

PAIMA REPORT

Issue 2, 2020



**Burke Bros on bouncing
back to business Pg 10**



**New premises for NFB
in Norway Pg 17**



**Now what?
Pg 18**



**Focus on Orlando
Pg 28**



The Magazine of the Pan American International Movers Association

[SECURITY]

```
ar/apps/adp/partial
ar/apps/adp/partial/amp/
><hr/></div><div class="co
ar/apps/adp/partial/amp/_ad
ar/apps/adp/partial/amp/_ad
ar/apps/adp/partial/details/
ar/apps/adp/partial/details/_c
ar/apps/adp/partial/details/_ex
ar/apps/adp/partial/details/_fi
ar/apps/adp/partial/details/_fi
ar/apps/adp/partial/details/_me

><div id="asset-upload-date" cla
ar/apps/adp/partial/details/_pa
ar/apps/adp/partial/details/_pa
ar/apps/adp/partial/index.htm
ar/apps/adp/partial/metadata/
ar/apps/adp/partial/metadata/
ar/apps/adp/partial/metadata/
dp.asset.status === 'Pend
dp.asset.status === 'Pub
ar/apps/adp/partial/
dp.asset.status ===
asset.status
```

```
ar/apps/adp/partial/amp/_ad
ar/apps/adp/partial/amp/_ad
ar/apps/adp/partial/details/
ar/apps/adp/partial/details/_c
ar/apps/adp/partial/details/_ex
ar/apps/adp/partial/details/_fi
ar/apps/adp/partial/details/_fi
ar/apps/adp/partial/details/_me

><div id="asset-upload-date" cla
ar/apps/adp/partial/details/_pa
ar/apps/adp/partial/details/_pa
ar/apps/adp/partial/index.htm
ar/apps/adp/partial/metadata/
ar/apps/adp/partial/metadata/
ar/apps/adp/partial/metadata/
dp.asset.status === 'Pend
dp.asset.status === 'Pub
ar/apps/adp/partial/
dp.asset.status ===
asset.status
```

Did you know there is **a hack every 39 seconds** and that the estimated cost of a **breach is \$15 million**? Aires will keep watch so you don't have to.

scan to learn more



Board of Directors



Lars Lemche

President.

Teamwork International Moving, Sao Paulo, Brazil
E: lars@teamworkintl.com.br



Aida Robles

Vice-President.

Rodi Cargo, Puerto Rico
E: aida@rodicargo.com



George Naumann

Treasurer.

Swiss Moving Services, Zurich, Switzerland
E: george@swiss-moving-service.ch



Steve Dozois

Secretary.

Humboldt International, USA
E: sdozois@humboldt.com



Juan Carlos Ortiz

Director.

Moving Systems SAC, Peru
E: juancarlos.ortiz@movisystems.com



Matthias Tischer

Director.

Carl Hartmann, Germany
E: m.tischer@carl-hartmann.de

PAIMA REPORT

Issue 2, 2020

Contents

4	PAIMA President, Lars Lemche
4	Editor Steve Jordan's letter
5	Suddath launches new website
5	Burke Bros expands HGV parking in Wolverhampton
5	Aires opens in Phoenix
6	Suddath in top 10 Best Places to Work in IT
6	New man in LA for Suddath
6	ISS expands in Dubai
7	Gerson looks after partner relationships
7	Suddath helps companies get back to work
7	Aires and Erickson Immigration Group announce formal partnership
8	Expansion at Mudinmar and a new Europe/South American hub
8	David Dance becomes president of Sterling Lexicon
8	Wendy Smith joins Galleon
9	Benson Davis represents PAIMA in the Middle East
9	G-Inter announces major changes to Brazil and US operations
10	Burke Bros on bouncing back to business
11	Making work, work
11	Aires achieves ISO 27701 privacy standard
12	Diversification vs Specialization
14	Suddath shares in USTRANSCOM contract
15	60 Years old, 50 years in Brazil and 40 years in moving
15	From now on
16	Moving pets by air during COVID-19
17	New premises for NFB in Norway
18	Now what?
21	Holland's Schmidt Global Relocations joins the PAIMA network
21	New PAIMA member in Nigeria
22	Our man in Jordan
22	New PAIMA member in Italy
23	Roadrunner Moving and Storage joins PAIMA
23	Brazil's NetMove joins the PAIMA network
25	PAIMA tonnage worldwide
26	New PAIMA member in Spain
26	Universal Relocations Inc joins PAIMA
28	Focus on Orlando
29	New member in Oman
30	PAIMA Members
32	PAIMA Regional Directors



PAIMA Management/PAIMA Report

Antonio Tremols, Executive Director,
Pan American International Movers Association,
5201 Blue Lagoon Drive, 9th Floor, Miami, FL 33126, USA
T: +1 (954) 880 - 1085 F: +1 (786) 497 - 4017
E: paima@paimamovers.com www.paimamovers.com

Advertising Enquiries: paima@paimamovers.com



PAIMA

PAN AMERICAN INTERNATIONAL MOVERS ASSOCIATION

Dear PAIMA Members,

It seems that since our last magazine not much has changed: we still have the pandemic with us, and business is still slow. But I have been surprised and encouraged to see how our industry has been able to adapt to the current requirements, how we have learned to live with change and how we have taught ourselves to survive. In the immediate future we will need to continue to be creative, to innovate, to recycle and to adjust to a new world of business.

We have been united against a common enemy and, wherever we are in the world, we have had to deal with the same problems, such as the need to allow our people to work from home. I know that this has been addressed differently in different cultures, but the effect has been the same: we have learned to be more independent, learned to make better use of technology and, most important of all, learned to trust each other a little more.

There is much talk of the 'new normal' and, though we might not like it much, these new ways will be with us for some time yet. But let us not distress ourselves

by thinking that this is the way it will always be. It might well be new, but it certainly isn't normal. People naturally want to gather together, joke, exchange views, swap ideas and help each other whenever they can. This virus has changed many things, but I do not believe that it has changed those fundamental human qualities we all share.

For now, we must remain distant in spatial terms, but emotionally I believe we have become closer. When the scientists release us from our bubbles, which I am sure they will, we will enjoy each other's company again. By then we will have learned new methods, adopted new practices, and taught ourselves new skills, but we will be the same people. This is not the new normal – the real new normal is a hybrid of yesterday and today. Life will be different in the future ... it will be better than today, and probably better than we remember it once was.

All the best,

Lars Peter Lemche
President – Board of Directors



Letter from the Editor

There is no doom and gloom here. Oh no! No time for that. Yes, of course, the international moving industry has known better times, but this is the stuff of what life is made.

Character building, my Mum used to call it, before drifting into a well-worn story about something that happened in the early 1940s. Without adversity we can't appreciate the good times. And, of course, knowing that everyone is in exactly the same-color pig sty brings us all together, in a funny sort of way. We have much to celebrate, especially our friendships.

So these pages bring you a rich mix of people news, expansions, ideas, information and, I hope, something to entertain as we all push on through the hard yards until we can get together again to enjoy what we all do best. There are also a record number of new member stories this time, which means PAIMA must certainly be on the right track, despite everything the universe serves up.

Looking for a place to start? Try 'Now what?' on page 18. It's the kind of story we will look upon with incredulity in a few years' time.

Steve Jordan, Editor



Suddath launches new website

Suddath has recently launched a new global website, suddath.com. The company said that the site provides an intuitive navigation and site structure, a breadth of helpful and informative content, enhanced functionality and improved site speed.

The site also enables fast and easy customer engagement through streamlined forms, easy-to-find contact information and interactive chat functionality.

"The new suddath.com reflects our goal to be the easiest moving and logistics company to work with. The site was designed with the customer in mind, incorporating user feedback and customer insights," said Silvio Cavaceppi, Senior Vice President of Marketing for Suddath. "It is now easier than ever for visitors to interact with the site, whether that's for exploring our services, finding branch and location information, getting a quote, searching career or driver opportunities or just learning more about our company."

Burke Bros expands HGV parking in Wolverhampton

Burke Bros Moving Group has seen the demand for vehicle and business parking space in the area increase rapidly and is now letting space and other facilities to a variety of organizations at its Wolverhampton trading estate in the UK.

The company is currently accommodating a range of vehicles, including a fleet of buses for a higher education provider, private buses and coaches, and vehicles belonging to a PSV/HGV training school.

Work is now being carried out to refurbish the front of the offices along with internal works to accommodate the organizations on the estate. The drivers' rest rooms are also to be refurbished to provide better facilities for all drivers using the site.



Once minor works have taken place, extra office space will be available within the main building.

As each organization expands more and more car parking space is required, so wasteland adjacent to the site has been turned into additional parking space.

Aires opens in Phoenix

Aires has announced the opening of a new office in Phoenix, Arizona, to accommodate client growth and ensure strategic alignment in the Western region.

"We are very excited to expand into the Phoenix market," said Aires' President, Jeff Wangler. "Our goal is to always go where our clients need us, strategically positioning employees and aligning with our clients' key locations."



The local team will be led by Aires' Regional Operations Manager, Peter Ferreira (pictured above), a key Aires team member since 2012 who has 20 years of comprehensive relocation experience, having previously served in Aires' regional offices in Dallas, Texas; Pittsburgh, Pennsylvania; and Danbury, Connecticut. Peter will lead a team of mobility industry experts experienced in providing high-quality service delivery.

"Not only does opening an office in Phoenix enable us to support the growth of our Western region, it has also introduced us to a highly talented market of new employees and candidates," said Joleen Lauffer, Aires' Executive Vice President.

The site has 24-hour access and is perfectly positioned very close to the city centre and Molineux football stadium, home to the Wolves FC (Wolverhampton Wanderers Football Club), and close to the motorway network. The facility can also be clearly seen from the main London to Manchester railway line, which brings in self storage and removal enquiries.

As an approved operating centre, several transport companies are currently waiting for space to become available on the site.



Suddath in top 10 Best Places to Work in IT

Suddath in the USA has been named as one of the **Insider Pro and IDG's Computerworld 2020 Best Places to Work in IT**. The annual award recognizes the top 100 places to work for IT professionals.

Suddath was ranked No. 10 among midsize organizations. The list is based on a comprehensive questionnaire regarding company offerings in categories such as benefits, career development, training and retention. In addition, IDG conducts extensive surveys of IT workers and their responses factor heavily in determining the rankings.

Suddath's Chief Information Officer Len O'Neill (pictured right), said, "We are thrilled to receive this recognition as a leader in career

opportunities for IT professionals. In many ways, technological innovation is still in its early days for the moving and relocation industry. Employees at Suddath have the unique opportunity to not only make a meaningful impact at their own company, but also drive digital transformation in our industry."

Suddath has been recognized several times recently for its contributions to technology, including winning the Digital Edge 50 International Technology Award for its proprietary Estimator technology and the CIO 100 Award for Industry Innovation for its industry-first technology, Tracker.

Pictured above: Members of the Suddath team



New man in LA for Suddath

Tom Robbins (pictured right) has been announced as the new general manager for Suddath in Los Angeles.

He has taken over following Darren Cook's relocation to Jacksonville for a new role as vice president of local services product development. Before joining Suddath, Tom worked as national director of operations for CORT Event Furnishings.

