PAIMA REPORT

Issue 3, 2017





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Beach Pg 18

Starting again in Puerto Rico Pg 26

The Magazine of the Pan American International Movers Association















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E: lars@teamworkintl.com.br



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



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



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E: m.tischer@carl-hartmann.de



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Director.
Coco's International Movers, USA
E: mscalia@cocomovers.com



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



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

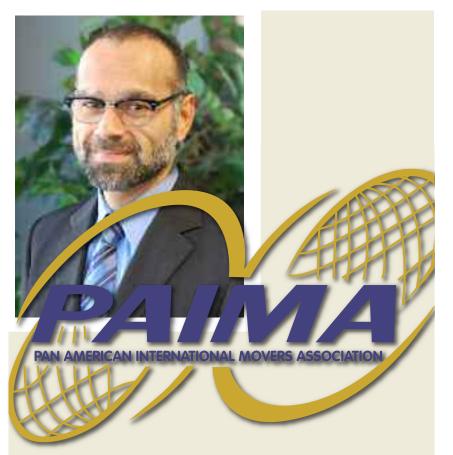
PAIMAREPORT

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PAIMA Regional Directors



Shortly before this issue of *PAIMA Report* went to press the Board learned that, owing to a change in his personal circumstances that has led him to accept a new challenge with a non-PAIMA member company, Jose Marrero has found it necessary to resign as PAIMA president.

Jose has been a member of the PAIMA family for many years and has made many friends in the organization. For the last three years he has served as PAIMA president, a role he performed with a rare blend of poise, charm and authority. The Board would like to thank Jose for his guidance and professionalism over the last three years. During that time he has led PAIMA through a change of executive director, a move to a new office, three successful conferences — San Diego, New Orleans and Long Beach — and a period of exceptional growth.

"It is with a somewhat heavy heart that I am submitting my resignation to my post as president of PAIMA," said Jose. "The past few weeks have been very difficult for me as I deliberated the direction of my career and whether it would be best served as president of such a prestigious association. It has been an honor to be part of the PAIMA family for so many years and the experience has been very rewarding and productive. I wish the very best for the Board and all members of PAIMA. So long, until our paths should meet again."

Until further notice, Jose's PAIMA duties will be performed by Lars Lemche, the vice president. On behalf of the Board and all PAIMA members, Lars offered Jose his thanks for a job well done, his continued friendship and his best wishes for the future and, of course, a very merry Christmas.



Letter from the Editor

nother year comes flying to a close and, without even giving us time to catch our breath, we'll be hurtling through 2018 and the adventures it holds in store. For some that prospect might be exciting, for others, a little worrying; but for us all there will be disappointments and joys. I wish you more of the latter.

This year PAIMA has been successful in recruiting many more members, some of which I have featured in *PAIMA Report* throughout the year. There are, however, a few that are yet outstanding so, if your company has joined PAIMA in the last 12 months, but has not been featured in these pages, please contact me so we can give you the exposure to which you are entitled.

Thank you to all those who have contributed articles this time. I made a plea at the conference for you to send in more stories and some of you have heeded my call. But please keep them coming: new members of staff, new services, new facilities, personal or corporate achievements, interesting comments and your own stories are all, potentially, suitable for publishing. Please send them through to me and do not let language be a barrier. Do, however, try to include some really good photos to help make our pages look pretty.

I enjoyed the conference in Long Beach, particularly the Scavenger Hunt which everyone attacked with typical PAIMA enthusiasm. I can think of organizations in which such madness would have fallen very flat, but not PAIMA. Congratulations on your lunacy!

Enjoy reading. Merry Christmas.

Regards Steve Jordan, Editor



Joleen Lauffer promoted at Aires

ires has announced the promotion of Joleen Lauffer to the role of executive vice president. This new role will increase her corporate responsibilities within the company.

Aires CEO Bryan Putt said, "Joleen has been a big part of Aires' success and growth over the past several years. Her vision and ability to shape our technology offerings to meet our clients' needs has helped us in a big way. We look for great things to come out of this promotion and her increased responsibilities."

Joleen joined Aires in 1997 and has previously served in leadership roles in operations, business development and client management with the company. "There is no longer a line between customer service and technology as the two come together to form the customer experience," she said.

Joleen has a real estate license and has earned the CRP and GMS designations from the Worldwide ERC®. She is a graduate of the Business and Spanish programs at Washington & Jefferson College.

Additionally, she recently graduated from Carnegie Mellon's CIO Institute.

Fernanda Viana joins Glnter

Inter (Granero International) in Brazil has announced the appointment of Fernanda Viana as the company's international sales manager focussing on the company's offices in São Paulo, Miami and Rio de Janeiro. Fernanda has ten years of experience in the mobility industry.



Big Ted takes on Panama

n August 22, the Panama Canal welcomed the largest capacity vessel to ever transit its expanded locks, the CMA CGM Theodore Roosevelt (below). The Neopanamax containership was on a voyage from Asia to the US East Coast.

The CMA CGM Theodore Roosevelt has a Total TEU Allowance (TTA) of 14,855 and measures 365.9 meters in length and 48.2 meters in beam. To put the scale of this huge ship into perspective, its length is roughly the equivalent of laying end-toend two Great Pyramids of Giza, four Big Bens, or eight Statues of Liberty.



Kuwait customs

ustoms rules have changed in Kuwait. With effect from 19
October it is a requirement for all FCL and LCL shipments, import and export to and from the country to be palletized.

If cargo is found to be non-palletized on custom inspection the cargo will be stopped by customs and a penalty fee of KD80 (US\$264) imposed, payable directly by the customer. Additional service charges will apply. Cargo will not be released until the charges have been paid.



n Sunday, October 22, 2017
Humboldt Storage and Moving, in Canton, Massachusetts held its 6th Annual Humboldt Truck Pull to benefit Special Olympics
Massachusetts at the Irish Cultural
Center in Canton. The event raised over US\$16,200 and has raised
US\$82,000 in total. The funds raised help support more than 13,000 individuals with intellectual disabilities.

The truck pull involved nine teams of ten in each pulling a full-sized Humboldt tractor trailer, a Humboldt box truck, a Fallon ambulance, and a Town of Stoughton fire engine.

Each ten-person team pulls a 26' straight truck (around 18 tons), 40' tractor trailer unit (around 25 tons) and a firetruck loaded with water (around 20 tons). A three-person team then pulls a four-ton ambulance. Each team pulls each vehicle twice and their best score is recorded.

Teams came from all walks of life, including team members from Humboldt, RSM, Fallon Ambulance Service, Hajjar's Bar & Grille, the Boston Irish Wolfhounds Rugby Club, the Bishop Feehan Football team, and newcomers: The Iron Addicts. The team with the lowest pull average is the winner. This year's (undefeated) winner was 'Hajjar's Heroes' of Hajjar's Bar & Grille in Weymouth.

The Humboldt Truck Pull also featured a free 'Touch A Truck' family-friendly exhibition and great local raffles prizes. The 'Touch A Truck' exhibition provided a unique opportunity for children to explore and climb on vehicles of all types – public service, emergency, utility, construction, transportation, and delivery – blowing horns and sirens. This year the 'Touch A Truck' exhibition also featured classic cars thanks to the Spindles Auto Club of Weymouth.

If you'd like to donate, please visit: www.humboldttruckpull.com



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PAIMA in the California sun

t was in the warm October
California sunshine that the PAIMA
delegates gathered once again,
this time for the organization's 33rd
annual convention. It's the highlight
of the PAIMA calendar and greatly
anticipated by the enthusiastic
members. PAIMA 2017, at the Hyatt
in Long Beach, was not about to
disappoint.

