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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,
São Paulo, Brazil
E: lars@teamworkintl.com.br



Aida Robles
Vice-President.
Rodi Cargo International Group,
Carolina, 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,
Boston, USA
E: sdozois@humboldt.com



Juan Carlos Ortiz
Director.
Moving Systems SAC,
Lima, Peru
E: juancarlos.ortiz@movisystems.com



Matthias Tischer
Director.
Carl Hartmann GmbH & Co. KG,
Bremen, Germany
E: m.tischer@carl-hartmann.de



Giselle Angelica Muñoz
Director.
Goetz Moving and Storage, Inc,
Parañaque City, Phillippines
E: giselle.munoz@goetzmoving.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



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Pan American
International
Movers Association



PAIMA President, Lars Lemche

Beloved Members,
We are now in 2021 and nothing has changed. Well, very little has changed. But the good news is that the vaccines are on the roll. Many countries are advanced, others not that much. But there is light at the end of the tunnel.

And the question that will never stop: When will we meet again? We don't know yet. We are working on it, but it depends on a lot of external factors, such as travel bans, hotel permits, vaccinations, governmental regulations, etc. We need our business back on track and we need it soon.

I would like to thank all of you who took the time to meet up with us during the three Zoom meetings we had on the 24th

February. It was nice to hear from you and see how things are going around the world. We had over 70 people participating in the three meetings. All three meetings were taped and sent from the PAIMA office to all members. We exchanged a lot of news and information about ocean freight, container shortages, lack of drivers and other topics. Check it out. We will have at least another two Zoom meetings before meeting in Orlando, Florida, if that is going to happen. Stay tuned!

All the best,
Lars Peter Lemche
President – Board of Directors

Letter from the Editor

Dear PAIMA Members,
I trust you have noticed that your *PAIMA Report* looks a little different this month. Hope you like our new style. We felt that, after six years (yes it really is that long) it was time for a facelift. I think our magazine looks much cleaner and more modern in its new clothes. I hope you do too.

But rest assured, although everything looks different, we still have the same rich mix of news stories from the PAIMA members, information and features from the world of moving and relocation. We have again included contributions from outside the membership in the form of interviews with Marc Smet from Gosselin in Belgium and Sara Lyrum from Aspire in Denmark. Interesting stuff! Please do take the time to read their stories.

Sadly, we have also had to include obituaries for two industry friends: Wladimir de Mello and Paul Evans. This industry always creates characters that influence us in their own way, but few have had such a dramatic effect as Wladimir and Paul. They will be missed deeply by their loved ones and remembered fondly by those of us who knew them. The industry is weaker for their passing. We might see their like again, but not for a long time I suspect.

All the best,
Steve Jordan, Editor
Please send your contributions to:
steve@thewordshop.co.uk
or via the PAIMA office.

PAIMA news

- International Relocation
- Company Logistics
- International Logistics
- Global Personnel Placements

Attorney Bobby Bartle promoted to role of General Counsel with Aires

"Aires is a prime example of a company that has become an industry leader while conducting business the right way and in full legal compliance. I look forward to helping uphold those standards as General Counsel."

Bobby Bartle,
Legal Counsel at Aires



Aires has announced the promotion of Bobby Bartle to the role of General Counsel. In this new role, he will lead the legal function at Aires by providing legal advice to the entire organization as well as key stakeholders and executives.

Among other responsibilities, the position will focus on contract drafting and negotiation with outside parties, ensuring compliance with employment laws for staff, protecting Aires' intellectual property interests, managing any potential litigation matters that arise, and monitoring government affairs and compliance issues impacting the company or the services it provides.

Aires Executive Vice President Joleen Lauffer said, "Since joining Aires in 2014, Bobby has taken on successive

responsibilities as a client-facing Immigration Attorney and then as the Director of Aires' Immigration department. He has continued to broaden his knowledge and responsibilities, and we are excited as he moves into a lead legal role with Aires." "I am thrilled and humbled for the opportunity to represent Aires' legal interests in this new role," said Bobby. "Aires is a prime example of a company that has become an industry leader while conducting business the right way and in full legal compliance. I look forward to helping uphold those standards as General Counsel."