"Tom brings with him extensive operational leadership experience in various sectors, including retail/commercial furniture and expositions and conventions," said Brad Liddie, Chief Operating Officer for Suddath Moving & Logistics. "He also has significant experience in leading cross-functional work teams, including sales, which will be a great asset to him in this role."



ISS expands in Dubai

ISS Relocations in Dubai has announced the acquisition of the relocations business from Inchcape Worldwide Movers.

Inchcape Worldwide Movers was the packing and relocation division of Inchcape Shipping Services with branches in the Middle East, where the packing and moving business started 20 years earlier.

Abhilash Nair (pictured left), Global CEO for ISS Relocations, commented: "This is the next step of our progression in the region, to solidify our presence and achieve our long-term vision by a strategic decision of expanding our market share."



Gerson looks after partner relationships

Gerson Relocation has announced the promotion of Nikki Browne (pictured above) to supply chain & agent partner relationships manager. She will be responsible for managing agent relationships for international moving and relocation services.

Nikki's role focuses on nurturing relationships with agent partners, managing performance and costs, and ensuring service continuity worldwide.

As part of her role she will also lead a team of relocation managers who carry out the management of household goods moving services for overseas agent partners.

Nikki and her team are now the primary point of contact for agent rate requests at Gerson Relocation. Nikki has worked in the moving and relocation industry for 12 years and joined Gerson in 2012. During this time, she has worked across many of the organization's service units, managing everything from door-to-door household goods moves to full business relocations. She is also experienced with costings and working with agent partners.

Russell Start, AGM Group Managing Director said, "It is terrific to see our employees taking opportunities to develop and grow their careers within our business. Nikki's experience and her team are an incredible resource for our overseas partners."

Suddath helps companies get back to work



Suddath has issued a comprehensive back to work plan that can be used by members of the moving industry and their customers alike. This 17-page booklet includes expert insight, interactive checklists and visual representations of reconfigured workspaces to help companies have a better, more optimized environment where their returning employees feel comfortable and safe.

The booklet includes:

- Step-by-step instructions to prepare for re-opening your office;
- Social distancing tips for workspaces;
- The easy button for getting remote employees back into the office;
- Convenient, interactive back to work checklists to stay organized;
- Visual representations of reconfigured workspaces.

For more information take a look at

www.suddath.com

Aires and Erickson Immigration Group announce formal partnership

Global mobility management company Aires and business immigration law specialist Erickson Immigration Group (EIG) have announced a formal partnership.

The partnership will provide enhanced visibility into immigration compliance and reporting by providing integrated technology for organizations and their employees.

Aires' MobilityX platform gives a transparent view of all global mobility activities for both management and employees. Now by using innovative technology, EIG's platform data has been incorporated into the MobilityX tool.

Jerry Erickson, EIG President and founder said, "Our approach to technology is simple -

provide the best in class platforms, tools, and dashboard views to solve our clients' problem and address their needs. This partnership with Aires is a proactive step forward to harnessing the best possible user experience for our clients to further our mission of uncomplicating the complicated immigration landscape."

The solution created by Aires and EIG means that service is initiated in one place, so double entry of data is no longer necessary and key dates are shared between Aires and EIG for milestone tracking. The status of immigration and mobility services are displayed together in a single portal, providing the full context of the employee's mobility journey.



Aires Executive Vice President Joleen Lauffer said, "We know that our customers need access to a simple solution that minimizes effort and provides all data in one single location. Aires is excited and proud to partner with EIG to deliver this solution to our clients."



Expansion at Mudinmar and a new Europe/South American hub

Mudinmar Mobility in Spain has expanded its range of services with a new acquisition, the launch of a new relocation company and the formation of a transport hub to provide a link between South America and Europe.

Mudinmar has offices in Madrid and Valencia through which it specializes in moving household goods throughout Europe, including weekly groupage services to the Canary Islands and Balearic Islands, and regular services to South America. In three separate initiatives the company has expanded its services and introduced a new concept of a European hub to serve its clients in South America.

Acquisition of Iberomudanzas Alejandro

Mudinmar has acquired established Madrid moving company Iberomudanzas Alejandro, otherwise known as Ibemual. This has expanded the company's experienced staff and logistical resources in the city and strengthened its removal, transport and furniture storage capacity throughout the region. These additions include six vehicles, 100 furniture storage pallets and increasing the overall facility size by 1,500 m².

Launch of Relomar

In a separate development, Mudinmar has launched its relocation and pet transport division: Relomar. Relomar will provide a wide range of relocation services to its corporate clients, including cultural training, guided tours and pre-visits in the city, and school and home search to help assignees both before and after their relocation, whether permanent or temporary. The service also includes the transportation of pets.

New South America - Europe hub

For many years Mudinmar has had a regular flow of shipments to and from South America. The company has now decided to expand this service by providing a central trade hub for all shipments between Europe and South America.

Gregorio Martinez, Mudinmar CEO, said that this was a very exciting new service that would provide access to its moving, logistics, vehicle transport and art transport services, to its industry partners. "We believe that this will save costs and speed up shipping and receiving times for our partners both in Europe and South America," he said.

Mudinmar says that Spain's geographical location makes it the perfect connection point to carry out consolidated removals and shipments of goods from Europe to South America or vice versa. In addition, the existing government relations between South American countries and Spain facilitate customs procedures, an opportunity that is of benefit to Mudinmar's European partners.

David Dance becomes president of Sterling Lexicon

Sterling Lexicon, a leading provider of global mobility services, has announced the promotion of David Dance (pictured right) to the position of president, with global leadership responsibility for the entire organization.



In his expanded role, he will be responsible for the overall strategic development of the business, driving revenues and profitability, expanding operational and technology capabilities and improving the overall client and transferee experience.

David brings more than 20 years' experience in the relocation industry to his new position. Since rejoining the organization two years ago, he has been instrumental in the global repositioning of the company and developing its overall strategy to create a leading, end-to-end global mobility company.

Michael Brannigan, President and CEO of The Suddath Companies, Sterling Lexicon's parent company said, "We gained significant market momentum pre-crisis and expect to get back to our winning ways as the market begins to reopen and opportunities present themselves. We are also excited about the core strategic initiatives that we continue to invest in to support the accelerated growth of this business. I am highly confident that David will drive the successful execution of the strategic initiatives and our overall strategy as he steps into this expanded role."

Wendy Smith joins Galleon



Wendy Smith (pictured left) has moved to a new role at Galleon International at Purfleet in Essex, England. Wendy previously worked with Momentous in London for 10 years.

Galleon is a family business run by David and Chris Townsend. "The time was right for me to have a change," she said. "The job sounded really nice. I'm doing what I love, three days a week and it's close to my home. It ticks all the boxes."

Benson Davis represents PAIMA in the Middle East

Benson Davis (pictured right), the removals and relocation manager at Fusion Specialized Shipping & Logistics in the UAE, has been appointed PAIMA regional director for the Middle East.

Benson said that he was very happy to take on the new role and a major part of his function would be to encourage new members from the region. He said that there are a lot of companies who would be likely contenders for membership. "They need to

understand more about PAIMA compared with other organizations that they could join," he said. "We need to work with each other to build up a different kind of environment which is more meaningful and selective in terms of financial security than some other organizations." He said that the fact that PAIMA limits the number of members in each country provides more leverage in terms of how companies can work together.

Saudi Arabia is going to be the main growth area, according to Benson. "There is a lot of movement in and out and there are some good companies there who definitely should join PAIMA." He said that many of the companies provided a high-quality service but were not already members of multiple trading groups.



In addition to expanding the membership, Benson is keen to work with members in his region to provide support where necessary and to provide a link with the PAIMA management.



G-Inter announces major changes to Brazil and US operations

In the United States, the company will operate as Formula Global Mobility under the leadership of Robson Granero (pictured left).

Robson and his family have relocated to Miami and he has built a solid team and nationwide network of service providers. The new company will serve the international freight forwarding and move management needs of relocation management companies, corporate clients, consumers and worldwide agents from the United States.

Formula Global Mobility has also established Granero Moving, a full-service moving company serving the South Florida market, providing local and interstate moving together with origin and destination services on behalf of Formula. Formula Global Mobility

will continue to be a member of the FIDI Global Alliance, LACMA (Latin American and Caribbean International Movers Association), PAIMA and IAM (International Association of Movers).

In Brazil, G-Inter will be under the leadership of Emerson Granero, who has more than 20 years' experience in the local industry and will

be supported by the same professional team. Marcio Robalo will manage agent relationships and Roberto Leite will continue his sales role in Brazil.

G-Inter will widen its focus on the same local market that helped the company become one of the largest moving companies in Brazil and Latin America. The company says it will continue to provide the same level of quality service to corporate clients, consumers and agents in Brazil and will also maintain separate membership of FIDI, OMNI (Overseas Moving Network International), LACMA, PAIMA and IAM.

Both Formula Global Mobility and G-Inter Brazil will continue to work together under a close trading relationship.

Patrick Ohara, who has been with the company for more than ten years and supported the transition to its new structure, left the company on 31 May, 2020. CEOs Robson Granero and Emerson Granero wish to thank Patrick for his service and commitment during his time with G-Inter.

G-Inter has announced major changes to its operations in the United States and Brazil.

The company has achieved considerable success in serving clients and agents in both countries but has now decided to reorganize the business to focus more sharply on each individual market.

Burke Bros on bouncing back to business

As businesses continue to navigate the new normal, UK-based international removal company, Burke Bros Moving Group, step up to keep the wheels turning and continue providing their moving and storage services, with safety as the priority, during the Coronavirus pandemic. Managing Director, Gary Burke, reflects on how lockdown has affected the 40-year-old family business and how they're bouncing back stronger than ever.

The market for moving

The closing of the house market had created a bottleneck effect for many people who were at some point in the moving process. Once the housing market opened up, and house moves were allowed to take place, we found that our enquiries for private moves soon picked up and our volume of enquiries for June is over and above what we have seen for June during the last two years. We were able to phase our removal crews from furlough back into work,

going from two teams to all teams being fully operational. All of our workforce has now returned to work.

Our international shipping department is also experiencing shipping volumes returning to pre-pandemic levels. Meanwhile, our commercial moving department and corporate moving team are quieter, as we anticipate that the pandemic will alter working arrangements for some companies and cause redundancies for some. Our years of experience, but also our ability to respond to external changes, implement new working practices and innovate, will help us to keep providing the first-class service our brand is well known for.

Safe working practices

We are long standing members of the British Association of Removers and have benefited from its guidance and documentation published to members, endorsed by other professional organizations and associations in the property moving industry, providing

clear guidance on risk mitigation procedures for removal companies and their clients.

No room for complacency

Part of our safe working practices involves us issuing external communication to our customers in advance of home (or office) visits, when required, as well as instructions to clients on moving day. We refuse to be complacent and the safety and wellbeing of our customers, their families and our employees is more

important than ever. We will only execute removals where full COVID-19 compliance is in place. It's really important that our customers work with us and follow all of the instructions that we issue to ensure it's safe for them and safe for us. On the rare occasion that a customer has enquired about our services but hasn't been willing to work with us, we've had to explain that we aren't able to move them. We won't compromise their safety or that of our staff and have, of course, found that the overwhelming majority of our customers have fully supported us in this and really adhered to everything that we have asked of them.