Golf has become the herald for the conference in recent years. A day of wafting and scrabbling for some, 250-yard drives and perfect reading of the greens for others. Nothing too serious, just great fun for all.

Then back for welcome drinks and nibbles back at the hotel: catching up with friends, meeting new members, and warming up, within the luxury of the Hyatt, for business the next day.

PAIMA President Jose Marrero opened the business proceedings followed by Aida Robles with the minutes of last year's business sessions, PAIMA Treasurer George Naumann with his financial report, an office report from Tony Tremols, Lars Lemche described the PAIMA tonnage system and encouraged everyone to use it, there was a panel discussion with speakers from the UK,

Guatemala and India, and Don Snyder, Director of Business Development at the Port of Long Beach, the guest speaker, who was informative and entertaining. Business concluded on day two with votes on new proposals and the annual prize-giving ceremony. All these items are reported in detail within these pages.

For the first time, PAIMA included an IMCstyle, one-to-one networking session which was a great success and very well attended.

Perhaps the highlight of the social scene this year was the Amazing Race Scavenger Hunt, held after work on Saturday. This involved much running around Long Beach, taking videos and doing silly things. If it had rained (what, in California!), or if people hadn't joined in, it could have been a disaster but, in true PAIMA style, people did join in and it was a remarkable success.

The conference closed on a high note too with dinner and dancing to *The Calphonics* who had first performed for PAIMA in San Diego two years ago.

The music was every bit as good as it had been first time around and the PAIMA dancers were out in force, wearing out the dancefloor and having a ball.

PAIMA wishes to thank all those speakers who shared their knowledge and their passion during the business sessions; the sponsors who contribute so much to making the conference special and memorable for everyone; and, mostly, all those delegates who joined in, worked hard, had fun and helped to make the 2017 PAIMA conference in Long Beach a success.





AIMA President Jose Marrero started the business side of the 2017 conference saying how wonderful it was to be with everyone in the fascinating city of Long Beach. Jose explained that Long beach is not only one of the largest shipping ports in the world but is the 7th most populous city in California and the 36th in the USA.

Jose thanked the PAIMA Board members for their support throughout the year, especially Antonio Tremols, PAIMA Executive Director, for putting together such an interesting and enjoyable conference program for the delegates.

With that Jose introduced the roll call.





Minutes of the 32nd general assembly

ida Robles (right), a member of the PAIMA Board, made the formal reading of the 32nd annual convention in New Orleans that opened on October 19, 2016. The minutes were approved by the delegates present.



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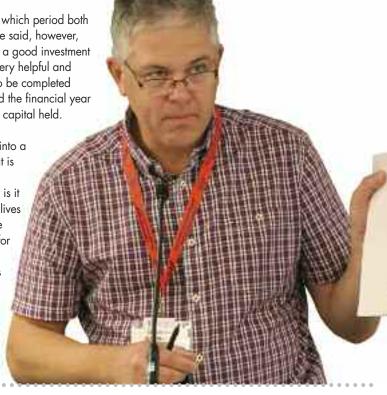
Treasurer's Report

eorge Naumann, the PAIMA treasurer, presented a brief financial report in Long Beach. Each delegate was given a written report that included all the detailed figures for them to study. George said that the figures were very positive as income was higher than expected because of the record attendance at the conference in New Orleans and increased advertising in PAIMA Report. "We are very happy that so many people attended," he said. "We also had a high attendance at our closing party which is open for visitors to attend."

Expenses were a little higher than expected too, mainly because the cost of running the conference had increased to cater for more people attending. PAIMA had also incurred higher salary costs as there had been a period of handover from Michelle St Cyr to

Antonio Tremols during which period both had been paid. George said, however, that he felt that this was a good investment as Michelle had been very helpful and enabled the transition to be completed smoothly. PAIMA ended the financial year with a small increase in capital held.

PAIMA recently moved into a new office in Miami that is better located than the previous one. Not only is it close to where Antonio lives but it is very close to the airport making it ideal for visitors. It's in a very pleasant location and is available for PAIMA members to use whenever they are passing through.















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Antonio Tremols sets the scene

AlMA Executive Director,
Antonio Tremols, welcomed
everyone to the conference and
took some time to explain the
program and to thank the sponsors
for their support. Tony said that it
was really an honor to be with so
many people from all parts of the
world and he thanked them for
attending.

Tony said that the schedule would include: the Amazing Scavenger Hunt, which looked

like being a lot of fun; the presentation of the tonnage awards; the announcement of the winner of the Juan Peralta Ecology award; the one-to-one networking central; and introductions from all of the 17 new members who had joined PAIMA this year.

He repeated the treasurer's invitation to all members to use the facilities at the new office in Miami. He said that if anyone was passing through Miami, with a little time to spare, they should give him a call and he would make sure they were looked after

The sponsors of the 2017 PAIMA convention were:

Diamond

Teamwork International Moving

Platinum

- Galleon International
- Air Animal

Gold

- Aires
- Carl Hartmann
- Trafimar Relocation Services
- Conroy Removals

Silver

- AMR International Relocation
- Autotransportes Internacionales
- Cocos International Movers
- Moving Systems SAC
- Mudanzas Gou
- Multi Transportes Mexico

- Rodi Cargo International Group
- Suddath
- Swiss Moving Services
- Wickman Worldwide Services

Bronze

- Gerson & Grey Transports
- High Relocation Worldwide
- TG International Insurance Brokers







New Members

AIMA has attracted 17 new members in the last 12 months.
All those attending the conference in Long Beach were given the opportunity of addressing the group to introduce their companies.

New members in the 12 months to September 2017:

- A) AMR International Relocation China
- **B)** Blu Logistics Relocation & Moving Services Panama
- C) Boonma Moving & Storage Thailand
- D) Henk International Germany
- F) ISS Worldwide Movers LIAF
- F) Smart Relocators Singapore
- **G)** Terra Moving Russia

- H) Pioneer Movers Malaysia
- I) Kokusai Express Japan
- J) Total Moving Storage LLC UAE
- K) Demeco SAS France
- L) Integrated Logistics Qatar
- M) Fusion Specialized Shipping UAE
- N) Careline Ireland
- Chavilon International Movers & Log. Ltd. - Zimbabwe
- P) MCS Lojistik International Turkey
- Q) Relosmart Hong Kong

Please Note: There are new members who are not represented in the photographs simply because they were unavailable for the conference.









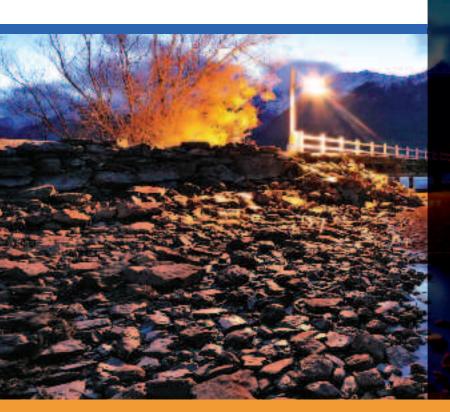












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ars Lemche, PAIMA Vice
President, explained the way
in which the tonnage
reporting system works
between members. This was
partly for the benefit of new
members but, as Lars pointed
out, only 30% of the existing
members are using the system
properly.

Lars did a brief demonstration of the system. He said that a shipper simply had to log in using the password provided by PAIMA, add in the company name, the agent at destination, the tonnage as declared on the Bill of Lading, the month the shipment left the port and the name of the shipper. The shipper's name was required for verification purposes as the PAIMA office randomly checks a proportion of the shipments to ensure that they are being properly declared.