UFI Global Congress 2020

As the chairperson - Government & Business Relations Committee of Thai Exhibition Association (TEA), Tiddy S Teerawit, Executive

Moving the Botero horse

Pioneer Movers in Kuala Lumpur, Malaysia, has recently completed the relocation of an 11½-foot statue of a horse.

The statue, by world-famous Colombian artist Fernando Botero, was moved from the lobby of Genting Grand at Resorts of World Genting to the lobby of the Crockfords Hotel, Genting Highland.

It took a crew of eight from Pioneer Movers, including the boss, Mr T Surendran himself, to move the horse which was likely to be valued in excess of US\$1million.



The work was completed on 29 and 30 January, 2021.



Director of Boonma Expo Mobility was assigned to participate in the 87th Global Congress 2020 organized by UFI.

UFI is the global association of the world's leading tradeshow organizers and fairground owners, as well as the major national and international

exhibition associations, and selected partners of the exhibition industry. "It's really my privilege to participate in this Global Congress and e-meet with those industry peers around the globe. Some UFI members are also in IAM," said Tiddy. This year was a record attendance for the event with 637 participants.

Rene van Valen to lead Gerson Relocation BV



Rene van Valen has joined Gerson Relocation as general manager for the Netherlands. Gerson Relocation BV recently acquired Dijkshoorn and Rene will lead both companies in the local and international

markets. Before joining Gerson he was international general manager of Van der Ent Group for four and a half years.

Rene's relocation industry career spans 25 years, during which he has held senior roles within the corporate, consumer and commercial areas of the relocation industry. Today he continues to act as a FIDI Netherlands Board Member, whilst also sharing his knowledge as a FIDI Academy trainer.

Rene commented, "I am looking forward to leading from the front and truly setting the pace for the growth of Gerson Relocation BV and Dijkshoorn. This is a fantastic opportunity for me and my new team. Being part of the continuous growth of AGM Group with a focus on the Netherlands is a great honor for me and I'm thrilled to be part of the wider AGM Group team."

Boonma Chiang Mai welcomes the new director of development

Elizabeth Hammond, the newly appointed director of development of Prem Tinsulanonda International School (PTIS) at Chiang Mai, Thailand, recently visited Boonma Chiang Mai Branch Office and formed a working partnership together to bring more students to study at Chiang Mai.

Prem is a leading IB (International Baccalaureate) world boarding and day school that aims to support and encourage students to become well-rounded individuals who

are independent, confident and respectful young people. All students follow the academically rigorous IB program. Prem was the first school in SE Asia to offer all four IB programs – PYP, MYP, DP and CP – and continues to be the only school to do so in Thailand.

The IB facilitates an approach to learning which has enquiry, critical-thinking and problem-solving at its heart. Curriculum content presents real-world global issues and students continually engage with subject matter that requires intercultural understanding.

"Our Chiang Mai team is so excited to welcome Elizabeth Hammond to visit our office and warehouse facilities," said Tiddy S Teerawit, Boonma's Executive Director. "Chiang Mai is a very

Thailand annual check-up for Boonma employees

Realizing the importance of a healthy workforce, the management at Boonma in Thailand has begun offering annual physical check-up packages to its 298 employees. The checkup program includes eye examination, kidney function test, liver function test, radiological test, etc.

Tiddy S Teerawit, Boonma's Executive Director said that the wellness program brings

tremendous benefits, helping to ensure that the company's workforce is fit and efficient while connecting well with the management. "Today, safety and health issues are very important for every company," he said. "Each business should think of their employees' health, which is a key criterion to the success of the company."