Virtual moving

We have adopted the technology for virtual surveys, alongside still offering physical property visits before lockdown came into force, whereby our surveyors can supply customers with a quotation after viewing the volume of goods to be moved via a video. This type of innovation has become very useful to us at the present time. We've found that some customers embrace this type of technology, and others are not so keen. We can help customers through every step if they aren't that tech savvy and also still offer home (or office) visits to the property with full adherence to COVID-19 protocol.

Agile and flexible

The current situation remains dynamic and we are constantly evaluating and monitoring any potential knock-on effects to our services and we are mitigating via alternative plans where necessary, but are confident in our contingency planning to keep our staff, customers and suppliers healthy and safe.

Making work, work

Many countries and organizations have issued their own set of guidelines to the moving industry to allow it to work safely while there is still a threat from COVID-19.

Here is a compilation of some of the advice which might help PAIMA members decide what is practical for them to do to help make work, work safely.

- Perform a pre-move assessment to ensure that staff can work safely within all social distancing, health and hygiene guidelines. This should include making sure no members of the household are showing symptoms.
- All crews should be instructed in social distancing and how to operate safely. This should be communicated to customers so they know what to expect.
- Appropriate Personal Protective Equipment (PPE) should be issued to all staff, including gloves, masks, face visors, sanitizer, hand wash and towels, and anti-bacterial spray.

- Crews should have their temperature checked daily, prior to starting work. No work should be performed by any member of staff who is showing symptoms.
- Households should be encouraged to ensure all internal doors are open.
- Customers should be asked to ensure that the minimum number of family members are in the property during the moving work. Crew members should minimize contact with homeowners, keeping two meters apart whenever possible.
- Crew members should wash their hands on entering the property using separate towels or paper towels which need to be washed or disposed of safely after use.
- Crews should use a 'buddy' system so that the same people work together when moving large items to minimize the possibility of cross infection.

- Crews should have access to separate hand-washing facilities.
- Vehicles should be disinfected regularly.
- Crews should travel separately to jobs whenever possible.

It is acknowledged that not all precautions will always be possible and individuals need to exercise their own judgement when dealing with customers. However, by sticking as closely as possible to these guidelines the moving industry will be making a valuable contribution to limiting the spread of the virus, keeping staff and customers safe and ensuring that the industry is able to continue working largely unhindered.

If you think all this is unnecessary, take a look at the 'Now what?' story on page 18. It might change your mind.

Aires achieves ISO 27701 privacy standard

PAIMA member Aires has announced it has become one of the first organizations certified in the United States to the ANSI National Accreditation Board (ANAB) - accredited ISO 27701 Standard for Privacy Information Management Systems.

Audits were successfully completed by A-IIGN, a leading security, privacy, and compliance provider specializing in mitigating cybersecurity risks by assessing organizations with multiple compliance standards.

ISO 27701 is the first certifiable international privacy standard. It provides a certification path for organizations to demonstrate adherence to privacy requirements and controls. To receive certification, Aires underwent a series of initial audits conducted by A-IIGN and received its certification on

March 24, 2020. To maintain this standard, Aires will undergo annual surveillance audits to ensure ongoing conformity.

Aires President Jeff Wangler said, "A robust Privacy Information Management System has significant advantages. It provides the necessary evidence that privacy requirements are satisfied, demonstrates trustworthiness to our clients, and assists in complying with regulations such as GDPR and CCPA."

Aires Executive Vice President Joleen Lauffer added, "Becoming ISO 27701 certified demonstrates our ongoing commitment to

privacy and security standards. It complements our ISO 27001 data security compliance and ensures our clients and their employees the highest level of personal information protection."

Vice President of Product and Technology at Aires, Rakesh Thapar said, "Aires' IT team worked diligently to secure this recently accredited standard, and we are proud to become one of the first ANAB-accredited ISO 27701 organizations worldwide. A debt of gratitude is owed to both our hard-working team members and our partners at A-IIGN."

Pictured above: The Aires Board.



Diversification vs Specialization

Ray daSilva from Mobility Exchange looks at diversification for movers and, in particular, pet transportation.



The seasonal nature of the moving business and the entrepreneurial drive of the small to medium-sized enterprises that make up the industry has always encouraged diversification.

This has led movers to explore other areas such as business records management, winter fuel deliveries, relocation services, office furniture installation and pet moving services, to name just a few. Ask any mover worth its salt if it can handle transport arrangements for a pet as well and the answer will usually be yes.

The typical moving company story is one that traces its beginning to a single truck and a strong, singular focus on customer service. The business grows but the company's core competency becomes less about providing services directly and more about forwarding, or as we call it now, move management or supply chain management: a concept that does not require physical assets, directly hiring people or being in a particular service location. It is about professionally and expertly managing the delivery of service.

Calling in the specialists

When you say yes to a customer in need of pet transport services, you must know how to collect enough vital information before calling in the pet transport specialists. The respectable way for a mover to proceed is to provide the customer with a single point of contact who will be primarily responsible in ensuring that the

process is properly coordinated, and the customer's requirements are adequately met. Service excellence is paramount. To achieve this the mover must know enough about the underlying service, whether it is pet moving, visa and immigration or area orientation, for a seamless delivery of service.

Deciding which is better

In some cases, movers will choose to gradually develop in-house capabilities related to these diversifications. Some may create a division and invest in adding this specialization as a distinct service offering. In some cases, the company may even completely transform and leave the moving business behind. Some of the largest business records management, self storage, and even global relocation companies can trace their roots to the moving business. To understand the journey of one moving company that has undertaken diversification, let us look at a specific example: Bliss Corporation in Italy.

Bliss Corporation

"I started in the moving business working for my father's company, so the roots of Bliss are firmly planted in moving," said Francesco Argirò (pictured centre above), President and CEO of Bliss Corporation. "After seven years, I felt confident enough to strike out on my own. I started Bliss Moving. The lessons I learned at my father's company of personalized service and building a good reputation, one satisfied customer at a time, have served me well in achieving success and growth for Bliss."

What Francesco realized along the way was that moving was just one important part of the relocation process. There were many other services that a relocating customer required. This led to the decision to form three separate, distinct service divisions under Bliss Corporation: Bliss Moving, Bliss Pet Services and Bliss Relocations.

"A brand is not built overnight," he said. "It takes serious commitment and investment, so we did not treat the decision to extend the brand to pet and relocation services lightly. Each division is staffed with specialists who are trained, qualified and experienced in these distinct service areas."

More than safeguarding precious items

Moving is a specialist niche in the transport and logistics industry. They say that our cargo (household goods) 'talks back' because of the emotional values attached to it. Freight shipments do not have this emotional element. Pet transport services are an even more specialist niche because the cargo in question not only figuratively 'talks back' but is literally alive and breathing.

"We take the responsibility seriously, of course, and our staff have to be animal lovers to start," said Francesco. "Customers entrusting us to safeguard their personal possessions is one thing but when it comes to a live pet, the stakes go up considerably."

There are strict staff requirements in place. All Bliss Pet Services' staff hold a Live Animal Regulations (LAR) certification through the International Air Transport Association (IATA). This means that they have completed the IATA course on how to handle pet shipments in conformance with the LAR Standards Manual. The manual covers the use of specialized pet travel shipping containers and refers to the customs and quarantine regulations of various countries. The staff are also familiar with the Convention on International Trade in Endangered Species (CITES), an international agreement between governments, which may limit or prohibit the transport of certain animal species.

Making the right choice

Francesco believes that each company must carefully weigh the benefits of choosing to specialize by bringing a diversification in-house or use a specialist. "Our business is built on a foundation of managing supply chain partnerships. We cannot hope to be everywhere and do everything that relates to our service delivery. Often, the right choice is to work with specialists."

According to the 2019-2020 National Pet Owners Survey conducted by the American Pet Products Association, 67% of US households own a pet. Allowing that percentages will vary by country, the market for the international

relocation of pets is still fairly small in relation to the market for moving services. Of course, there may not be as much competition in this market as a much smaller number of service companies specialize in pet moving.

"The dynamics of agent-to-agent trade is quite different between moving and pet transport," said Francesco. "For example, we receive most of our pet transport business through direct enquiry and referrals rather than by being nominated as an origin or destination agent by an industry partner. Leads and referrals do flow quite naturally between the Bliss divisions. Service credentials established through pet transport transfer very effectively to our other business lines."

While Francesco recommends that each company protect their brand by limiting their areas of specialization, he continues to keep an open mind and a willingness to explore diversifications that make sense for Bliss Corporation.



Broadening your company's horizons

There is no question that the professional moving industry is undergoing rapid and dynamic change. Potentials for diversification created by market disruption and changes in consumer demand are evident for those that know how to answer the door when opportunity knocks. Pursuing new potentials and broadening your company's horizons are always viable options toward meeting your growth objectives.

WICKMAN WORLDWIDE SERVICES, INC.

WWS is your single removals contact for all your international needs. Door to Door and everything in between.

- Air – Sea – Truck – Rail
- Packing / Delivery
- Customs Clearance
- Freight Forwarding
- Storage
- Insurance

9780 Lantern Place #360
Fishers, IN 46037
T: 812.424.4997 F: 812.424.1402
E: intl@wickmanworldwide.com

Bringing the world home...since 1997!



Suddath shares in USTRANSCOM contract

The American Roll-On Roll-Off Carrier Group, Inc (ARC), a consortium that includes PAIMA member Suddath, has been selected for a new multiyear award contract by the United States Transportation Command (USTRANSCOM) to provide global relocation services for the Department of Defense (DoD) and US Coast Guard.

ARC will lead a full-service, worldwide relocation effort with a team of subcontracting partners focused on improving the quality of service provided to service members, their families, and Department of Defense civilians under the Global Household Goods Contract (GHC) (HTC711-19-RR004). GHC is valued at \$7.2B for the transition period and three-year base period.

ARC CEO Eric Ebeling said, "Team ARC brings superior quality, deep experience, increased capacity, and enhancements for the customer experience. We have been looking forward to this announcement and cannot wait to get started." The GHC includes an initial nine-month transition period that commenced in May 2020. The contract may run for over nine years, if all options and awards are exercised by the government. The consortium also includes: UniGroup, Atlas World Group, The Pasha Group and Deloitte. Once implemented, USTRANSCOM says customers can expect improved communication throughout the moving process; professional movers delivering improved service standards 'at the curb'; clear accountability when things go wrong; and streamlined claims processes in the event of loss, damage, or inconvenience.

In an interview for *The Mover* magazine, Mike Brannigan, CEO of Suddath, explained that the old program had run its course and he felt that the new arrangement would really drive improvements to the benefit of the military personnel. "There is now one consortium responsible for the customer experience," he said. "It should improve the customer service and the transparency for the service member which is our 'North Star'. It's going to be a win over time for our service members who deserve a better experience."



"It will be a lot easier to plan and manage when every service member is working through the Homefront platform. That's the key to it."