He said that it was very simple and had advantages both for PAIMA and the booker of the tonnage. If PAIMA could demonstrate a high and growing level of tonnage it would enhance the status of the organization within the industry and encouraged new members to join. For the booker, recording tonnage demonstrates that the company has outbound tonnage. "If I were looking for an agent I would want to know that they have outbound tonnage and that I

might stand a chance of getting something in return," said Lars. "Please take advantage of the system. It was built for your benefit and you could end up getting some business back from it."

The discussion continued with delegates querying why it was necessary to include the shipper's name as, in some cases, this would be confidential. Lars explained that this was the way the system was set up and, at present, it was a required field on the system. It is not possible, however, for a competitor to see any of the information entered as it is password protected.

He said that shippers should declare only international, deep-sea, household goods shipments. Currently the system will not accept consignments by road even if they are international. That is under review and it might be possible to include overland consignments in the future – but not now.

Lars closed by repeating his appeal for all members to use the tonnage reporting system fully: it was simple and quick to use and provided benefits for the whole organization.





2017

onnage is at the heart of any moving association and an illustration of the close working relationships and trust between members. PAIMA is extremely proud of the volume of traffic that its members exchange throughout the year and honors, in particular, those who have contributed most to the system.

Although there can be only a handful of prize winners, every pound of traffic exchanged within the network is valuable and greatly appreciated. In addition, PAIMA is delighted to acknowledge its Tonnage Stars, the companies who have participated in tonnage reporting this year, thereby helping measure the level of activity and providing a clear record of the group's strength and importance in the moving industry worldwide.

- A lst Place Winners USA
- B Ist Place New Members
 AMR International Relocation
- Carl Harmann GmbH & Co KG
- Overall Reported Tonnage
 Ginter
- 2nd Place Winners Oceania
 Global Moving & Storage Ltd
- F Ist Place Winners Asia PT Kellys Express
- Ist Place Winners Central

 G America & Caribbean
- Rodi Cargo International Group
- H Ist Place Winners Africa
 Magna Thomson International Movers
- Ist Place Winners South America
 Teamwork International Moving
- Ist Place Winners Mexico & Canada

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NEW MEMBERS			
1st Place	AMR INTERNATIONAL RELOCATION	166,920	
2nd Place	PIONEER MOVERS SDN BHD	80,977	
OCEANIA			
1st Place	CHESS J WILSON REMOVALS	36,819	
2nd Place	GLOBAL MOVING & STORAGE LTD	29,597	
ASIA			
1st Place	PT KELLYS EXPRESS	907,896	
2nd Place	ORIENT EXPRESS FORWARDING PTY	270,758	
AFRICA			
1st Place	MAGNA THOMSON INTL MOVERS LTD	273,744	
2nd Place	NONE		
CENTRAL AMERICA & CARIBBEAN			
1st Place	RODI CARGO INTERNATIONAL GROUP	614,862	
2nd Place	PANAMA INTERMOVING RELOCATIONS	177,263	
USA			
1st Place	AIRES	1,114,403	
2nd Place	WICKMAN WORLDWIDE SERVICES, INC	310,904	
MEXICO & CANADA			
1st Place	TRAFIMAR RELOCATION SERVICES	507,297	
2nd Place	MUDANZAS GOU, S.A. DE C.V.	151,137	
SOUTH AMERICA			
1st Place	TEAMWORK INTL MOVING	284,085	
2nd Place	MUDANZAS INTL GLOBAL, CA	268,362	
EUROPE			
1st Place	CARL HARTMANN GMBH & CO KG	1,190,693	
2nd Place	NFB INTERNATIONAL RELOCATIONS AS	402,372	
OVERALL HIC	CHEST TONNAGE REPORTED	1 000 400	

GINTER (GRANERO INTERNATIONAL)



Recognition for members in each country that have participated in tonnage reporting this year.

Argentina

MERCOVAN ARGENTINA SRL ARGENVANS TRANSPORTES INTL. S.A.

ATLANTIS INTERNATIONAL GERSON & GREY TRANSPORTES LTDA. GLOBAL PACKAGING INTL. MOVERS LTDA.

Chile

ALS MOVERS (CHILE) S.A.

El Salvador

MUDANZAS INTL S.A. (MUDISA)

EUROPEAN RELOCATION SERVICES

Germany

FRIEDRICK KURZ GMBH

Honduras

MUDANZAS INTERNATIONAL

India

P.M. RELOCATIONS PVT. LTD.

Japan

A-CROSS CORPORATION KOKUSAI EXPRESS CO. LTD.

Latvia

FF INTERNATIONAL MOVERS

Mexico

AUTOTRANSPORTES INTL. S DE R.L. DE C.V. CIA. INTERNACIONAL DE MUDANZAS Y USA **EMBARQUE**

MEXPACK INTERNATIONAL REMOVALS MULTI TRANSPORTES MEXICO S.A. DE C.V. SANCALSA INTERNATIONAL SERVICES

Nepal

ORIENT INTERNATIONAL RELOCATIONS

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

Portugal

GIOBAL INTERNATIONAL RELOCATION

Philippines

GOETZ MOVING & STORAGE, INC.

Qatar

INTEGRATED LOGISTICS, QATAR

South Korea

HIGH RELOCATION WORLDWIDE

Spain

MUDINMAR

Switzerland

SWISS MOVING SERVICES AG

Thailand

BOONMA MOVING & STORAGE CO. LTD.

United Arab Emirates

ISS WORLDWIDE MOVERS TOTAL MOVING AND STORAGE LLC

United Kingdom

BURKE BROS MOVING GROUP LTD. GALLEON INTERNATIONAL SHIPPING CO. LTD.

COCO'S INTERNATIONAL MOVERS, INC. HUMBOLDT INTERNATIONAL RODI CARGO INTERNATIONAL UNIPACK GLOBAL RELOCATIONS

1,290,498

BOONMA: Juan Peralta Ecology Award winner, 2017



OONMA Moving and Storage from Bangkok, Thailand, won the 2017 Juan Peralta **Ecology Award at the PAIMA** annual conference in Long Beach. The company prides itself as being Thailand's 'Green Mover' having built environmentally friendly methods into its operations, including the office environment, transport, packing materials and staff training programs as part of its 'Go Green Moving' concept.

Think Globally. Act Locally.

As part of BOONMA's ongoing commitment to improving the environment by using less energy and creating less waste, the company has adopted practices that preserve natural resources. These include:

1. Green Office

The company's founders, Mr Boonma and Mrs Pairoah Pungthong, are tree lovers. Trees play a crucial role in the environment so the company has planted over 50 trees in front of the office. Staff make sure they are watered and healthy. Together these trees have the ability to absorb around 50,000 kg of CO_2 as they grow and they look lovely too.

2. Car Pooling

BOONMA's employees have formed a car pool to share the transport to and from work each day. This has allowed 20 members of staff to leave their cars at home rather than using them to get to work. The company has worked out that this will reduce CO₂ emissions by around 9,600 Kg per year and save approximately 12,000 liters of fuel. It also reduces congestion, thereby reducing fuel consumption for other road users as well.

3. Drivers and Staff Training Program

BOONMA's drivers and staff have undergone advanced driving training which encourages better driving skills and leads to the use of less fuel. BOONMA's drivers were selected to participate in the competition because of their qualifications and driving performance record. The training was organized by Thailand's Department of Transport and Isuzu. The company is committed

to focusing on developing safe driving techniques to help reduce the number of road accidents. This approach also helps reduce fuel consumption and CO₂ emissions.

4. Fleet Maintenance Program

Routine maintenance helps to improve fuel economy and reduce CO_2 emissions.