Pictured below: Wellness Bus at Boonma headquarters



good place to live, study and work. Many PAIMA members have visited Chiang Mai and our office several times and will have shared the same experience. I've personally visited Prem School several times and confidently say that if you are looking for a stimulating, engaging

environment where your children will flourish daily, find their passions, and fulfil their potential, Prem Tinsulanonda International School is the right place for you."

Elizabeth Hammond (centre), visits Boonma in Chiang Mai.



Boonma shines the light of Christmas in Bangkok



Boonma has been successfully providing event logistics for the fourth consecutive year for several brand name hotels in Bangkok.

"Although the COVID-19 pandemic has hit the tourism and hotel businesses, Thailand is shining and attracts many international and domestic travelers as a popular tourist destination," said Tiddy S

Teerawit, Executive Director of Boonma Event Mobility.

"Those hotels, therefore, awarded Boonma Event Mobility to manage their Christmas and New Year Celebration projects starting from procurement of luxury Christmas trees, accessories, decorative items and lighting, production, packing, shipping, customs clearance, delivery, overnight installation and storage."

Pictured left: BOONMA crew at work during the six-meter Christmas luxury tree installation at Waldorf Astoria Bangkok.

Suddath takes silver and bronze in 15th annual Stevie Awards

The Suddath Moving & Logistics division has won silver and bronze awards in the 15th annual Stevie Awards for Sales & Customer Service. The Stevie Awards are touted as the world's premier business awards, recognizing the achievements and contributions of organizations and professionals worldwide.

Suddath won bronze for 'Account Management Team of the Year' and silver for 'Customer Service Team of the Year' in the Airline, Distribution and Transportation category. "It is an honor to see both teams recognized as customer experience leaders," said Teela Gleason, Senior Vice President of Global Client Services for Suddath. "This team continued on their quest for service excellence this year despite the pandemic, working creatively to find solutions for global mobility

programs and our relocating customers. This well-deserved recognition is amidst an extensive cast of well-known quality organizations, making this achievement even more impressive."

Award recipients were selected based on the average scores of over 160 professionals worldwide, by nine specialized judges' panels. The 2021 Stevie® Awards for Sales and Customer Service were presented in a virtual ceremony on Wednesday, April 14, 2021.



Volvo Trucks go electric in North America

Volvo Trucks North America has announced its all electric VNR Electric is now commercially available in North America.

The Volvo VNR Electric (pictured right), is designed for customer applications and driving cycles with local and regional distribution ranges. The 264-kWh lithium-ion batteries, which charge up to 80% within 70 minutes, have an operating range of up to 240 km based on the truck's configuration.





PM Relocations celebrates Joy Of Giving week

Despite the difficulties of 2020, PM Relocations in India is still doing its best to help those who are least able to help themselves.

As in previous years, the company has extended a helping hand to the Gurgaon-based NGO, Earth Saviours Foundation, which is a shelter to abandoned and

disadvantaged people during Joy Of Giving week.

A spokesman from the company commented: "We hope that our country bounces back with more strength than before and things become normal again so that we can be there for our loved ones and help our country grow in every possible way."



Georgia Angell joins Formula and Granero

2020 IAM Hall of Honor recipient Georgia Angell, principal at Trellis Vine Consulting, has joined the team at Formula Global Mobility and Granero Moving. Georgia (pictured right) has joined the company as operations advisor, working alongside Chief Executive Officer Robson Granero and Strategic Advisor Mark Oakeshott.

Georgia brings a wealth of experience to the company with a particular focus on the Government and Department of Defense market segment.

Georgia has held numerous leadership positions with some of the industry's leading household goods moving and forwarding companies.

Commenting on the announcement Robson Granero said, "I have had a great relationship with Georgia over many years and the stars finally aligned for us to work together. There is a great chemistry between Georgia and the leadership team, together with a shared agenda to continue to grow and diversify the business

Suddath partners with Jacksonville FC for Children in Need

Suddath in Jacksonville has partnered with Jacksonville FC (JFC), a philanthropic youth soccer organization, to deliver donated toys to local children in need. Jacksonville FC collected and donated more than 300 toys to more than 100 families with children at Community PedsCare, a nationally recognized pediatric hospice program for children with life-limiting and life-threatening conditions.