Mike Brannigan, CEO of Suddath

Mike said that the improvements would come through the Homefront web portal and an app that would provide a more commercial feel. "It'll give better visibility, better transparency, and easier communication using phone, e-mail, text, chat and push notifications about shipments," he said. "It will be a lot easier to plan and manage when every service member is working through the Homefront platform. That's the key to it."

He explained that companies currently involved in the US military contract were likely to continue to be involved. Suddath works with about 1,900 businesses in the US. "Our position is that we need those small agents so, if you are in the program today, if you deliver to the quality standards in line with the KPIs in the contract, and you have the capacity, then

it's very likely that you will have opportunities to continue in the future," said Mike. "We need to rely on the infrastructure that's in place and we will partner with the supply chain to help raise the bar for everybody."

There was a challenge to the awarding of the contract by two companies that had been unsuccessful in the tender process. This challenge was subsequently dismissed.

60 Years old, 50 years in Brazil and 40 years in moving

Lars Lemche from Teamwork reflects on building a business in Brazil and the virus that threatens it.

In the middle of a global pandemic spreading, here I sit thinking about life. I think about my 60 years of existence. I think about the time spent in Brazil; and I think about the future of my business and the future of the world.

Sometimes I look back to the days in Virum, Denmark, as a young kid. Days that were without obligation or responsibility. Then I never thought that one day I would be running a business in São Paulo.

But then came the move to Rio de Janeiro 50 years ago. My father was transferred as CEO of a Danish multinational company. Away from my comfort zone, away from my friends and away from everything. It was a new world with a new language, new friends and new activities.

But back then, life was wonderful. Still going to school, still playing soccer, and the best: the beaches of Rio de Janeiro. Great! Now I look back to those days and see how wonderful they were. Thanks mother and father.

Running a business in Brazil is for heroes. Starting a business is already a masterpiece. The odds are set against you: the taxes and all the legal issues would keep most people away from doing it. But we are all stubborn and we all think we are the best. Yes, we can do it!

I don't regret a minute of my 40 years in the moving business because we have a great company. But Brazil could and should have made it easier: lower taxes, less bureaucracy and fewer labor regulations. Today, my two daughters run the show and I oversee the operation. The good news is that they love it: first ones to arrive, last ones to leave.

Brazil has been tough on its population over the years: corruption scandals, recessions, lack of planning for all companies, and young people taking over management positions bringing with them their new perspectives. And now, just as the economy was beginning to pick up ... comes the virus.

How fragile is this world? Everything is within reach, just a fingertip away on a smartphone - information, knowledge, and even relationships. How easy is that? But now we must learn the basics of taking care of ourselves and the people around us, a skill we have sadly lost.

But I am an optimistic person. Yes, we are living through troubled times, and some people are unbelievably selfish, but there are many with good hearts and I am blessed to work in an industry in which people and relationships matter.

With goodwill and hard work we will pull through this and, just maybe, the world might be better for the experience.

Photo above: Lars in his office at Teamwork, with daughter Stephanie.

From now on

Lars Lemche, President of PAIMA, asks whether the human race will learn anything from COVID-19.

Today, we are all sitting at home working and wondering what is going to happen in the near and even distant future. We are being bombed with fake news on social media, none of which we can trust, and being made to believe that the world is reaching the end. So, what is the truth?

The truth is that, as Freddy Mercury sang, "The Show Must Go On". We must face new

challenges and new realities. We can work more from home and spend less time in traffic and at airports. We can accomplish more with better communication systems; and we can pollute less. Our kids can do their work on the computer rather than in the classroom.

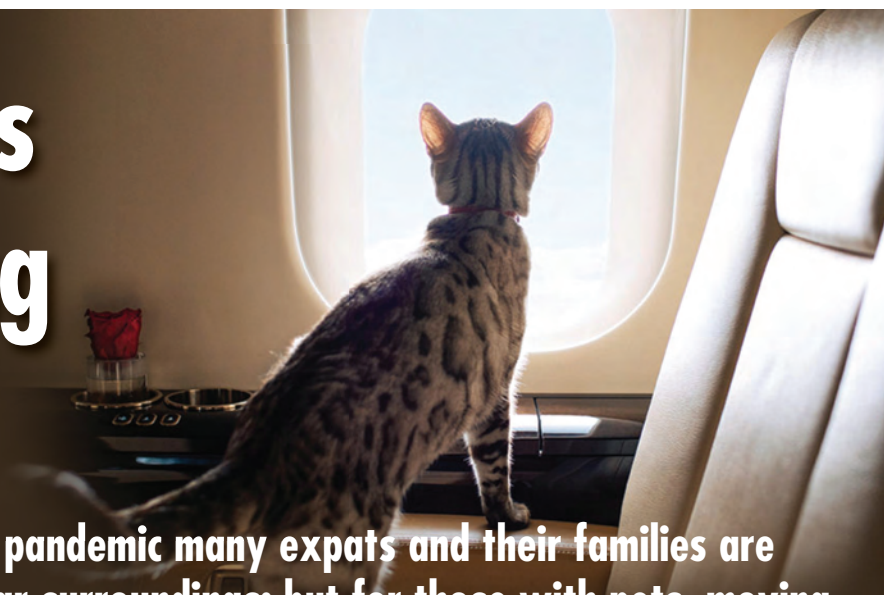
We have become so dependent on everything that is part of our modern world today that we can't look forward anymore. We check our handhelds every two seconds, even driving or sleeping. We check for new gadgets and products and buy them online just for the pride of ownership, even if we don't need them; we use them once, and throw them away.

We spend time on nonsense. This is a great opportunity to clean up, rethink and see the mess we have made.

During the quarantine, we have called friends we have not talked to in ages and relatives we've not seen in years. We've even met the neighbors! Why don't we always do it this way? We have become selfish, taking selfies and looking only at ourselves.

It's time to reflect. It's time for self improvement. It's time to think of others and be kinder. It's time to do better - from now on.

Moving pets by air during COVID-19



During the ongoing COVID-19 pandemic many expats and their families are returning home to more familiar surroundings; but for those with pets, moving internationally presents its own challenges. Here, pet transport expert Air Animal answers some of the important questions asked by customers and gives valuable advice to make sure their four-legged friends remain comfortable during their journey and arrive safely back home.

Are airlines, air cargo services and airports reopening for pet flights?

Air Animal's experienced team of pet move managers moved over 100 pets March through May during the COVID-19 world health crisis. We're moving more pets every week as airlines begin to accept pet flight bookings to many of the world's major destinations. We strongly recommend contacting us early giving us time to review your pet's vaccinations and be ready for when a flight becomes available. Airlines are resuming flight schedules to major destinations gradually.

What safety and sanitary precautions are being taken at the air cargo facilities to ensure a pet won't catch COVID-19?

Airlines and Air Animal's global network of service partners use cleaning, social distancing, masks and gloves as recommended by public health officials in their regions.

Can a pet get COVID-19 from another pet?

Unlikely. Based on the limited information available, the risk of animals spreading the virus to each other and people is considered low. COVID-19 infections have been reported in a small number of animals around the world that had close contact with a person sick with COVID-19. At this time, routine testing of animals is not recommended by the US Department of Agriculture and the Centers for Disease Control.

Can a pet fly on the same flight as their owner?

Airlines decide if pets may fly on specific flights and how many may fly. Sometimes this is based on overall weight of the plane and sometimes it's based on the size of the pet travel kennel. During the summer, some airlines stop pet flights when air temperatures at origin and destination climb above 80 degrees Fahrenheit. For US moves, ground transport may be the only option available. That's why working with experienced pet movers at Air Animal is essential.

How can customers coordinate their travel with their pets if they have to be quarantined for 14 days post flight?

In this case we recommend booking a VIP door-to-door move so the pet can be delivered to the customer using social distancing precautions: masks and gloves. If the customer moves ahead of the pet we can arrange professional pet care at origin or destination so they can be reunited with their owners when quarantine is over.

What happens if a pet's flight is cancelled?

When a flight is cancelled, all booked air cargo shipments also cancel, including a pet's booking. Similar to passenger reservations, an air cargo booking is not a guarantee of a flight. When a pet's flight cancels, Air Animal's pet move managers and our global network of trusted service partners will implement a back-up plan. If needed they will offer additional solutions to relocate the pet on the next suitable transport.

Is cross country ground transport safe? What is the difference between solo ground transport and shared ground transport?

Ground transportation in the US is a safe option for pets. A solo ride is just that. Pets from one family are in the vehicle. During shared rides, several pets share the journey and are dropped off at various points along the way. All rides follow COVID-19 cleaning and safety protocols.

Will a pet have adequate water to drink while being transported? How do you avoid the water being spilled while in transit?

Before the move, the customer receives instructions for keeping their pet comfortable in the travel kennel. We recommend filling the water bowls with water and freezing them. This ensures your pet will have plenty of water as the ice melts.

PAIMA member Air Animal was founded in 1977 in Tampa, Florida, by licensed veterinarian Dr Walter Woolf and has grown into one of the most well-respected pet shipping companies in the US.

www.airanimal.com

New premises for NFB in Norway

NFB International Relocations in Norway has moved to new premises to meet its current needs and provide space for further expansion.

The new facility is brand new and the result of a decision made in 2013 to move all long-term storage into a purpose-built facility and the requirement to expand the office space to accommodate an increased requirement for move management services and third-country moves.

Bjørn Carlsen, Managing Director, explained: "We decided to move to a more practical facility that was streamlined to our activities and with space enough to increase the number of office staff. We have moved all our long-term storage and the new building has the capacity to handle our contracts for the export of new items and for the preparation of air and LCL consignments."

Bjørn added: "This maneuver streamlines our company for the activities at hand, with surrounding land enabling further expansion if required. With the newly signed four-year contract with the Norwegian Ministry of Foreign Affairs covering Asia/Oceania, Africa and Americas, in addition to recent renewed contracts with other multinational corporate accounts, we already know that our move to new facilities was the right decision."

He said that despite the COVID-19 pandemic, which Norway seems largely to have escaped, the activity level is as expected this time of year. "We currently have around 250 international moves in the pipeline, waiting for the transition from tentative packing dates to firm

dates and a nice activity level for third-country moves. Some domestic accounts as well have kept us relatively busy with an acceptable activity level during the pandemic. None of NFB's employees have been infected and strong sanitary measures have been enforced to safeguard the health of employees and clients."

Bjørn said that he is optimistic for the future and looks forward to further strengthening bonds with PAIMA members. He added a message to his fellow PAIMA members regarding tonnage reporting. "We are receiving way more tonnage from PAIMA members than what is registered as received tonnage. So, there is tonnage out there, but an apparent negligence to register."

"For some strange reason, we appear with only 450lbs received tonnage from PAIMA, which is very wrong. So far, we've given 33 shipments to fellow PAIMA members with a total of 158,061lbs making us the third largest European tonnage producer. Once all the tentative moving dates become actual dates, we'll have more tonnage to feed into the PAIMA system."

Photographs above.

Header picture. Meeting room 2
From left: Anna Nilsen (Back Office Coordinator); Catharina Dyvi Knutdson (Move Coordinator); Guma Amundsen (IT, finance and support); Bjørn Carlsen (CEO); Maria Carlsen (CFO); Thomas Langbo (Business Development Manager); Andreas Carlsen (Rate Analyst); Susann Dehli-Navestad (Lead Move Coordinator).