BOONMA ensures that its vehicle engines, tires, fuel filters, etc. are well maintained. In addition, BOONMA's fleet includes many dual-fuel vehicles, further reducing carbon emissions.

5. Packing Materials

Used packing materials are reused when possible for local moves. This has reduced the company's consumption of packing materials – cartons, wrapping paper, cardboard, blankets, bubble wrap, etc. - by as much as 100 tons a year.

6. Lift Vans, Crates and Pallets

BOONMA repairs, fumigates and recycles around 56 tons of lift vans, crates and pallets from the inbound LCL and air shipments, every year. This significantly reduces the need to fell trees while maintaining international standards of packing for all outbound shipments.

7. Electronic Documents and Paper Recycling

Wherever possible, BOONMA uses e-mail rather than hard copy. The management and staff are encouraged to archive closed files electronically, with any paper from the original file being shredded and recycled. The non-confidential shredded paper is used as packing materials, e.g. for additional protection for the corners of furniture, picture frames, etc.

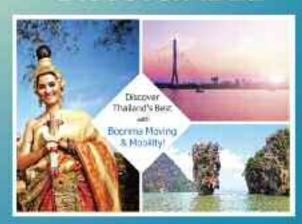
Thailand's 1st Green Mover

To highlight its Green Mover policy, BOONMA gave its distinctive green bags to the staff during the Christmas Party, encouraging them to be more sensitive to the environment and reduce the use of plastic and paper bags by using recyclable materials.

Tiddy Teerawit (above centre) receives the Juan Peralta ecology award 2017 on behalf of Boonma Moving and Storage.



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Certified Global Mobility Specialist (ERC, USA) Tel: +68 2 314 5021 ext. 133 Fax: +66 2 318 2447

- 50dycare@gmail.com, tiddy@boonma.com
 - mco.amnood.www
- www.facebook.com/fiddycare.

The runners up

The other applicants for the PAIMA Ecology Award were Aires, Glnter and NFB Norway. All demonstrated first-class ecological programs that were a credit to their companies and examples to the whole industry.

Aires

In addition to Aires' ISO 14001 accreditation and Green policy the company takes part in a reforestation program, controls its paper usage and has a high proportion of its employees working from home.

The reforestation program is in partnership with PrintReleaf, that replants trees in areas where they have been removed. The company is reforesting areas in Madagascar, Brazil, Mexico and the Dominican Republic, planting 15 to 20 trees each month.

Paper is controlled by using a paperless document management system, printing to PDF, and generating electronic reports to clients. In the first six months of 2017 the company has achieved: 310 trees still standing and uncut for paper, 127,593 gallons of water conserved – not needed to manufacture paper, 18,228 Kilowatts of electricity saved, and 217 pounds of carbon emissions/greenhouse gases not generated to manufacture paper.

Over 10% of all Aires' staff work full-time from home. Aires also offers several days of telecommuting benefits each week to staff based on performance and key business metrics. Overall, 29% of Aires' total staff participate in a partial or full work-from-home status, which annually saves 102,000 telecommuting miles, 5,600 gallons of gasoline, and 109,975 pounds of CO₂ gas.

GInter

Glnter has an environmental policy that is designed to enhance awareness of environmental matters; recycle and reuse materials where possible and reduce the amount of packing material used; reduce water and power consumption;

and to use non-toxic substances, especially for the fumigation of wood and for pest control.

GInter recycles all the packing materials it receives from imports. All new materials used are purchased from sustainable sources. It monitors and controls the emissions from its 42-strong fleet, not just in terms of gas usage but also the disposal of tires, oil, batteries and washing materials. The company also operates its offices in an environmentally friendly way by limiting its use of energy and polluting materials. For example, it has reduced its use of plastic cups by 78% (a reduction of 2,600 cups a month) and reduced paper consumption by 29%.

NFB Norway

NFB Norway has reduced the environmental impact in its offices by concentrating on paper reduction and the recycling of plastic drink bottles. Plastic bottles are dropped in a stand-up wardrobe box in the crew lounge area and returned to the grocery store, put bottle by bottle into a receiving machine which scans the bottle (bar code on the label) and pays out USD 0.20 per bottle. This money goes into the company's party fund!

Used packing materials are sorted carefully into cardboard and paper, plastic and wood, and taken to the recycling center.

By the end of 2017, all the company's vehicles will have been upgraded to the latest Euro 6 engines.

The company has reduced travelling to perform pre-move surveys by using video surveying which it says works "like a charm". The technology has reduced the number of per-move surveys attended in person from around 30 a month down to just five. Surveyors use a fully electric vehicle for travelling to surveys when video cannot be used.

Golf at Huntington Beach

By Steve Jordan, photographer and critic.

t was an early start as the PAIMA golfers gathered in the foyer of the Hyatt hotel, excitedly awaiting the intense competition that was about to unfold at the Meadowlark Golf Club in Huntington Beach.

The weather was glorious, well it is California, the mood relaxed as the bus drew up to the club house, and the golf – well that remained to be seen. A quick trip to the pro shop, via the restroom, a swipe or two on the practice range, and then off to the first tee under the watchful eyes of fellow competitors, the occasional groundsman and me, with my camera, always a sight to strike fear in the heart of any golfer.

The tension rose as the reality struck the golfers that, yes, they would have to try to make contact – bat on ball, or whatever it's called – while others watched, critically. Just hit something reasonable off the first and then relax, nobody's watching after that. Tell a few jokes and laugh a lot and maybe nobody will tell that you are terrified. Whether it was the concentration, the hours of practice, the \$100/hour lessons or the stiff brandy from the hip flasks I am sure I saw profiled against buttocks, I don't know but, remarkably, everyone got away with it. Straight down the middle, Bing Crosby style, might be a slight exaggeration, but not much. I was impressed.

I have always found photographing golf tournaments somewhat puzzling, and I have done a few. Firstly, I always get blamed for the bad shots, but never get the credit for the good ones. Odd that! Secondly, when someone holes a long putt (which almost never happens by the way) they always say to me "Did you get that one?" With a still camera? I wonder which 500th of a second they would like me to have got.

But most puzzling of all, is the apparent total lack of emotion from – well, everyone really. There is a sure way of getting your photo in the *PAIMA Report*: just look at the camera, shout a 'Whoop!' and punch the air. The camera doesn't know or care whether you holed the shot or not and everyone reading the mag will assume you did. But PAIMA members are far too honest and upstanding for such deception.



No, you can guarantee that any glimmer of joy shown in these pages, no matter how muted, is 100% genuine.

That said, there can be no doubt that everyone had a good time. From the swing 'n' hopes to the single-figure handicaps, a good day was had by all. I personally saw some shots Arnold Palmer would have been proud of, and a few that were not quite so impressive. I did witness one player, who shall remain nameless to protect his reputation, who took 12 shots from one bunker. Had he not picked up the ball he could still be there today - thin, exhausted and still missing.

Mike Allison from Henk, a new member of PAIMA, was dominant. He had a blistering round and not only took the winner's trophy but also hit the longest drive and landed nearest the pin. Very impressive Mike. Lars Lemche from Teamwork did well, coming home in second place; and Mike Dunstan from OSS took third.

The ladies did well too. History would suggest that they can reliably be found in the bar after three holes, but not this year. At Meadowlark the foursome played all day and hit some impressive shots. There were a few iffy ones as well but I am far too gallant to mention them. The ladies prizes were all shared with Macarena Scalia, Coco's International Movers taking first; Alexandra Schmidt, Mexpack International Movers,





Alexandra Schmidt - Second









second and hitting the longest drive; and Laura May Carmack, Aires, coming third and getting closest to the pin.