Suddath has been part of the Jacksonville community since it was founded in 1919. In addition to being a leader in the moving and logistics industry, it is also dedicated to taking care of the local communities where it operates.

"We are grateful that JFC entrusted Suddath with transporting these gifts to children at Community PedsCare," said Scott Perry, President of Suddath Moving & Logistics. "For

over 100 years, Suddath has been part of the Jacksonville community and we are proud to honor our core value of caring by giving back to Jacksonville children in need."

The Jacksonville FC program teaches children about soccer and giving back to others. It focuses on club-wide donations of time, talent and contributions to help make life better for those in need.

"We at Jacksonville FC recently started our JFC Cares initiative and we couldn't be more proud to work with Community PedsCare," said Pat Cannon, Executive Director of Jacksonville FC. "To be able to give back and help these children is very important to our club. A big thank you to all our JFC families who stepped up in these times to help PedsCare children."

Established in 2000, Community PedsCare offers support, comfort and care, free of charge, to more than 175 terminally ill children and their families in North Florida.



based around quality and compliance."

After the few first days with Formula, Georgia said, "I am excited to be working with such a great team to assist with operational enhancements and ensure quality growth."

In addition to her work with Formula Global Mobility and Granero Moving, Georgia will continue to support her client relationships at Trellis Vine Consulting LLC.






PAIMA Conference, Orlando

At the time of going to press, PAIMA is intending to hold its annual conference, from 10-12 October 2021, as planned, at the Hyatt Regency Convention Center in Orlando, Florida. Whether it can go ahead will, of course, depend on the development of the COVID-19 pandemic which might impact both the practicalities of holding the conference and of members' ability to travel internationally. Site visits will take place sometime in the spring, no date has been set yet.

At the recent PAIMA virtual meeting there was a general desire to have a face-to-face conference as soon as it is practical to do so. However, it is still too early to be sure whether a meeting will be both possible and advisable. PAIMA is proceeding on the assumption that the event will be possible, but will retain the option of a further postponement should it become necessary.

Antonio Tremols, PAIMA Executive Director, has said that the Board has already discussed with the hotel the social distancing measures that may be required throughout the event. He assured members that, although the Board shares members' wishes to hold the conference, it would not do so unless it was confident that the event could proceed in a practical, enjoyable and safe way.

Further information will be released as it becomes available.




30% OFF

advertising in *PAIMA Report* for 2021

The PAIMA Board of Directors has approved a promotional *PAIMA Report*, COVID-19 advertising discount for 2021. The intention is to help members by reducing the cost of exposure within the PAIMA family, during the COVID-19 crisis. This applies to both current and future advertisers.

The *PAIMA Report* is published tri-annually and is saved in PDF format on the PAIMA website. Hard copies are mailed to all PAIMA Members.

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





Solidarity in times of COVID

Mudinmar in Spain recently heard that the Monastery of the Immaculate Conception in Cuellar, Spain, wanted to make a generous donation of goods and clothing to the Church of Santa Maria del Monte in Mexico, for the benefit of the most disadvantaged people there. Jocelyn Zevallos, Senior Sales Executive of Mudinmar, set to work to provide some help.

By consolidating the shipment and taking advantage of the good connections between Spain and South America, Jocelyn managed to load the donation in a container to the Port of Veracruz, reducing transport costs to a minimum. Despite the restrictions on international mobility at that time due to the emerging situation of COVID-19, Jocelyn worked hard to find solutions and coordinate the shipment together with the agents of Interactive Moving. The donation was made possible thanks to Jocelyn's commitment and teamwork with Mexican mobility experts. On a national level, the Spanish removal company also made its contribution to society, moving the facilities of La Fe Hospital in Valencia during its expansion to receive and treat COVID patients.

