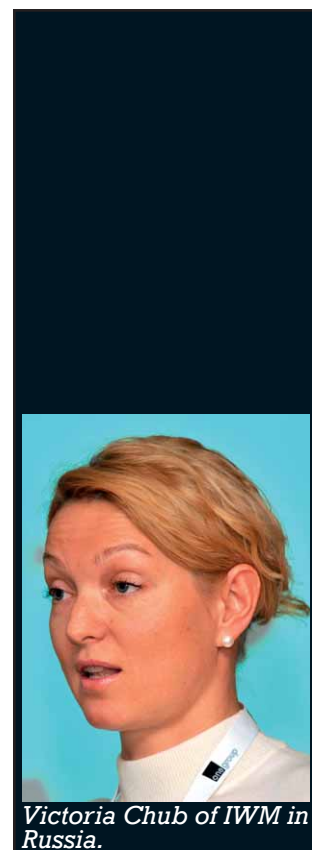
But there is one truth that is undeniable, which is, if you do not enjoy and love the country most of the time, you will have no chance of success in Russia!

For some businessmen, business is not even started yet, but their trip is already ruined by a long queue at passport control or by a grim officer in front of you...

On the other hand, those business people who focus on the positive side of things and welcome the chance to experience something out of the ordinary, usually succeed.

These are the people who get satisfaction from solving Russia's daily riddles. These are also the people that have a genuine interest in their Russian business partners, and eventually end up making friends with them.

Don't be afraid, try to understand, try to accept the difference, enjoy the difference and make friends!



Victoria Chub of IWM in Russia.



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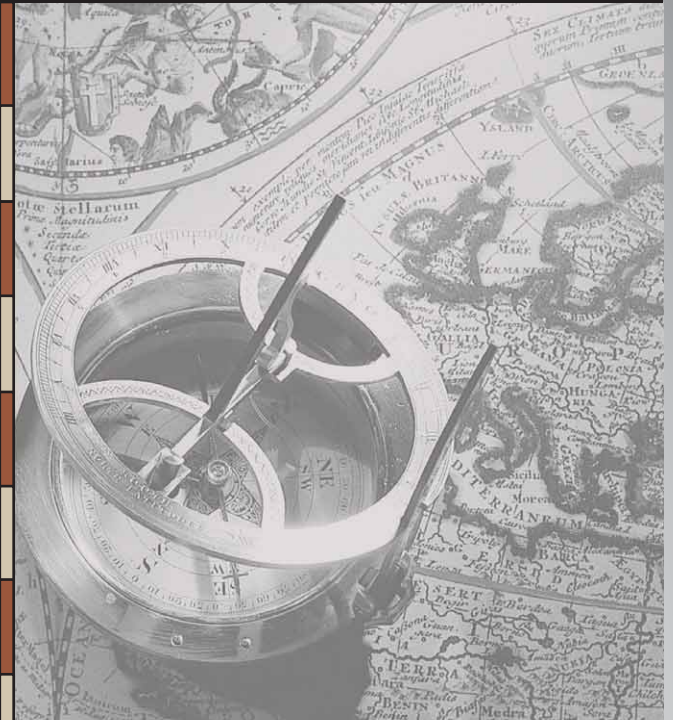
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We all having moving tales, so some of these may seem familiar – they are taken from an excellent book called 'Expat and travel stories' published by Global Connection.

MOVING TALES..

IN OUR INTERNATIONAL HR department in Moscow it was company policy for expats to contact the moving company themselves.

We worked with one particular moving company that was used to this procedure, as well as dealing with any requests from the expat partner. So when Mrs. Craig contacted the moving company for their repatriations, it was business as usual.

The move was geared in accordance with the normal procedures, that is, direct contact between family and the moving company. That was until the container could not be delivered for packing due to unforeseen circumstances.

As the movers were unable to contact Mrs. Craig, they passed the message to us in the HR department so that we could notify Mrs. Craig via her husband.



However, this was the first we'd heard about the Craig's transfer!

Ooooooh er!

We left a message for Mr. Craig. Five minutes later the 'phone rang. It was a confused Mr. Craig who said he wasn't planning to leave Moscow for quite some time yet.

Apparently, Mr. Craig had a local mistress on the side, something which his wife had just found out. So she, in turn, wanted to give her husband the surprise of his life!

Where did the HHG go?



WE MOVED TO A HOUSE in the mountains of France. Its remote location made it difficult to reach.

The truck used by the international moving company we had hired couldn't get right up to it so they 'phoned a French removal company to ask them to send a small van so they could get our belongings up to the house.

Fifteen minutes later, up drove a van. We gave the men a helping hand loading up as they wasted no time with the move.

Once loaded, the doors were slammed shut and the van took off.

We arrived at the house shortly after, but there was no van to be seen.

Some honking behind us alerted us to another van bearing the name of a removal company. We never saw that other vanload of goods again





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Baggage cat!!



“SHOULD WE TAKE OUR CAT with us or should we leave him behind?” That was the big question when we were on the point of leaving for Russia.

Our faithful, plump, ginger tomcat had been part of the family for many years but when we moved from our rural town in the Netherlands to Moscow we had to weigh up some pros and cons.

Tinus the cat came and went as he pleased and could forage for hours in the fields behind the house. Could we really sentence him to a life in a Moscow apartment?

In the end we decided he should come with us. After all, he was part of the family and he would

help our four year old daughter get used to her new surroundings.



Having made the decision, a whole rigmarole followed: vaccinations, micro-chip implant, cat passport but especially lots of bother finding out what was allowed and what was not.

We didn't want to be held up at the airport, but mostly we didn't want Tinus being impounded by a veterinary service and shut up in a small cage for a few weeks in a Russian animal shelter



If he was to come along, we wanted him to get through Russian Customs without a hitch.

So off we went. At Amsterdam airport we took Tinus along to the special animal counter.

He was nicely received and an animal-friendly employee meticulously draped his favourite cloth over his cage. He would remain calmer in the dark, we explained.

After a three hour flight we landed at Sheremetyevo Airport. We collected our luggage and went in search of the animal counter to claim Tinus and get him cleared through Customs as soon as possible.

We couldn't find the counter, so we buttonholed an official.

When we explained our predicament with much gesturing and mimicking, he casually pointed towards the same conveyor belt where we had collected our luggage ten minutes earlier.

Obviously, he didn't understand us, we thought. Just as we were about to ask a second official, a timid tomcat, flanked by two other cats and a dog, came tumbling through the opening of the conveyor belt.

Stunned, we piled Tinus on top of our luggage and tentatively pushed our trolleys through the exit expecting to be stopped at any moment. But nothing happened. Unheeded, we embarked on our four year stay in Moscow with our micro-chipped, wormed, vaccinated and slightly stressed tomcat.....

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FELIX RELOCATIONS PTE LTD -SINGAPORE

Jurong

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Singapore

GEOMETRA WORLDWIDE MOVERS PTE.LTD

Singapore

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South Korea

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Pumex International Relocations.

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Spain

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GRUPO AMYGO, S.A.

Madrid

INTER S&R

Barcelona

MUDANZAS TRALLERO, S.A.

Barcelona

SANCHO ORTEGA INTERNATIONAL, S.A.

Madrid

Sri Lanka

TRANS WORLD MOVERS PTE LTD

Colombo

Switzerland

SWISS MOVING SERVICE AG

Zurich

Thailand

JVK INTERNATIONAL MOVERS LTD.

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Miami

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TG INTL INSURANCE BROKERAGE, INC.

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WICKMAN WORLDWIDE SERVICES, INC.

Fishers

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Miami

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