PAIMA golf at Meadowlark was sponsored by Teamwork International Moving, Aires and Trafimar Relocation Services.





















Long Beach powering the US

Don Snyder, Director of Business Development, Port of Long Beach. years, had been like to movie Four weddings

on Synder gave an entertaining and informative presentation in Long Beach. He explained that the city was not only the second largest port in the western hemisphere but was also sitting on huge oil reserves that had been extracted since the 1930s. Long Beach was also the home of the Spruce Goose, the largest aircraft ever to have flown, built by Howard Hughes to carry up to 500 soldiers. It once reached a height of 125 ft and never flew again.

Don also explained that there is a natural rivalry between Long Beach and its neighbor Los Angeles (the largest port in the western hemisphere). He called it 'The port that shall remain un-named' and said that the two share their San Pedro Bay location, work together in essential areas such as security, but compete commercially for the benefit of customers. Together they handled just short of 16 million TEUs in 2016 which represented around 40% of all the container traffic entering the USA.

The Port of Long Beach does not operate the terminals, it simply leases the terminals to operators. "Government is good at building infrastructure and giving policy and direction but is terrible at operations," said Don. "So we lease our terminals out to private operators on 25-40-year leases so they can bring in the handling equipment and amortise it over the period of the lease and do the marketing to the ocean carriers." The model is clearly successful as the southern California hub handles some \$400 billion in trade every year and supports around one million jobs throughout the USA. The port does not receive any money from taxes.

Don said that the shipping world, in recent years, had been like the and a funeral.

Companies had merged and alliances formed so that all the world's major lines had agglomerated into three alliances: 2M, Ocean Alliance and The Alliance. This required lines, each with their own individual style, to work together. Meanwhile, Hanjin, the port's second largest volume provider, had suddenly ceased. "It added a new dimension to what purchasers of freight have to do," said Don. "It's not only speed, punctuality and costs but 'is this company going to be in business long-term?' because cargo gets seized along with other assets."

The Long Beach value proposition is that it is the shortest, fastest and most cost-effective gateway for shipping goods to Asia from the US. The port also has North America's most extensive multi-modal transportation infrastructure including 1.8 billion sq ft of warehousing space close to port. 75 trains a week leave the port providing easy access throughout the country.

Container vessels are becoming larger as carriers race to achieve the lowest possible cost per TEU. The bigger the vessel, the lower those marginal costs become. "If you don't have the lowest costs you won't be in business long," Don said. "They haven't hit the limit yet." The alliances have helped to fill these super large vessels and the ports have had to expand their facilities to provide the channel depth and cranes to allow them access. There has also had to be an expansion in the space for marshalling as some of these ships can unload and reload 13,000 TEUs in a few days. The Port of Long Beach is in the middle of a \$4.5 billion investment to provide the facilities needed to accommodate the world's largest ships and move the cargo swiftly into the interior of the country by road and rail. "More than a quarter of the cargo currently moves by rail," said Don. "Our aim is to increase that up to a half with \$1 billion of rail improvements." The Long Beach redevelopment includes the \$1.3 billion Middle Harbor terminal. "This is one of the world's most technologically advanced and greenest port terminals," said Don. "It's mostly electric powered, and much of the operations are computer guided." The terminal is fully automatic with a fleet of driverless, remote controlled, zero emission yard tractors and rail-mounted gantry cranes directed by highly trained longshoremen. The first phase opened last year. They're beginning operations with a second berth this year and a third berth is under construction. It will accommodate today's largest vessels and will handle the even larger ships to come.

Middle Harbor's near-zero emission operations is just one of the ways Long Beach is working to improve air quality. Since introducing its Green Port Policy in 2005, including clean air and clean water programs, emissions of NOx and particulates are down by 85% while the cargo handled has gone up by 10%.

Don concluded his presentation by answering the audience's questions with wit and authority. An excellent performance.



The Amazing Race Scavenger Hunt A taste of PAIMA madness

he Amazing Race
Scavenger Hunt, a fun
event that took place after
the Saturday business session
and inspired by the popular

and inspired by the popular American reality show The Amazing Race, was a big hit at the PAIMA Conference in Long Beach. It could have gone horribly wrong – but it didn't.

Its success relied on both the PAIMA members, and the good people of Long Beach, taking a step (or maybe a leap) way outside their comfort zones. It was always a safe bet that the PAIMA members would be game for a laugh, but the public?

The event began with a briefing in the conference room by the Amazing Race staff at least one of whom was a Hollywood actress regularly appearing in TV commercials – but then again, doesn't everyone in Southern California? Members were split into teams designated by brightly-colored bandanas that could be worn traditionally or with as much flair as anyone could muster. Each team was issued with a series of clues and tasks and a video tablet. The game was simple: solve the clues, run around Long beach to find

the hidden locations, and then do whatever the challenge might be while one member of the team records it on video.

Shorts and running shoes were a definite advantage as the temperatures hovered in the 80s. Some teams headed straight off to pound the streets while others hung back and studied the clues in great detail. Which was the better strategy was not clear. Once at the location the challenges were wild and varied. They included: acting out a scene from your favourite movie; setting up a band to play a song from the 1980s; transferring an Oreo biscuit from your forehead to your mouth without touching it; playing leapfrog; and getting members of the public to join the team in performing a ballet.

It sounds straightforward (no it doesn't), but can you imagine the look on an unsuspecting member of the public's face when a bunch of crazy people, dressed in matching headgear, come rushing up demanding that they perform *The Nutcracker!* It's unsurprising that a few (most) refused, but some were prepared to give it a try. It wasn't pretty, but it was fun. Special mention has to go to the 'purple'

team who
successfully
managed to get a
policeman to join in
the action, at risk
of losing his job,
and only as long
as he was filmed
from the rear.
Well done
officer,
whoever you
are. A great
sport.

Back at base, points were awarded for completed tasks and deducted for being late back. Competitors had to wait until the gala dinner to find out who won. In the end the top prize went to the 'silver' team (below) who each won \$25 vouchers for Starbucks. The 'green' team (top right) came in second and received vouchers for \$15.

Great fun – and typical of the PAIMA madness that can sometimes, in fact quite often, emerge when friends get together.







International customs pane

India Presented by Rajeev Bhargava, P.M. Relocations, India (below)

Rajeev explained that the import procedures for India are very simple. In fact, they are so simple that the audience was astonished, especially those from South America where customs clearance can be very complex.



He explained that it was necessary for customers to be present at clearance and have their passports endorsed. Electronic items will be unpacked and checked for the year of manufacture and to establish their value. Terminal Handling Charges (THC) are decided by the origin shipping line and can vary greatly from around \$100 - \$1,000 per container. It is very important for the spelling on the shipping documents to match precisely the spelling on the customer's passport.

Once cleared the shipment is collected by local transport and delivered to the customer's house. Shipments are not delivered in the ISO container.

Customs clearance for ocean freight takes around three days. Clearance at the airport takes only six hours.

For goods leaving the country, it is necessary only for the customer to provide a transfer letter and a departure certificate confirming that they have left the country.



Guatemala Presented by Liliana Salguero de Lopez, Swiss Global Movers, Guatemala (above)

Liliana explained that Guatemala is a small country of just 16.5 million Spanish-speaking people. Its ports and container terminals are Puerto Santo Tomás de Castilla, Puerto Barrios, Puerto Quetzal and TCQ, the new terminal at Puerto Quetzal. The country also has land borders with Mexico, Belize, Honduras and El Salvador.