Earlier in the year, Mudinmar organized a charity move for the Monastery of the Immaculate Conception in Toluca, Mexico.

Jocelyn said that 2020 has been a complicated year for business and for the quality of life of society in general. "However, the difficulties have not succeeded in undermining such human values as solidarity between the companies that make up the global mobility industry."

The year 2020 ended for Mudinmar with the opening of a new branch in the capital of Spain, Madrid, under the label 'Mudinmar

Removals Madrid' and the transfer of its warehouses and offices from its main branch to new, larger and improved premises in the municipality of Picassent in Valencia (Spain). The facilities have up to 7,000m² of land, with specialized chambers for the storage of works of art, and seven loading docks.



Maersk service from Japan to UK, by rail

The Maersk 40ft container consignment arrived at Felixstowe, UK, on 2 March after its departure from Yokohama, Japan, in January, having crossed Russia by both land and sea.

The service, operated with railway provider Modul, is part of Maersk's AE19 service which has connected Asia and Europe via the Trans-Siberian railway and the ports of Vostochniy and St Petersburg since 2019. This is the first time the AE19 service has been completed with a full-size container train shipped with goods solely from Japan. "Transit from Asia to Europe via Russia is becoming a more and more attractive alternative to shipping goods via the Suez Canal, even for such sea-borne routes as Japan to the UK," said Zsolt Katona, Head of Maersk Eastern Europe.

First Ever Maersk
Intermodal Block Train
from Japan to UK

Ocean and Rail:
AE19 Service



"We are confident that the progress we made jointly on AE19 expansion last year, together with Russian Railways and our partners Modul, will continue the growth trajectory of Trans-Siberian transit in 2021." Transit shipments from Japan to Europe were one of the biggest container flows via the Trans-Siberian railway 30 years ago. Today, Maersk's AE19 service is helping to re-open this important transit route for shippers in Asia and Europe.

AE19 is now offering three weekly departures and mainly carries goods between North East Asia and Northern Europe. Due to the current pressure on the Asia-Europe Ocean networks, Maersk expects that transit shipments between Japan and Europe through the highly reliable Trans-Siberian operation on AE19 will continue expanding in 2021.



Women in the trucking industry

Since its earliest days, the trucking industry has been dominated by men – viewed as the only ones suitable for the “rough and tough” lifestyle, lifting heavy loads and long hours on the road.

This stereotype is becoming a relic as a growing number of women work as professional truck drivers in the United States. In fact, one out of every 10 over-the-road drivers is a woman, according to the 2019 Freight Waves & Women in Trucking Association survey. The American Trucking Association says that over the past 10 years, the number of women truck drivers increased by 68%.

Women are drawn to trucking more and more for the same reason men are – it can be a lucrative and challenging job where you can set your own hours, travel, and avoid a typical 9 to 5 desk job.

At the same time, companies are recruiting more women – not just because they are great workers, but they are also extra-dedicated when it comes to safety. Men represented 71% of all motor vehicle deaths in 2018, and were involved in over 50% of all crash fatalities at every single age bracket, so statistically, female drivers are the safer hire. This is especially critical since civilian drivers are becoming more dangerous. Distracted driving – mainly the use of cellphones while behind the wheel – has become so commonplace that it was responsible for the loss of 2,841 lives in 2018 alone.

“Driving big trucks makes you a lot more self-aware ... I know that becoming a woman truck driver has made me a better driver. The most rewarding thing in my life is that I can get into any vehicle and drive it and feel confident that I will drive it safely.”

Carrie Huffman



There's a personal reason why Carrie Huffman, a truck driver from Washington, is deeply dedicated and passionate about the subject. She lost her son in a car accident involving a semi-tractor-trailer in 2018. Though the loss profoundly affected her life, it hasn't stopped Huffman from loving her job as a trucker. But it has made her a vocal advocate for safe driving.