1. Entire building front – this is the long-term storage facility used by NFB International Relocations.

2. Warehouse interior – this facility is used for SIT storage and preparation of air and LCL shipments.

3. NFB trucks getting ready to move a local school.

4. Office landscape.

5. Bjørn and wife Maria in the warehouse, with air shipments ready to be dispatched.





Now What?

Steve Jordan chats to PAIMA members about their reaction to the pandemic, asks how they see the future, and offers thoughts on the world we have created

So, here we are. It's September and COVID-19 is still here. Some once thought it could only be transmitted from animals so wouldn't affect us; others thought it would all be over in a fortnight.

Donald Trump, repeatedly throughout February, said that everything was "under control". But it wasn't, and it still isn't. We might be able to mitigate against it, we might be able to hold it at bay for a while, but it will not be 'under control' for a very long time unless our brilliant scientists manage to produce a vaccine ... which they might or might not. Meanwhile, this virus will continue to dominate our lives.

How bad is it?

Many say the world has over reacted. So far it has killed only about the same number of people who die of flu each year and that doesn't close businesses. But this feels different. Left alone, COVID-19 has the

potential to kill many more people than flu and we live in a very much more risk-averse society than ever before. Everything is someone's fault. Where there is blame, there's a claim. Those who are not scared of the virus are certainly scared of the lawyers. Everything that can be done, must be done, even if the economies of the world are destroyed in the process and many more might meet their makers as a result.

Human intervention

Whatever the drivers, it does appear that human intervention, despite the stances of some of our world leaders who feel their economies take precedence, has been effective. John Burrows from Dewitt said that he takes some solace in that the world has been able to keep the effect to a minimum compared to the last pandemic. "The Spanish Flu [in 1918] killed an estimated 50 million people or 2.7% of the population," he said. "As a comparison, COVID-19 has a death rate compared to the population of 0.0076%.

It is the human ingenuity and cooperation that has responded quickly to the problem at hand and is finding ways to combat this virus in a much better way than the last pandemic."

And let us put that human ingenuity into some perspective, accepting that we have no real idea how many people died in 1918 or are dying now as much of the world's people live without access to proper medicine or medical recording. If the death rate from COVID was the same as the lowest estimate from 1918 we would today end up with around 200 million deaths. And don't forget, they didn't do nothing then: they still had lockdowns and public awareness campaigns as we do now. Indeed we had lockdowns during the plagues of the middle ages. And also consider that most scientists believe COVID-19 to be more deadly than flu, perhaps by as much as six times, then we begin to get a feel for what might happen if we really did do nothing.

All of this doom and gloom is intended to illustrate the good sense for taking mitigating steps and to illustrate that the efforts we have made, and will continue to make, in the moving world and across society, are worthwhile.

John Burrows said that the moving industry has done an incredible job of adapting to take a multifaceted approach to safety. "The safety of the men and women entering homes and our offices every day is vital, and the industry has been amazing at adapting so rapidly to continue safely moving families. Some of the safety measures include providing a health screening questionnaire to the employees and the relocating families before every move or entering a home. Other physical precautions like masks, wiping down all high touchpoints in offices, trucks, cabs, time clocks, etc. have kept everyone safe."

John thinks we will have these precautions in place for several years while vaccines are being developed and implemented. "Over this time frame, I believe we will see the 'temporary' safety measures become a more 'permanent' way of life for the moving industry," he said. "Time will tell how long it will take and if we can eradicate this virus or if it will become like the seasonal flu. I see the industry and our people making the change quickly and adapting." But he said that we are a social group and have a desire and need to communicate with other people. "We will see that people will want to go back to the office and have the teamwork and camaraderie that you do not get in the same deep and fulfilling way when you work from home. We all want to be connected, and things will continue to change and evolve, and people and families will adapt to what they believe is best for them. Moving will keep on moving, and the industry will adapt and be there for those we serve."

Rossana Veglia, Portugal

Rossana Veglia, from Global International Relocation in Portugal, has seen her business affected due to closed EU borders, delayed relocations, and interrupted immigration procedures. But it's not all been bad news. "We have seen increased movement of people privately relocating, due to termination of contracts or repatriation," she explained, but

"We have seen increased movement of people privately relocating, due to termination of contracts or repatriation,"

Rossana Veglia, Global International Relocation, Portugal

added that corporate work has reduced as companies focus more on virtual short-term assignments to cut costs and protect the health of their employees. "Long-term assignments are also on the slow down but we have seen an increase in localizations and new hires, especially from tech companies," she said.

She believes that the corporate market is still overly cautious about restarting their mobility plans for their employees. "We have started to see an increase of business since late May, however, most companies are still waiting to see how things unfold. For those that are being localized or newly hired, the urgency to arrive at their new destination is paramount. Therefore we are under a lot of pressure to facilitate these moves as soon as possible, with all the safety requirements and with utmost compliance with immigration and government measures." Rossana also said that she's seen the private consumer market reactivate much quicker than the corporate market as people's individual plans to move have not changed.

Matthias Tischer, Germany

Matthias Tischer, Carl Hartmann, Germany, said that although both imports and exports were much lower at the beginning, in July and August the traffic started to return, but not to

the levels of previous years. He said that the USA is by far his biggest market and, until the situation there starts to improve, it's going to be tough. Fortunately, as with many countries, the German government is providing support for many companies and Carl Hartmann is taking advantage of this.

Matthias also said that about 30% of all container vessels are not moving so everywhere is fully booked three to four weeks into the future. "Honestly, I'm not sure how and if this pandemic will change our world in the

end," he said. "Many companies might not survive this, but I guess when a vaccine was found we might be back to normal very quickly. Companies are already getting ready to restart and the people who planned to go overseas will quickly do that again as soon as the risk is reduced."

Allen Lu, China

Allen Lu at AMR Relocation in Shanghai had a particularly difficult time at the start of the pandemic. "The first month was horrible for everybody in China," he said. "I have a friend living in Wuhan who described her life as 'waiting for dying' during the Chinese New Year, very sad!"

His day-to-day business has changed completely. Now the government allows goods to be cleared with just a photocopy passport if the client is outside China. But Allen said the inbound work has really been hit by the pandemic. There were no new consignments to China from March to May but he expects more expats to return to China in August and September. Outbound work is holding up but many moves are on hold due to

"... Companies are already getting ready to restart and the people who planned to go overseas will quickly do that again as soon as the risk is reduced."

Matthias Tischer, Carl Hartmann, Germany

lockdown at destination. "But, I really doubt the number of 'newcomers' from RMC's accounts," he said. "They have started to call back more overseas assignees and also cut the budget for international assignments for next year. I am expecting the inbound business should be very slow in the second half of this year."

But Allen has taken the opportunity to transform the way his company operates to comply with government regulations. This includes reduced business hours from 10am to 4pm; splitting the office staff into two teams, each working two days a week; and more home working. Like most companies, he has also relied heavily on technology and, as the present situation is likely to continue, has invested more to help secure the future. "We have installed move management software that everyone can access from home so our daily operation is not affected and we are more flexible," he explained.

"In the long run this is likely to impact our business much more than the marginal benefit of being able to have a few staff work from home."

Jennifer Sloan, European Relocation Services, Marseille, France

"We have been performing surveys through Wechat and are considering investing in professional virtual survey tools. And many corporations and government bureaus have released or updated their apps to make it more flexible for online business."

He is concerned about the business over the next two years as he doesn't expect China to lift the lockdown while there are so many cases of COVID in America, India and elsewhere.

Of course, people's love affair with working from home is both good and bad. It's great that companies have been able to continue business in this way and that, generally, the adoption and acceptance of this new way of working have been very positive. Many people even say that their productivity has improved in recent months. But this is not the real world. It's easy to be highly productive when everything around you is shut and you are fighting to keep your job. But, come normal times, when there are more distractions and labor relations are more equitable, will it be the same? Probably not. And what do you do about training new people and maintaining some kind of team spirit? Not easy.

The flipside of the WFH coin

But, perhaps, the biggest effect of working from home (WFH) was pointed out by Jennifer Sloan from European Relocation Services in Marseille, France. She said that although it's good that home working has worked, it's also worked for customers. "Our customers have experienced the same, so they will not be moving so many people in the future," she said. "In the long run this is likely to impact our business much more than the marginal benefit of being able to have a few staff work from home."

Matteo de Cesaris, Italy

Matteo De Cesaris, General Manager of Bliss Corporation in Italy, takes a characteristically positive view. He said that the risk from COVID-19 or other similar

situations will remain high so he believes most advanced companies and most enlightened CEOs will aim to create a different business that is more resilient to changes and risks. This will include better planning, better project management, an intelligent use of on-site and remote working, more flexible work environments, and accelerating the use of technology.

"Alternating the presence in the office with remote work means that the staff is continuously stimulated and motivated, and benefits from reduced costs and stress typical of the monotonous home-work commute," he said. "It also allows the company to have the advantage of a leaner management at reduced costs and risks."

Matteo said that companies should strive to create working environments that are dynamic, with desks that are not assigned to a single person, areas intended for the production of ideas, green spaces, leisure areas, video and tele conference rooms.

"An environment that invites you to produce rather than 'escape' as soon as possible," he said. This also includes the strategic use of technology to allow every worker to be independent without relying on electricity, desk, printer or a landline phone. "As such, risks of infrastructural problems, social distancing, and geopolitical events are

"Alternating the presence in the office with remote work means that the staff is continuously stimulated and motivated ..."

Matteo de Cesaris,
Bliss Corporation, Italy

reduced to the minimum and business continuity in any part of the world can be guaranteed." The aim would be to put the 'person' at the center of the company.

The future we want

During the lockdown every company has relied on technology much more than before. Move management software companies should have been having a bonanza and, certainly, the companies providing virtual survey systems have been doing OK. Meetings now have, almost universally, been relegated to Zoom or something similar. Even the IAM (International Association of Movers) has been forced to accept that its conference

will be a virtual affair. In its first fiscal quarter of 2020, Zoom's revenue doubled and its profits leapt from a healthy \$198,000 to \$27m. Wow!

But perhaps it's not the right time to rush out and buy technology shares. As explained earlier in this article, what works during a crisis may not work quite so well in normal times. And perhaps the phrase 'new normal' has become a little tired. Not many people want this to be normality. Very few would relish a world in which people never need to meet to do business; where office banter is extinguished; where the already suspicious, mistrusting nature, created by a world full of scams and misinformation is accentuated as we all hide behind masks; and one in which an embrace between friends is outlawed. It might be OK for now, it might be essential as we fight to avoid the sort of statistics our great grandfathers saw in 1918, but it is not an acceptable recipe for a prosperous and fulfilled future. It might be normal for a while – but it's not the new normal.

Never enough

And, one final thought, for anyone out there who thinks that the measures we are all taking are a little over the top and that it will all sort itself out in time, hear the words of Spanish historian Jaume Claret Miranda, talking about the lessons learned from Spanish Flu. "The main lesson from the past," he said, "is that any measure before the pandemic that was described as 'exaggerated' is later considered to be 'insufficient'."