Liliana explained that it was necessary for owners of all household goods and personal effects to pay duties and taxes amounting to 27% of the declared, depreciated value. The values should be declared by the owner, however the authorities would check to make sure that the values declared were realistic. The only exception was for diplomats who could obtain a tax exemption franchise with their entity to avoid this payment. It is essential for this exemption to be in place before shipment to Guatemala as it can take up to six weeks to obtain. If the goods arrive without the exemption documentation they will be detained and additional charges will accrue.

It is mandatory for shippers to provide full copy of passport with immigration entry stamp showing the most recent entry date. All pages of the passport are required. It's also necessary to provide a copy of Guatemalan Nit or RTU card showing the correct consignment instructions.

Liliana suggested using Puerto Santo Tomás de Castilla as the port of entry as it was possible to achieve a faster clearance. The other ports (Barrios, Puerto Quetzal and TCQ) take longer to clear the goods and impose excessive terminal charges.

Provided all the documentation is correct, shippers can expect around five to seven days for customs clearance. Liliana said that if the goods come to Guatemala by road from another country it is important that the documentation is in order before the consignment leaves the origin country. Clearance at the border will take at least 24 hours but may take longer if the shipment is selected for inspection. If it is selected there will be delays and additional costs. There are very heavy penalties for false declarations.

Liliana reminded PAIMA colleagues that transport through Guatemala would be by road and it typically took 12 hours to travel 300 km. There are also strict restrictions on heavy vehicles entering the city meaning deliveries can only be made during times when access is available.

The United Kingdom Presented by Chris Townsend, Galleon International, UK (right)

Chris explained that there was a change in legislation on 1 April, 2017 that directly affected the entry of used household goods into the UK. On that date the C3 UK customs form was officially withdrawn and replaced by a new TOR application process.

Now, anyone wishing to set up residence, and wishing to transfer their used household goods and personal effects to the UK, will need to obtain a unique reference number (URN). The URN is required for clearance of their household goods and personal effects to be granted once their shipment has arrived into the UK.

The shipper is also required to provide supporting documentation to HMRC (Her Majesty's Revenue and Customs). These documents include: copy of shipper's passport (and VISA if applicable), employment contract, work permit



(if applicable), proof of tenancy agreements (from both origin and destination, draft copies sufficient) and two copies of signed inventories obtained at the survey. Additional documents will also be required if the shipper is bringing pets into the UK or any dutiable items (alcohol, newly purchased items, etc.). These documents must be submitted with a completed copy of the shipper's TOR application form to HMRC.

It is the shippers responsibility to complete and submit a TOR application as early as possible in the move planning. It can take anything from 1-6 weeks for the URN to be generated so Chris advised that the application should be submitted as soon as the pre-move survey is completed at origin. The shipper is the only person authorised to communicate with HMRC regarding their application, so neither the destination agent or clearance broker are able to follow up the progress of the shipper's application on their behalf.

Multiple shipments (i.e. air and sea freight) must be declared (and supporting documentation such as the inventories supplied) at the time of submitting the TOR application for the UK broker to apply for clearance on the same unique reference number. The TOR application cannot be amended at a later date to cover both shipments, so if the documents for multiple shipments were not submitted on the same application, separate entries will be required (i.e. a TOR application made for each individual shipment).

The UK clearance broker requires confirmation of the shipper's UK address to apply for clearance and an estimated second-hand value for the effects. Although HMRC is currently accepting total second-hand valuations, there is a possibility that this will be changed to requiring individual second-hand values for each inventoried item. It is therefore recommended that a copy of the packing inventory is supplied to the shipper by their move coordinator at origin with a value against each item.



These must be realistic valuations as any second-hand values deemed to be unrealistic by HMRC will be scrutinised and may cause delays in the clearance process.

The UK destination agent must have received confirmation of the URN, UK address details and second-hand value from the shipper prior to the shipment arriving into port (ideally during the packing stage at origin). If these are not in place when the shipment arrives it might be held by UK customs, causing severe delays. There is also the possibility of additional costs and penalties being issued by UK customs.

In the absence of a URN, shipments can be customs cleared under 'commercial status'. This requires a commercial invoice stating the value of each item in addition to standard shipping documents required for UK customs clearance (OBL, AWB, packing inventory, etc.). VAT and duty charges are then calculated by the UK clearance broker on each inventoried item.

Duty differs substantially between the type of items being imported as each has its own HS (Harmonised System) Code. For example: an armchair upholstered in leather would have a different HS code to that of an armchair upholstered in any other type of fabric. It is therefore essential that, for a shipment to be cleared under a 'commercial status', the commercial invoice supplied states detailed descriptions of each inventoried item (make, manufacturer, model, material, etc.).

Shipments returning to the UK from outside the EU and within three years of being exported from the UK can also be customs cleared under a 'Returned Goods Relief'. The shipper will not be required to submit a TOR application or obtain a unique reference number but will be required to supply 'proof of export' documents for the relief to be granted. There is no guarantee that 'Returned Goods Relief' will be granted unless the shipper has written confirmation from HMRC. The shipper would then be required to submit a TOR Application and wait for a URN to be generated before their shipment could be customs cleared which would cause severe delays and additional costs.

Changing the Rules

AIMA members voted, using a secret ballot, on three amendments to the PAIMA rules at the general assembly in Long Beach. The proposed changes were as follows:

- In 2014 PAIMA made attendance at the annual conference mandatory at least every two years but didn't agree a penalty for non-conformance. In Long Beach it was proposed that there be a penalty of \$500 if a member company fails to send a delegate to the conference at least once every two years.
- From October 2017 all new members of PAIMA must also be members of IAM and, therefore, have the benefit of RPP protection.
- No PAIMA member, including members of the Board of Directors, may make donations of PAIMA funds to charity or other organisations.

All three proposals were accepted by the PAIMA members present.



AIMA closing parties have become renowned in the industry for the members' ability to 'let their hair down'.

Long Beach was a prime example with a party inspired by Long Beach's motor racing pedigree: the Grand Prix closing party.

The food was delightful as ever and the venue, the Hyatt's Empire Ballroom, the

perfect setting for cocktails, dinner and the inevitable dance-floor antics for which PAIMA members are famed.

This year the success of the party was never in doubt as the music was supplied by *The Calphonics* who went down a storm in San Diego two years earlier. The band line up was different this time but the quality of the sounds was every bit as intoxicating. The band played a little gentle jazz over dinner

then wound up the tempo to give guests the opportunity of working off a few calories. As always the PAIMA dance floor filled as soon as the first up-tempo chords were struck and stayed that way for the rest of the evening.

It was a traditional ending to yet another successful PAIMA soirée.



Grand Prix Closing Party



















Starting again in Puerto Rico



from La Rosa Del Monte and Aida Robles from Rodi Cargo, both in Puerto Rico, just three weeks after Maria destroyed their island home.

It was on the night of 20 September, 2017 that hurricane Maria hit Puerto Rico. The island was not prepared. Hurricane Irma had passed close only a few days earlier, damaging some power lines and destroying many of the nearby islands; all of Puerto Rico's resources had been funnelled into helping its neighbors. They had no idea what was coming their way.

Maria started as a tropical depression. By the time it reached Puerto Rico it was a category five hurricane, the biggest and most powerful it's possible to categorise. "Nobody expected a five!" said Neftaly Rodriguez. "But it was even worse. A category five has winds of 150 mph. In the mountains of Puerto Rico they hit 230 mph. With Irma and Maria we were hit by $2\frac{1}{2}$ hurricanes at the same time."