"In any accident, it takes 1.5 seconds to react. If you pull out in front of a truck, it takes that truck driver 1.5 seconds to even put on his brakes or to do anything," said Carrie. "If they don't have that second and a half, that's when you have horrible accidents like the one that happened with my son."

Almost 37 million trucks are registered and used for business purposes in the US, traveling almost 305 billion miles per year, according to the trade association Trucking. One of the unfortunate results of all this activity is almost 500,000 trucking accidents that occur in America each year.

"Driving big trucks makes you a lot more self-aware," said Carrie. "I know that becoming a woman truck driver has made me a better driver. The most rewarding thing in my life is that I can get into any vehicle and drive it and feel confident that I will drive it safely."

Carrie says it's important that the commitment to safety comes from the top. She drives for Suddath, a global moving and logistics company based out of Jacksonville, and said, "I just can't say enough about how wonderful Suddath is. They maintain a safe environment for all employees and have continued to be proactive when it comes to taking safety measures and having emergency protocols in place."

Women have noted other benefits to working as a professional truck driver, including that trucking is one of the few occupations with wage parity. Starting salaries are higher than many other entry-level industries, and women earn the same wages as their male counterparts – all drivers are paid the same way: by the mile, hourly, or sometimes by the load. Many companies also pay performance bonuses based on safety records, on-time percentage, and fuel efficiency.

The number of women executives in trucking companies is also climbing – just shy of 24% year-over-year. This year's American Transportation Research Institute (ATRI) survey found that women make up one-third of the executive teams at for-hire carriers. Another major benefit is the flexibility trucking allows in a driver's schedule. Jennifer Fuller, a moving truck driver from Texas, prefers the flexibility of trucking because it allows her to finish school while working.

"I'm a full-time contractor, but I also am a full-time college student," Jennifer said. "There are some days where I'll work six hours a day, and then the next day I'll work a 14-hour day. I've always done really well with time management, and this is one of those fields where it's helpful, especially since you don't have set hours."

Life as a truck driver provides a different atmosphere, with time in the field instead of in a traditional office. It

can be exciting to work in a job that isn't repetitive, since each move is different – different loads, different clients, different scenery. But women truck drivers also face their own set of challenges. Chief among them are things male drivers are much less likely to encounter or even think about – like crass sexism, sexual harassment, and personal safety dangers at truck stops. Tamela Barner, a driver from Georgia, said she is sometimes the only woman in the room and feels intimidated.

Marina Posoa, a driver from Florida who manages a team of 15, agreed, noting that even a decade into her trucking career, customers are still surprised to see a woman in charge. "That's probably still one of the difficult things I deal with 10 years later," she said. "They expect a big strong man, not a woman running the move." Jennifer Fuller added: "Sometimes, when you come across older truck drivers, they may wonder if you're up for the task, if you can handle this. You get a little bit of pushback, but I haven't had any horrible experiences where it would make me not want to continue to do what I do."

While many women drivers enjoy the flexibility that trucking offers, they also recognize the difficulty of trying to maintain a balance between work and life. In an effort to establish that balance, Marina Posoa chooses to spend half her time in the field and half at home.

Tamela Barner struggles to be there for her teenage daughter, who sometimes gets upset when she can't come home. During summers, when her daughter is off from school, Tamela is occupied as summertime is the busiest season for moving.

Despite their presence in a male-dominated field, these women truck drivers have found their occupations empowering, with deep rewards. For Jennifer, 'girl power' has its own rewards. "It's nice to showcase women in an industry that's usually pretty male-dominated," she said, smiling. Many women bring a 'try harder' factor to traditionally male jobs, in everything from caring for their equipment to customer relations. Marina Posoa said she feels she must always give 110% because she is a woman. Learning truck maintenance, pre- and post-inspections, safety, and speed are all critical parts of trucking. But so, she says, is customer relations.