"The main lesson from the past, is that any measure before the pandemic that was described as 'exaggerated' is later considered to be 'insufficient'."

Jaume Claret Miranda, Spanish Historian

Holland's Schmidt Global Relocations joins the PAIMA network



Schmidt Global Relocations has joined the PAIMA network.

The company, which was formed in November 2019 following the merger of Methorst Verhuizers and Schmidt Global Logistics, is based in the town of Woudenberg within one hour of Amsterdam and Europe's largest seaport, Rotterdam. The newly formed company is run by former Schmidt Global Logistics Director Ben Schmidt and Hans Methorst (both pictured above, left to right) who previously ran Methorst Verhuizers.

Ben Schmidt commented, "Before the merger our two companies had worked informally together for more than 10 years but by joining forces we now have much more capacity and our operations are more cost effective. We can collect in all European countries, including a weekly service to Switzerland, and consolidate shipments here in Woudenberg. This is a great service for overseas agents to get their moves going from Europe to anywhere in the world and our rates are very competitive."

Ben continued, "We have partnerships with agents all over the world for FCL, LCL and groupage shipments, especially to countries such as Australia, New Zealand, the USA and Dubai and we are looking forward to forming new relationships with other PAIMA members."

Schmidt Global Relocations has 70 employees, 30 vehicles and two bonded warehouses in the Netherlands with over 6,000m² capacity. Services include customs clearance, sea freight, handyman services, air freight and car transportation. The company has also developed a substantial business shipping valuable antique furniture from Europe to countries around the world, particularly to the Far East.

Schmidt Global Relocations is already a member of IAM and IMA (International Mobility Alliance) and intends to join FIDI in the near future.

www.schmidt-global.nl

New PAIMA member in Nigeria

PAIMA now has three member companies in Nigeria following the recent addition of Jeshem Logistics Ltd to the network. Jeshem has its headquarters in Lagos and is run by its founder Samuel Adeyera (pictured below), who previously managed Crown Relocations operations in Nigeria for 11 years.

When Crown closed its office in Nigeria in 2018, Sam took the opportunity to start his own business and Jeshem Logistics was born. "We now have been approved as one of the Crown Relocations vendors in Nigeria for both air and sea shipments, so that's given us a very good platform to work from. We've also generated additional business locally, and internationally through our partners around the world."

Jeshem currently has ten full-time staff and is able to bring in additional skilled workers during peak periods. Having spent many years working in Nigeria there is little that Sam doesn't know about relocating to and from the country and he and his team are ideally placed to deal with any challenges moving to the West African country may present.

"As with most African countries, expats moving to Nigeria need to be particularly careful about making sure their documentation, work permits, etc. are in order before they arrive here," said Sam. "We also ask customers to provide us with a bill of lading before the shipment arrives so that the process of clearance can commence in advance to avoid the risk of demurrage, which can be very expensive here."

The team at Jeshem are also able to help with finding suitable accommodation for expats on either a short or long-term basis (Home search service). "Security can be a problem in some parts of Nigeria so we help our customers find a suitable place to live, where they will be safe, usually in an expat community," said Sam. "We also meet them at the airport (Airport welcome service) and arrange a hire vehicle to convey them to their accommodation and make sure they have everything they need to help them settle into their new environment."

Jeshem Logistics is also a member of IAM (International Association of Movers) having joined shortly after the company started trading, and Sam now hopes to further increase his network of international partners as a member of PAIMA.

www.jeshemlogistics.com.ng





Our man in Jordan

Tarik Diab's company **Jordanian Coast Cargo Services** has recently joined **PAIMA** as the network's only member in Jordan.

He started the business in the nation's capital, Amman, in 1999. Having grown up in New York, Tarik (pictured above) had strong international connections and contacts with the United Nations, which helped him to develop his new company and take advantage of the opportunities that came along.

The company today has two warehouses that it owns, providing around 3,000 m² of storage space close to Amman airport. Being in one of the world's most strategic conflict zones, and storing a wide range of goods, some for the United Nations and many of a sensitive nature, the buildings all have first-class security including armed guards 24-hours a day. As well as private individuals and corporate accounts, Tarik works with many of the embassies in the capital.

The company employs around 30 people full-time which expands to over 40 during the busy season. It also has a 50% stake in an import/export company that handles all its customs clearance and is represented at each entry point into Jordan, including the borders with Iraq, Syria and Saudi Arabia and the Allenby bridge over the River Jordan that forms the border with Israel's West Bank.

In an area that is no stranger to conflict, the proportion of import vs export is largely dependent on the political climate. If there is peace, then imports rise; if not, there are more exports. It also depends on the political

relationships between the King of Jordan, King Abdullah II, and the Gulf countries. Politics affects millions of people, but Tarik says whether they are coming in or going out, there's still work to be done. "But we'd much rather be busy doing something productive than packing for someone who is scared for their life," he said.

There's still a lot of work supplying the refugees, mainly Syrian but also including people from Yemen, Sudan and many other countries. Tarik is very supportive of the plight of the refugees and pays tribute to King Abdullah who stuck by them when, as he put it, the European parliament dropped the ball. "There is no way that we would let them go, but it does put a strain on our country," he said.

Tarik said that he was approached several times in the last few years to join PAIMA. He had been a member of LACMA but chose to make the switch primarily because he doesn't speak Spanish and because of the more international spread of the PAIMA membership. He also likes the timing of the conference, immediately before IAM, which allows him to arrive a little early, enjoy the conference and settle into the time zone.

Tarik is very positive about his relationship with PAIMA and its members and is sure that, as the only member in Jordan, he will be able to be of service to the network while enjoying a new avenue of business from the membership worldwide.

www.jordaniancoastco.com

New PAIMA member in Italy

Magnolia Moving SRL, which has offices in Rome and Milan, has joined the **PAIMA** network.

The company was founded in 2012 by its present owner and Director Rossella Scalone (pictured right) and specializes in the shipment of household goods and corporate moves both within Italy and internationally. Magnolia also provides full relocation services for expats moving to Italy via a sister organization.

Before starting her own company, Rossella worked in real estate and in the hospitality industry before spending five years as European traffic manager for a

large corporate in Rome where she "fell in love with the world of transport".

"I decided I wanted to work more with people rather than sitting looking at a computer screen all day," said Rossella. "I also wanted to be able to offer customers a more flexible service than is possible with a large company. Although our core business is moving household effects, we are able to provide other logistical services as well through our partner companies."

Rossella chose the name of her company carefully. "I chose the name of a flower because it reflects a feminine touch in what is a notoriously masculine industry," said Rossella. "Magnolias are symbolically feminine yet strong and adaptable to their habitat and I believe they reflect our empathy and dedication to our customers. Also, the name magnolia is the same in many languages around the world and so sounds very familiar."



At present Magnolia's business is roughly split evenly between domestic and international work with the majority of international shipments to and from the USA, Latin America and South Africa. By joining PAIMA Rossella is hoping to expand those markets and make new contacts in Asia where she sees a lot of potential for new business.

Magnolia Moving SRL is also a member of FIDI, EuRA (European Relocation Association) and IAM and has recently applied to join LACMA.

www.magnoliamoving.com

www.paimamovers.com

Roadrunner Moving and Storage joins PAIMA



One of Houston's largest moving companies, Roadrunner Moving and Storage, has become a member of the PAIMA network.

The company was founded in 1976 and now has over 210 employees on its payroll capable of handling shipments of any size and complexity throughout the United States and to destinations across the globe. With over 450,000 square feet of secure storage (pictured above), Roadrunner also has one of the largest storage facilities in the Gold Coast area, offering both air-conditioned and climate-controlled space.

Ron Radnik of Roadrunner said, "We heard through another member that PAIMA was looking for a reliable company in Texas and that we would make a good fit for the organization; so here we are ready to service Texas, Oklahoma, Arkansas and Louisiana from our Houston location."

Ron continued, "I'm looking forward to meeting other PAIMA members at the conference in Orlando next year. I like the way the conference piggybacks with the IAM's and particularly the one-to-one meetings that let you get face-to-face with the people you want to meet, rather than having to look for them in the hotel bar or something. It's a great way of making an initial introduction and you



can always go back and talk to them later." Roadrunner is a member of FIDI/FAIM, IAM and AMSA (American Moving and Storage Association) and is an Atlas Van Line Agent of 30 years standing.

Picture above: Rod Radnik (right) with colleague 'Butch' Butcher on the left.

www.roadrunner-moving.com

Brazil's NetMove joins the PAIMA network

PAIMA's new member in Brazil, NetMove, has under the leadership of Arnaldo Petarnela (pictured right), developed a wide range of mobility services over its 24-year history, including international and domestic moves for local companies and their employees as well as expatriates from all over the world.

The company performs international moves to or from any city in Brazil thanks to its strong partnership network developed in all Brazilian regions.

Arnaldo Petarnela said, "We were invited by Lars Lemche, the current president of PAIMA, to learn more about the Association and become a member of it. We believe this is a great opportunity to be in yet another respected organization. It also benefits both our company and our clients, allowing us to be even more involved with the international moving community since we are already a member of IAM and FIDI. Membership of PAIMA has brought us into an organization that will strengthen our ties within the region and will be a great asset in the development of guidelines. We sincerely appreciate Lars' part in sponsoring us to join PAIMA."

NetMove is committed to demonstrating a consistently high level of quality and recently received the Confirmation of Quality Assurance FAIM 2020. The company is also part of the Moving committee of ABEMMI (Brazilian Association of Experts in Migration and International Mobility), composed of global and national migration companies, moving companies, auditing and law firms and other professionals.

The committee focuses on the mutual understanding of current immigration laws and on the sustainability of the segment.



NetMove takes pride in being socially and sustainably responsible and is constantly seeking to contribute and take part in the preservation of the planet by reducing the environmental impact of its services and encouraging everyone to respect and preserve the environment. The company's facility in Osasco, Greater São Paulo, is fully adapted to use solar energy, all external areas are lit by solar lamps and a system of cisterns has been installed to allow the reuse of water. The company also participates and encourages all members of its team to join social and volunteer programs in the nearby community.

www.netmove.com.br

Are your clients demanding smart moving solutions?

Give them the bird.

RODI provides turnkey solutions that simplify your entire relocation process. We specialize in local and international home and office moves for corporate, government and private clients, as well as the transportation of automobiles. One point of contact - from move initiation to completion. RODI. The bird is the word.



Miami 305.863.9005 | Puerto Rico 787.647.1892 | rodicargo.com

PAIMA tonnage worldwide

The following table shows the tonnage exchanged between PAIMA members between 2 August, 2019 and 27 July, 2020.