Aida Robles was in her second-floor apartment when the storm hit at 1 am. She was petrified. The lights went out. She had hurricane-proof windows but knew it was just a matter of time before they exploded. "When the windows go it's like a vacuum cleaner: it sucks everything out, including people. You have to jump into the bathtub. I've been through hurricanes before but nothing like this." The storm raged for eight hours. Aida's apartment survived. The apartments above and below did not. "It's been three weeks now, but I still can't sleep more than four hours a night."

Neftaly said that daylight revealed utter devastation. "I put my boots on and went out to start clearing the mess," he said. "All communities did the same."

Aida couldn't leave her property for two days because it was buried in trees and debris. "There were some trees standing, but none had leaves," she said. "It was the most heart-breaking thing I had ever seen."

There was no power, no phone signal, very little fuel as the tanks had been contaminated by water and there was no power for the pumps anyway, food was short as many of the shops had been destroyed, water was contaminated, roads had been washed away. The power distribution network had been destroyed too so reconnecting it would be difficult. And there was looting; criminals even stole the copper out of the fallen power lines making repairing the network even more difficult. People were desperate.

"30 of our employees lost everything," said Neftaly.
"We had no communications, so we couldn't find out if
they were still alive. But after a day or so they started
showing up for work, some just to let us know they were
OK, some looking to do what they could for the relief
effort and the company." Many were still trapped in their

It was three days before Aida got to her warehouse. The roads were blocked with fallen trees and cables until then. When she arrived the warehouses nearby had been destroyed. Miraculously, her warehouse still stood, its security gates demolished and doors blown out, but upright. "I was very lucky," she said.

It took Aida six days to contact all her employees to make sure they were OK. Three of them lost their homes completely. Customers could not be contacted. The only fuel was on the other side of the island and the gueues

were two miles long. Even then you could only get US\$20 worth of fuel at a time (about ¼ tank). "Every day we just said, 'what can we get done today?' The airport was closed, supplies that did get through had to be unloaded by hand, it was very hot, there were many dead animals so there was a risk of disease, no lights, long queues at ATMs to get cash, we were hungry and thirsty and there was a plague of bees because the hives had been destroyed. They were everywhere."

Neftaly said that the authorities did what they could, but it was very slow. Most of the relief effort was provided privately. Genaro Rodriguez from the La Rosa del Monte office in Miami was contacted by government agencies to help with shipping 50 containers to Puerto Rico from Florida. "They knew we had experience of moving goods to Puerto Rico, so they called us first," he said. His company had been without power for a week after Irma hit but they were pleased to help. The goods were consigned to FEMA and the Red Cross

consigned to FEMA and the Red Cross so, when they arrived, they were stuck in red tape and were not initially getting through to the people.



Aida's office in Miami has also helped. "They have been great," she said. "They were able to ship a consignment of generators over for friends and family."

A week after the storm, Neftaly got a call from his father up in the mountains. He didn't know he was alive until then. Through his contacts he had secured access to food and water, but had no transport to get it to where it was needed. There were few trucks or drivers available so, at 5.30am, Neftaly took one of his own flatbed trucks and loaded up at the FEMA distribution center. He drove over the mountains, with a heavily-loaded truck, on almost impassable roads with precipitous, unfenced drops. There was a risk of violence too with vehicles being hijacked for their fuel. Neftaly had a police escort for some of the journey. He got through.

Aida too did what she could for the relief effort. "If I have got trucks and I can help I need to do that," she said. "I'll do it until the end. I was blessed because my home and business weren't destroyed. I will do whatever I can. You can't say no."

But there is also paid work. There are a lot of people who want to leave Puerto Rico, frightened by the devastation and fearful for what might follow. Agencies charged with providing relief are quick to use local companies to provide the logistics. "We are getting some work though government agencies," said Neftaly. "They hire us to do the transport. They just want to get things done."

Three weeks after the storm only 15% of the island had power. The priority is to restore power to hospitals, schools, the city of San Juan and the tourist areas on which so much of the island's economy depends. Aida said she's not expecting power back fully for six months. "Puerto Rico was in a financial crisis before the storm, so we will need a lot of help from the US."

Donald Trump visited. "I don't know why he came," said Aida. "He threw paper towels at journalists and told them to clean up the island with them. It was a total waste of time him being there."

So, as the world moves on to think about new troubles, Puerto Rico licks its wounds and tries to carry on out of the gaze of the world's media. But just because CNN is not there it doesn't mean the problem has gone away. People try to rebuild their houses, many without the benefit of insurance and with severe shortages of basic materials such as wood and nails. Companies learn to get by with limited power, no computers, and often just a pen and paper to create documents and write invoices. The moving industry meanwhile braces itself for a flood of insurance claims for water, mould and mildew damage that will probably continue for many months.

But is it all bad? Is there anything good that can be salvaged from this tragedy? Aida thinks so. "I probably learned more in the last three weeks than in the last 30 years. I now appreciate more what I have. I don't waste water or food. I now know my neighbors. We look after each other. We talk to each other again now that there's no smartphone to distract us. It's the small things that matter. Material things are not important because they can so easily be taken away."

Puerto Rico will recover. When FIDI and LACMA have their conferences there next year people will be struck by how normal everything appears. Let us hope so anyway. But when we all live in such an Internet-reliant, social media-obsessed, power hungry, material world, can it really be possible to break free and create a society with different needs and values? Probably not. The genie is out of the bottle and doesn't know its way back. Similar disasters will happen again, and we will probably be equally unprepared when they do.

36 people were recorded as having died as a direct result of hurricane Maria. "But that doesn't account for all the people in hospital who died because they had no power or oxygen," said Neftaly. "The death toll was much higher." All of Aida and Neftaly's staff, friends and family survived.

The message from this story, if you have read this far, is that we should not forget Puerto Rico. The island needs help now, even though it's not in the headlines, will need help for a long time and, unless we can find a way to mitigate our reliance on material things, it will happen again.

Editor's Note:

We tried to get photos from Rodi Cargo as well but the communications were still unable to get through. This clearly illustrates the difficulties the island is having.



"I put my boots on and went out to start clearing the mess.
All communities did the same."

Neftaly Rodrigeuz



New PAIMA website

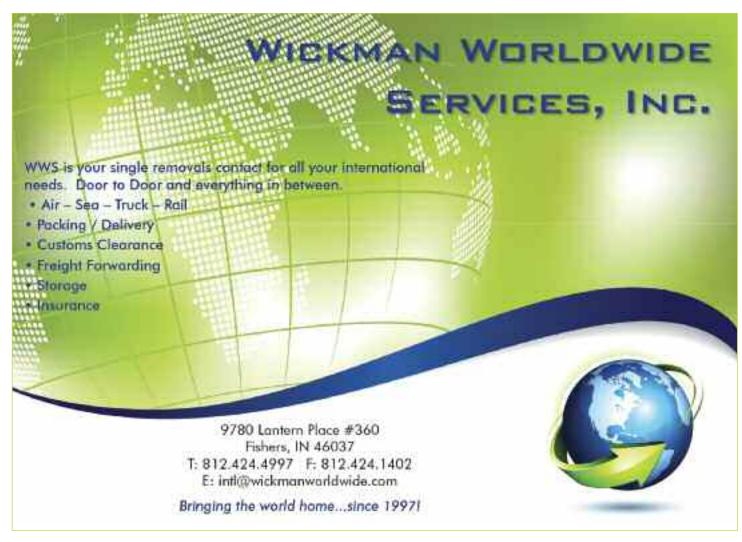
s this issue of PAIMA
Report goes to press the
new PAIMA website is
about to be launched. Every
organization needs to refresh
its website periodically to
reflect its internal changes, the
needs of the members and to
take advantage of
advancements in technology.