"Professionalism is everything to me," she said. "You meet your customers, you get very familiar with them and hopefully within the first hour or two while the move is happening, they get comfortable with you and they see why I'm in my position." All four women love their chosen field, and highly recommend it. "I can say to any woman who wants to be in the trucking industry that it is a wonderful career," said Carrie Huffman, who is certified to drive box trucks, vans, and anything with a DOT logo on it. "It enhances your ability to communicate with many different people, and you can drive any kind of vehicle they put in front of you. And it's fun. If you're over the road, you're seeing the country for free and getting paid for it."



PAIMA virtual meeting

On 24 February, PAIMA hosted its first virtual meeting for all members, to provide an update on the Association's activities over the previous 12 months. PAIMA held three events during the day at different times so that all members could take part irrespective of their time zone.

PAIMA Executive Director Antonio Tremols welcomed everyone to the meeting, especially the new members, and looked forward to being able to meet them in person soon. He then asked PAIMA President, Lars Lemche, to join him to provide an overview of the Association's achievements.

Lars said that the COVID pandemic had been a disaster for the industry, but everyone had kept going despite the difficulties. PAIMA had done all that it could to keep costs under control while ensuring that the business of the Association was completed as planned. The PAIMA Board had held regular meetings by Microsoft Teams and had been extremely active and he thanked the Board members for their dedication and hard work. Only one meeting had been cancelled and that was when Lars himself was in hospital suffering from COVID-19.

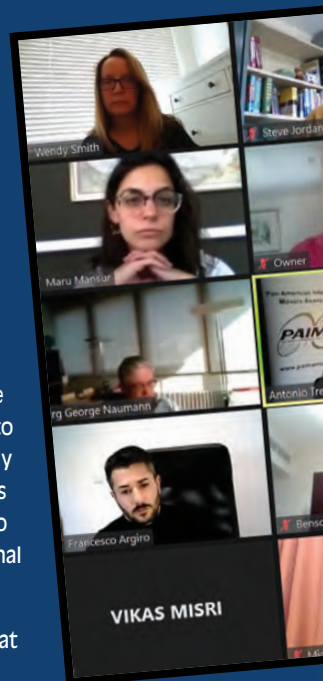
He said that PAIMA had lost very few members and had acquired some new ones. "So I think we are doing pretty well," he said, "and everything is fine so far."

Lars explained that PAIMA was improving its reciprocity system to provide much more analytical data from the tonnage system, allowing members to extrapolate more value from the information it provides. Lars also encouraged members to declare their tonnage through the system explaining that showing that you have tonnage to share makes it much more likely that members will share tonnage with you.

Lars said that PAIMA would provide a presentation on the changes to the tonnage portal for comment before it goes live.

Antonio Tremols added that PAIMA has trade-marked its logo to secure it for the whole Association. "It was an important step in the right direction to protect the Association," he said. He also spoke about the work PAIMA had done with FIDI on the Memorandum of Understanding (MOU) for the use of the Professional Cooperation Guidelines (PCGs) which provides added value to the members. Lars encouraged everyone to take advantage of the PCGs in their day-to-day business. He said that even if your company is not a FIDI member it was a useful sales tool to show that you operate to the same operational guidelines.

Tony said that PAIMA is a lean organization that had been able to keep costs in check and thanked George Naumann, PAIMA Treasurer, for his oversight of the Association's finances. He said that there was a small surplus from last year which would be used for the benefit of members.



He was optimistic that the convention in Orlando in October would be able to go ahead as COVID-19 vaccines were rolled out worldwide. He was interested to understand better how members feel about getting together later this year as there is a lot of planning involved in organizing a successful convention.

Before opening the meeting to questions, Tony said that the Board was always looking for suggestions and recommendations from the members about how to develop the organization. "We are always looking to improve," he said.

Duty changes in Argentina

Maru Mansur from Argentina explained that the customs regulations had changed in Argentina which adds approximately \$1,500TEU and \$2,600FEU or more, to the cost of exporting household goods. The industry members in the country are currently fighting the regulation with the authorities.