Total Booked: 1,765 Total Booked Tonnage: 8,449,329

Booked 1,765

Booked Tonnage 8,449,329

TONNAGE REPORT					
Company	Total Booked	Booked Tonnage	Company	Total Booked	Booked Tonnage
RELOSMART LTD, Hong Kong, China	105	1,066,829	ORIENT INTL. RELOCATIONS, Kathmandu 11, Nepal	12	69,094
CARL HARTMANN GMBH & CO KG, Bremen D-28195, Germany	105	559,948	TEAMWORK INTL. MOVING, Osasco, Brazil	14	66,479
DEWITT MOVE WORLDWIDE, San Diego, USA	157	524,670	EDELWEISS SPEDITION, Martinez, Argentina	7	66,355
STEVENS INTERNATIONAL, Fort Wayne, USA	147	519,583	MYANMAR EXPRESS INTERNATIONAL MOVING SERVICES CO., LTD., Yangon, Myanmar	7	60,776
FORMULA GLOBAL MOBILITY, Doral, USA	74	495,212	JJ MARI INTERNATIONAL MOVERS, Caracas, Venezuela	11	58,988
AIRES, Pittsburgh, USA	125	480,922	P.M. RELOCATIONS PVT. LTD., New Delhi, India	43	48,048
G-INTER TRANSPORTES LTDA, Barueri / São Paulo, Brazil	106	409,796	GALLEON INT. SHIPPING CO. LTD, Aveley Essex, United Kingdom	7	45,720
RODI CARGO INTERNATIONAL, Miami, USA	56	307,240	MUDINMAR, Valencia, Spain	10	45,541
GERSON & GREY TRANSPORTES LTDA., Sao Paulo, Brazil	51	254,715	GLOBAL MOVING & STORAGE LTD, Yangon, Myanmar	16	44,625
NFB INTERNATIONAL RELOCATIONS AS, N-1340 SKUI (Oslo), Norway	47	221,102	UNIVERSAL RELOCATIONS INC., Parsippany, USA	8	43,974
SWISS GLOBAL MOVERS, Guatemala City, Guatemala	33	197,577	NEYGI MOVING SRL, Buenos Aires, Argentina	7	43,496
DEMECO SAS, Vincennes, France	47	188,376	EXPRESS TRANSPORTS, S.A., Lima, Peru	8	38,668
MAGNA THOMSON INTL MOVERS LTD., Johannesburg, South Africa	26	184,113	BURKE BROS MOVING GROUP LTD., Wolverhampton, United Kingdom	6	37,998
WICKMAN WORLDWIDE SERVICES, INC., Fishers, USA	38	170,869	GLOBAL PACKING INTERNATIONAL MOVERS LTDA, Rio de Janeiro, Brazil	13	37,995
GLOBAL INTERNATIONAL RELOCATION, Lisbon, Portugal	28	161,610	MOVING SYSTEMS S.A.C., Lima 1, Peru	9	35,201
FRIEDRICH KURZ GmbH, 35578 Wetzlar, Germany	33	156,010	MUDANZAS GOU, S. A. DE C. V., Azcapotzalco, Mexico	6	34,222
RODI CARGO INTERNATIONAL GROUP, Carolina, Puerto Rico	21	147,161	MASSTRANS FREIGHT L.L.C., DUBAI, UAE	8	30,706
SWISS MOVING SERVICE AG, 8952 Schlieren Zurich, Switzerland	21	142,841	BALBOA MOVERS, INC., Panama City, Panama	9	28,753
HUMBOLDT INTERNATIONAL, Boston (Canton), USA	29	137,711	MERCOVAN ARGENTINA SRL, Buenos Aires CP 1429, Argentina	6	27,899
DXI LOGISTICS LLC, Dubai, UAE	14	134,215	PIONEER MOVERS SDN BHD, Kuala Lumpur, Malaysia	10	27,045
GERSON RELOCATION LIMITED, Greater London, United Kingdom	36	128,955	SANCALSA INTL SERVICES, San Pablo Xalpa, Mexico	5	26,728
PT KELLYS EXPRESS, Jakarta Selatan 12850, Indonesia	25	115,828	ROYAL RELOCATIONS MALAYSIA, Selangor, Malaysia	7	25,872
SOBOLAK INTERNATIONAL GMBH, Leobendorf, Austria	35	109,722	EUROPEAN RELOCATION SERVICES, Marseille, France	4	24,470
UNIPACK GLOBAL RELOCATION, Carlsbad, USA	17	94,218	SMART RELOCATORS PTE LTD, Singapore, Singapore	8	24,465
AMR INTERNATIONAL RELOCATION, Shanghai, China	23	88,899	EUROPEAN REMOVAL & STORAGE CO., Taastrup, Denmark	4	20,163
MUDANZAS INTL GLOBAL, C.A., Caracas, Venezuela	36	88,122	CLINTUS NETWORK LIMITED, New Delhi, India	1	17,339
ORIENT EXPRESS FORWARDING PTY, Singapore, Singapore	31	80,853	A-CROSS CORPORATION, Tokyo, Japan	3	9,806
STAR INTERNATIONAL MOVERS, LLC, Dulles, USA	18	79,104	MAGNOLIA MOVING SRL, Rome, Italy	1	8,157
MULTI TRANSPORTES MEX, S.A. DE C.V., Mexico City, Mexico	11	72,622	CONOTE SERVICES LIMITED, Abuja, Nigeria	2	6,025
TIPPET RICHARDSON, Toronto, Canada	15	69,959	KOEMAN NIGERIA LIMITED, MAGBORO, Nigeria	1	5,788
			BOONMA MOVING & STORAGE CO LTD., Bangkok, Thailand	1	150



New PAIMA member in Spain

International relocation and shipping specialist WillMove Worldwide SLU has become the latest company in Spain to join the PAIMA network. The company, which began trading from its Madrid headquarters in 2004, has its roots firmly planted in the shipping industry where founder Thomas Willmott (pictured above left, with son Liam) spent several years working in Argentina and Brazil before moving the family to Spain in 2001.

Thomas remains CEO and has now been joined by his son Liam who works as international manager, having served his years of 'apprenticeship' working as a crew member from an early age and learning about every part of the business before taking a management role two years ago.

"I began working during the school holidays when I was about 12," said Liam. "It gave me a good grounding in the practical side of the business and when I reached 18 and started studying at university, my parents allowed me to work full-time in the office."

The company employs 24 full-time staff and has an additional warehouse in Guadalajara, 60km north-east of

Madrid. In 2016 the family-run business opened an office in Dartford, UK. "We only carry out international work, we don't do local or national moves," said Liam. "We're shipping experts and because of my father's background we have very good business relationships with shipping companies around the world and can negotiate the best rates. We also know how to deal with the ports and customs around the world and our bilingual staff are very efficient. They all speak English and Spanish and are experts in their field."

WillMove has recently seen an increase in shipments between Europe and Latin America, especially Ecuador, and is keen to expand its activity in the region. "Our sales manager is from Ecuador and we already do a lot of business there. I believe joining PAIMA will really help us to find new partners throughout South America and give us the opportunity to do reciprocal business there," said Liam.

WillMove Worldwide is also a member of IAM, AMSA, BAR (British Association of Removers) and has ISO 9001:2015 practices certification.

www.willmove.net

Universal Relocations Inc joins PAIMA



Universal Relocations Inc, based in New Jersey, has recently joined the PAIMA network. The company was founded in Chennai, India in 1998 by Sai Dattani. After successfully developing the company in India with five locations, Sai moved to the USA in 2011 and established Universal's present HQ in New Jersey. The company, which is now managed by Sai's daughter Anu Dattani (pictured above), has four offices in the US, with around 250 employees worldwide.

"We ship around 1,000 TEUs a year between India and the USA alone," said Anu. "Most of our customers are private individuals and their families emigrating to the US, but we also handle moves for large corporations and government departments." As well as shipping full container loads, Universal Relocations also operates a weekly groupage service to India, Australia, UAE and the UK.

"I am keen to do more business in Latin America and by joining PAIMA I'm hoping to build new relationships with companies in that region. I was really impressed by the way PAIMA recognizes members' efforts by publishing the tonnage reports. It's not something most of the other trade organizations do and I'm looking forward to seeing my company's traffic included and attracting new partners."

Universal Relocations Inc is also a member of FIDI (India), IAM and AMSA.

www.universalrelocations.com



CONROY REMOVALS

HELPING YOU MOVE AHEAD

Your One Stop Shop Down Under

With over 45 years experience in the Australian and New Zealand markets there isn't much we haven't seen. Through all of this, Conroy Removals continues to demonstrate its dependability by delivering confidence to you and your valued clients.

AUSTRALIA

rates@conroyremovals.com.au
conroyremovals.com.au
facebook.com/conroyremovalsaus

NEW ZEALAND

rates@conroy.co.nz
conroy.co.nz
facebook.com/conroyremovalsnz

PAIMA

CALLING
ALL
MEMBERS!



The **PAIMA Report**
relies on your stories.

If you have anything you
would like to tell your

PAIMA partners: new members
of staff, new services, new facilities,
charitable activities, and your thoughts about
the industry in general, please tell *PAIMA*
Report, and we'll tell everyone else.

Please send your information,
and photographs, to the editor,
Steve Jordan, at
steve@thewordsworkshop.co.uk.



It's Your World. We'll Move It.

THE DEWITT COMPANIES



The DeWitt Companies is an integrated network of five sister companies that provides logistics services for corporate, government and NGO clients all over the world.

- **DOD, GSA, NGO-approved**
- **Customized Logistics Solutions**
- **Specializing in Hawaii, Guam and Alaska**

DEWITTMOVE.COM
info@dewittmove.com

Proud member of



Focus on Orlando

It was a sad day when the PAIMA Board decided to cancel the San Diego conference, but the whole Board had been meeting 'virtually' twice a month since March and the decision eventually became clear to postpone the event and the Board of Directors elections.

2020 will not count towards the PAIMA by-law that requires every member to attend at least every other conference. A major factor in the decision was the results of the SurveyMonkey survey of members which made it clear that it was impractical for many members to attend, which meant there was real doubt that the required quorum for the meetings would be achievable.

But, if you do have to postpone your conference, as did almost everyone else this year, what better place to look forward to going in 2021 than Orlando. Now of course it's not all Micky Mouse and fairy castles, there is some work to be done as well while we are there, but just being there has got to bring out the 'big kid' in just about everyone hasn't it?

Of course, nobody knows what the world will look like in October 2021, but if ever there was a time for thinking positively, now must be it. So, let's let our minds drift just a little, to a place where the sun is hot, the air is clear and the welcome will be as warm as the weather. Lovely!

And there will be plenty to talk about with two years of catching up to do, both in the meeting room and in the bar after. And if PAIMA is famous for anything, it's got to be the conference parties; they certainly know how to throw a shindig. Don't miss it. Keep your eyes glued on the *PAIMA Newsflash* and *PAIMA Report* for the latest information and let us all look forward to a brighter future and more settled times.

Meanwhile, enjoy looking at a few pictures from the past: we'll be back together in no time.



New member in Oman

Allied Logistics, based in Oman's capital Muscat, is now a member of the PAIMA network.

The company was founded by its current owner and manager Marcus Maguire in 2013 and now employs 23 people. Marcus has a long association with Oman having been brought-up in the country when his father worked there in the 80s and 90s.

"I came back to Muscat about ten years ago and worked for a large freight forwarding company where I managed their relocation

department for three years," said Marcus.

"Before that I ran my own transport company, I guess I've always felt more comfortable working for myself." Allied's core business is the expat market, moving assignees between Oman and the rest of the world.