PAIMA Executive Director Antonio Tremols said that the Board believes that new website gives PAIMA a complete refresh into the future with a much more modern theme and look compared with the old website. "As well as a new, cutting-edge look the new site will offer an improved user experience for our members as

well as faster load times and a much more user-friendly experience," said Tony. "It shows PAIMA's commitment to stay current and committed to the future. The refresh should generate a buzz and increase social sharing that will stimulate growth within the Association."

Although the website has changed completely the URL is still the same. Take a look and explore the world of PAIMA:

www.paimamovers.com



Tell us your news

t the Long Beach conference, Steve Jordan, Editor of the PAIMA Report, took a few moments to ask, once again, for members to send in their stories for publication.

He said that although the magazine already carries a lot of industry news and information from the PAIMA office, it was short of news from the membership. Steve said that it is a members' magazine and, therefore, the more information it contains about members, the better it will be.

To help focus on stories that might be of interest, Steve said that people should send in information about anything new that was happening at their companies: staff, vehicle fleets, services, policies, charitable work, facilities, etc. He also said that he didn't require completed stories: just a few lines or bullet points were all that was required. He would, however, like the stories to be accompanied by high-resolution, in-focus photographs. "You would be amazed how often I receive photographs from people that are unusable," he said.

Finally, Steve pointed out that there should be no language barrier. Although the magazine is published in English, which is a second language for most PAIMA members, he is happy to receive information in any language. He can then translate it, write the story in English, and send it back for approval.

LOCKING PETALECTIVE



companies, Demeco Group, has recently joined PAIMA. The Paris-based company was founded in 1965 and comprises 275 agencies across France, including its islands, and is also represented in Israel. The Group employs over 3,000 people, operates 1,800 vehicles and completes more than 110,000 private and commercial moves every

million euros.

As well as its moving services, the Demeco Group also provides relocation services for both its commercial and private customers. Services include the procurement of all necessary visas, social security cards, etc., school search, help in finding temporary accommodation and many others. The Group is also a member of the European Relocation Association (EuRA).

destination services for overseas shipments by sea or air freight, pre-move surveys, storage, relocation services, and parking permits in France.

International Manager Franck Guillouard said, "Being a member of PAIMA gives us credibility and will enable us to establish partnerships and work with reliable companies all over the world. It's a very good way to know and be known."



Fusion in Dubai PAIMA's newest member in UAE

recently joined PAIMA as the fourth member in the UAE.

The company started in Kuwait in 2010 and still has its head office in the country employing around 80 people. Fusion is owned by Sony Sebastian, its MD, who has a background in forwarding. Thomas Gregory is one of the managing partners and the executive director in Dubai.

The name 'Fusion', the company says, "reflects the blend of innovation, customer friendliness, commitment to quality services and professionalism in its height". It has its UAE office on Sheikh Zayed Road, close to the famous Burj Khalifa, the world's tallest building, and warehouse facilities outside the city center. Fusion employs 55 people in Dubai and serves the whole of the UAE from this location.

Benson Davis joined the company three years ago to build the household goods division. He now has a team of ten people handling around 40 outbound moves a month. "We have been growing strongly and intend to continue our growth in the future," he said.

"But we want to expand within our capabilities. There's no point in getting more work if it's not profitable."

The majority of Fusion's outbound household goods work is for private individuals who are moving with their companies. These are companies who are following the growing trend of providing employees with a lump-sum allowance for their move, instantly transforming them from a corporate client into a private customer. "We like this sort of work because we get paid in advance," said Benson. Although the work has a corporate origin, Benson has found it necessary to promote the business heavily online, for example through Google Adwords, to catch the private enquiries.

But more traditional corporate sales are also important and Gerry O' Halloran joined the company on 1 November, 2017 from GAC, one of the world's largest shipping agencies, specifically to focus on developing contacts with the global corporations operating within the region.

The traffic goes all over the world. Benson said that the UK was the biggest single destination with around 30% of the total, followed by Europe, Australia and Canada. "We see quite a number of moves to Canada, Australia and New Zealand, mainly due to immigration and people taking residency in these countries. The rest is spread around the globe."

Why did Fusion join PAIMA? Well, Benson said that he was already working with a number of the PAIMA agents and found them to be good partners with good rates. "I like the idea of belonging to a closed network where everyone helps and supports each other," he said. "Tonnage is important too and we welcome the opportunity of working with other PAIMA agents to provide destination services for our country as well as providing outbound traffic through the network."

Benson was unable to join in the PAIMA conference in Long Beach although Sony Sebastian did attend IAM. He looks forward to meeting everyone next year in Washington, DC.



MCS Lojistik — Istanbul

ew PAIMA member MCS Lojistik is a relative newcomer to the international moving industry, having been founded in 2015. The company is headquartered in Istanbul where it has extensive warehouse facilities, as well as a depot in Germany.

MCS provides a full range of moving and storage services both within Turkey and internationally. Sales and Marketing Manager Kerem Okten said that the company's aim is to deliver services at economical prices without compromising its high-levels of quality.

As well as PAIMA, MCS Lojistik is a member of IAM and the international networking group X2 Movers.







challenging items such as fragile sculptures, paintings and other valuable works of arts and antiques. All cases are built using heat-treated lumber which meet or exceed ASTM and industry standards.

Pioneer Movers has been a member of IAM, AMSA, EUROMOVERS and the networking group IMC for a number of years and joined PAIMA in 2016. Pioneer Movers is also a certified ISO 9001:2015 company (Reg. Number: 16219-A).

T Surendran said, "We joined PAIMA because it is an established association which brings extra confidence from our clientele. We are also keen to build relationships with other PAIMA members and to explore new business opportunities."

Pioneer Movers - Malaysia

Was a Lumpur-based Pioneer
Movers Sdn Bhd was established
in 2001. With more than 20
years' experience in the field of
relocation and logistics, Pioneer
Movers has gained a vast knowledge
and understanding in dealing with a
multi-cultured clientele. The company
is run by its owner T Surendran, a
familiar face at many international
networking events, and has
established an impressive list of past
and current clients that includes
multinational corporations, embassies
and foreign governments.

Pioneer Movers has 28 experienced staff and operates a small fleet of trucks, including a climate-controlled bonded box-truck to cope with the often intense heat and humidity of the Malaysian climate.

In addition to moving household effects, Pioneer Movers has gained a reputation for its expertise in handling fine arts and antiques both within Malaysia and internationally. The company designs and builds its own custom crates to ensure the safe passage of the most





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PAIMA REGIONAL DIRECTORS



Region I - Canada & Mexico

Tim Garside

Intercontinental Van Lines, Inc Markham, Canada Email: timg@intercontinentalgroup.com

Alexandra Schmidt

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

Region II - USA

Steve Dozois

Humboldt International Boston, Massachusetts Email: sdozois@humboldt.com

Region III - Central America & Caribbean

Fabian Ortiz

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

Region IV - South America

Jorge McCormack

Mercovan Argentina SRL Buenos Aires, Argentina Email: jorge@mercovan.com.ar

Region V - Europe

Bjorn Carlsen

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

Region VI - Africa

Kehinde Arowoselu

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

Region VII - Middle East

Arvind Joshi

Clintus Network Limited New Delhi, India Email: clintus@del2.vsnl.net.in

Aakanksha Bhargava

P.M. Relocations PVT Ltd New Delhi, India Email: aakanksha@pmrelocations.com

Region VIII - Far East

Sudeep Shah

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

James Loberg

Crown Van Lines Jurong, Singapore Email: movers@crownline.com.sg

Region IX - Australia/New Zealand

Fiona Conroy

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