"We do a lot of moves to the UK and Europe, but we ship to pretty much anywhere in the world, especially the Americas, Australia and India," said Marcus. "It's mainly outward-bound work, but we're happy to handle incoming shipments too, which is one of the reasons we joined PAIMA."

As well as international work, Allied Logistics specializes in moving fine art and antiques, mainly for museums in Oman. Other work includes corporate office moves for banks and other large organizations, as well as private moves for families relocating locally.

"We joined PAIMA to develop our international network, especially in South America," said Marcus. "I believe PAIMA is one of the better trade organizations in our industry and I am delighted Allied has become a member."

Allied Logistics is also a member of the International Association of Movers (IAM).
Picture: Members of the Allied Logistics team.

www.alliedlogistics.co.om



Complete Origin & Destination Service

Specializing in the U.S. & Caribbean

Among many of our services we provide: Heavy Machinery, Specialized Crating and Rigging

We will take care of everything for you, such as:

- Origin service
- Customs clearance
- Ocean freight
- Documentation
- Destination service
- Storage service

We respect your privacy and relationships with your customers

- Certified by the US Department of Defense
- LTL Consolidated service



Rosa del monte
WORLDWIDE MOVERS

International, Interstate and Local Movers
Established 1968



Scan the code
for more info

www.larosadelmonte.com
contact@larosadelmonte.com

Offices and Warehouses:

Massachusetts:
(508) 752-4019

California:
(888) 605-6262

Texas:
(214) 492-6387

Puerto Rico:
(787) 780-5775

Miami:
(305) 884-7470

Pennsylvania:
(215) 203-8000

Connecticut:
(203) 333-3373

New York:
(718) 991-3300

Ohio:
(216) 961-8900

Dominican Republic:
(809) 685-6256

Orlando:
(407) 859-6262

Illinois:
(773) 745-1608

PAIMA MEMBERS



2020

Argentina

- ARGENVANS TRANSPORTES
- EDELWEISS SPEDITION
- MERCOVAN ARGENTINA SRL
- NEYGI MOVING SRL

Austria

- SOBOLAK INTERNATIONAL

Bolivia

- EXPRESS CARGO SERVICES S.R.L.
- INBOLPACK SRL
- TOTAL BOLIVIAN MOVERS

Brazil

- ATLANTIS INTERNATIONAL
- BRAZIL LINK MUDANCAS LTDA - ME
- COSMOPOLITAN TRANSPORTES LTDA
- G INTER (GRANERO INTERNATIONAL)
- GERSON & GREY TRANSPORTES LTDA
- GLOBAL PACKING INTERNATIONAL MOVERS LTDA
- NETMOVE ASSESSORIA INTERNACIONAL LTDA
- TEAMWORK INTERNATIONAL MOVING

Canada

- CANADIAN ASSOCIATION OF MOVERS (CAM)
- INTERCONTINENTAL VAN LINES, INC
- OUTAOUAIS MOVING INC
- TIPPET RICHARDSON

Chile

- ALS MOVERS (CHILE) S.A.
- REMSSA S.A.

China

- AMR INTERNATIONAL RELOCATION
- NEWLAND INTL MOVING

Colombia

- JB LOGISTICS LTDA
- TRANSPACK LTDA

Costa Rica

- ABC MUDANZAS
- APA WORLDWIDE MOVERS

Denmark

- EUROPEAN REMOVAL & STORAGE CO

Dominican Republic

- L&G INTERNATIONAL MOVERS, S.A.
- LA ROSA DEL MONTE
- LATINO EXPRESS, S.A

Egypt

- EXPRESS INTL GROUP

El Salvador

- MUDANZAS INTERNACIONALES, S.A. (MUDISA)

Ethiopia

- GREEN INTERNATIONAL LOGISTICS

France

- DEMECO SAS
- EUROPEAN RELOCATION SERVICES
- GROUPE BERTON INTERNATIONAL
- LES GENTLEMEN DU DEMENAGEMENT
- NEER SERVICE FRANCE

Germany

- CARL HARTMANN GMBH & CO KG
- FRIEDRICK KURZ GMBH
- HENK INTERNATIONAL
- SCHENKER DEUTSCHLAND AG

Guatemala

- SWISS GLOBAL MOVERS

Honduras

- MUDANZAS AIRLIFT INTERNATIONAL
- MUDANZAS INTERNATIONAL

Hong Kong

- RELOSMART

India

- CLINTUS NETWORK LIMITED
- LINKINDIA LOGISTICS PVT LTD
- P.M. RELOCATIONS PVT LTD
- SERVILE RELOCATIONS PRIVATE LIMITED

Indonesia

- ACE INTERNATIONAL
- PT KELLYS EXPRESS

Ireland

- CARELINE

Israel

- SONIGO INTERNATIONAL SHIPPING & MOVING

Italy

- BLISS MOVING & LOGISTICS
- MAGNOLIA MOVING SRL
- T&T SERVICES INTL

Japan

- A-CROSS CORPORATION
- KOKUSAI EXPRESS

Jordan

- JORDANIAN COAST CARGO SERVICES

Latvia

- FF INTERNATIONAL MOVERS

Malaysia

- PIONEER MOVERS
- ROYAL RELOCATIONS MALAYSIA

Mexico

- AUTOTRANSPORTES INTERNATIONAL
- CIME COMPANIA INTERNACIONAL DE MUDANZAS Y EMBARQUES SA DE CV
- MEXPACK INTERNATIONAL REMOVALS
- MORENO INTERNATIONAL, S.A. DE C.V.
- MUDANZAS GOU
- MULTI TRANSPORTES MEX, S.A. DE C.V.
- SANCALSA INTERNATIONAL SERVICES
- TRAFIMAR RELOCATION SERVICES, S.A. DE C.V.
- TRANSCONTAINER

PAIMA MEMBERS



2020

Myanmar

- GLOBAL MOVING & STORAGE LTD
- MYANMAR EXPRESS INTERNATIONAL MOVING SERVICES CO. LTD

Nepal

- ORIENT INTL. RELOCATIONS

New Zealand

- CONROY REMOVALS LTD

Nicaragua

- MUDANZAS MUNDIALES, S.A.

Nigeria

- JESHAM LOGISTICS LTD
- CONOTE SERVICES LTD

Norway

- NFB INTERNATIONAL RELOCATIONS

Oman

- ALLIED LOGISTICS

Panama

- BALBOA INTERNATIONAL, S.A
- BIU LOGISTICS
- PANAMA INTERMOVING RELOCATIONS

Paraguay

- ASUNCION VANPACK SRL

Peru

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

Philippines

- GOETZ MOVING & STORAGE, INC

Portugal

- PREMIER INTERNATIONAL MOVERS
- GLOBAL INTERNATIONAL RELOCATION

Puerto Rico

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

Russia

- M & TM FREIGHT

Saudi Arabia

- MOVE ONE RELOCATIONS, SAUDI ARABIA LTD

Singapore

- CROWN LINE PTY LTD
- GEOMETRA WORLDWIDE MOVERS PTE LTD
- ORIENT EXPRESS FORWARDING PTE LTD
- SMART RELOCATORS PTE LTD

South Africa

- MAGNA THOMSON INTERNATIONAL MOVERS (PTY) LTD

South Korea

- HIGH RELOCATION WORLDWIDE - KOREA
- PUMYANG SHIPPING CO. LTD

Spain

- GRUPO AMYGO, S.A.
- MUDINMAR MOBILITY
- PASSER MOVERS SL
- WILLMOVE WORLDWIDE SLU

Sri Lanka

- TRANS-GLOBAL RELOCATIONS (PVT) LTD

Switzerland

- SWISS MOVING SERVICE AG

Thailand

- BOONMA MOVING & STORAGE

The Netherlands

- GLOBAL MOVING AND STORAGE
- SCHMIDT GLOBAL RELOCATION BV
- TRIGLOBAL BV

U.S. Virgin Islands

- BOB LYNCH MOVING & STORAGE, INC

United Arab Emirates

- DELIGHT INTERNATIONAL MOVER LLC
- DXI LOGISTICS LLC
- FUSION SPECIALIZED SHIPPING
- ISS WORLDWIDE MOVERS
- MASSTRANS FREIGHT LLC

United Kingdom

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

Uruguay

- INTERTRAFIK SRL

USA

- AIR ANIMAL PET MOVERS
- AIRES
- BLASON INTERNATIONAL

USA (continued)

- DEWITT MOVE WORLDWIDE
- FORMULA GLOBAL MOBILITY
- HUMBOLDT INTERNATIONAL
- INTERAMERICAN MOVERS & FORWARDERS LLC
- JOHNSON INTERNATIONAL
- LA ROSA DEL MONTE USA
- MITCHELL MOVING & STORAGE
- NEW HAVEN MOVING EQUIPMENT
- PLANES MOVING & STORAGE
- RELOCATION INSURANCE GROUP
- ROADRUNNER, LTD
- RODI CARGO INTERNATIONAL
- SENTRY INTERNATIONAL - DBA SUDDATH INTERNATIONAL
- STAR INTERNATIONAL MOVERS, LLC
- STEVENS INTERNATIONAL
- TG INTERNATIONAL INSURANCE BROKERAGE, INC
- UNIPACK GLOBAL RELOCATIONS
- UNIVERSAL RELOCATIONS, INC
- WICKMAN WORLDWIDE SERVICES, INC
- WITHERS WORLDWIDE

Venezuela

- EQUIXPRESS, C.A.
- J J MARI INTERNATIONAL MOVERS
- MUDANZAS INTERNACIONALES GLOBAL, C.A.

Vietnam

- ASIA PRIME RELOCATION

Zimbabwe

- CHAVILON INTERNATIONAL MOVERS & LOG. LTD.

PAIMA REGIONAL DIRECTORS



Region I - North America - Canada & Mexico

Alexandra Schmidt

Mexpack International Removals
Mexico City, Mexico
Email: info@mexpack.com

Jeff Nadeau

Dewitt Move Worldwide
California, United States
Email: JeffN@Dewittmove.com

Region II - Central America & Caribbean

Fabian Ortiz

APA Worldwide Movers
San Jose, Costa Rica
Email: fortiz@apaworldwidemovers.com

Region III - South America

Andreas Lindinger

ALS Movers (Chile) S.A.
Santiago, Chile
Email: alindinger@alsmovers.cl

Region IV - Europe

Bjorn Carlsen

NFB International Relocations AS
Norway
Email: bjorn.carlsen@nfbir.com

Region V - Africa

Kehinde Arowoselu

Koeman Nigeria Limited
Lagos, Nigeria
Email: arowoselu@koemannigeria.com

Region VI - Middle East

Benson Davis

Fusion Specialized Shipping & Logistics
Dubai, UAE
Email: benson.davis@fusionshipping.com

Region VII - Asia

Arvind Joshi

Clintus Network Limited
New Delhi, India
Email: arvind@clintus.com

Sudeep Shah

Orient International Relocations
Kathmandu, Nepal
Email: moving@orientfreightgroup.com

Region VIII - Australia/New Zealand

Fiona Conroy

Conroy Removals
Auckland, New Zealand
Email: fionac@conroy.co.nz