Military Coup in Myanmar

Eaindra Lwin from Myanmar told members not to ship goods to Myanmar because of the military coup in the country. He would provide updates as appropriate.

said that will provide some confidence with corporate accounts that are concerned about liability and with assignees who are reluctant to move. There is a lot of pent-up demand and he expected there to be a massive spike in activity in the summer.

Container shortages

Harm Meierdirks warned of a severe container shortage in Northern Europe with space limitations causing a six-week delay for bookings that was getting worse. Harm said that his company, Carl Hartmann, currently had 62 vessels anchored off Long Beach waiting for berth time. Every vessel was losing up to 20 days per voyage through delays. The cost of a 40ft container has rocketed from \$2,000 to \$12,000 in just six weeks. Other members from the region confirmed the situation. Delays from the UK seem to be less severe, as do delays from other countries.

Lisa Beranich said she is having to make pricing changes for shipments through the West Coast and is fighting demurrage charges with the lines. Harm predicted services to the East Coast will also be disrupted. He said the problem has been exacerbated

because then-President Trump put a hold on visas which have now been issued and people want to move immediately.

Harm added that many shipping lines are charging a congestion charge of \$250/\$500 for shipments into the UK from North America.

Convention in Orlando

The meeting discussed the probability of being able to hold the annual conference in Orlando in October. Although

there was great enthusiasm for the conference to take place the conclusion was that it was too early to make a final decision. The hotel has confirmed that social distancing will be in place and will be enforced by the hotel staff. Delegates may be required

to wear masks. Travel will be restricted based upon the governmental regulations that apply at the time. It was also likely that proof of vaccination would be required which might preclude some members from countries where the vaccine rollout was proceeding more slowly.

If traveling it would be up to members to ensure that, if required, they had appropriate health insurance in place as this may be more difficult to arrange in the wake of the pandemic.

New members

The PAIMA Board thanked current members for their efforts in introducing new members to the Association. This was particularly important as the rich recruiting platforms of the annual conventions had not been available. The Board agreed to share a list of the countries in which PAIMA was not currently represented as a guide to future expansion opportunities. Tony Tremols said that the strategy for PAIMA was, however, to remain a small boutique organization, nonetheless new members are welcome in areas not currently serviced. The meeting concluded that it is important for members to be active, to take part in conventions, join panels and report tonnage for the long-term benefit of their companies and the Association as a whole. It is part of the regional directors' roles to encourage this as much as possible.

Round up

To round up the meeting, President Lars Lemche asked for comments from the Board and members about PAIMA and welcomed constructive suggestions for improvement. Some members gave short reports on the trading position in their own locations and an update on vaccine rollout. Steve Dozois encouraged members to support each other as much as possible and reminded everyone that PAIMA is offering discounted rates for advertising in the *PAIMA Report* to help companies to promote themselves within the organization.

In conclusion, Lars and Tony commented on how good it was to see people again and looked forward to a time when face-to-face meetings will be possible again.



US corporate business

Mark Oakeshott said that he expected the US corporate business to get a lot busier from the summer as COVID death numbers reduce and the vaccination program accelerates. He

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RIP Wladimir de Mello

Wladimir Alvares de Mello of Metropolitan Transports in Brazil died peacefully in hospital in São Paulo on 29 January, 2021. He leaves behind his children, Pedro, Thiago, Nicolau, and Cristina, and his wife, Martha. His family were with him at the end. He was 79 years old.

Wladimir was born in the Portuguese sector in Shanghai in 1941 where his father was the Portuguese 'General Counsel'. The family later returned to Portugal where Wladimir was raised in the town of Trancoso, around 150km east of Porto. At the age of 17, Wladimir traveled to Brazil where he started working for a local moving company. On 1 April, 1969, he started his own business, Metropolitan Transports.

He built his business into a major force in the region with an unashamed focus on sales. He was a charismatic and colorful member of the international moving industry, well known for his drive and enthusiasm for the business.

His son, Pedro, is now the CEO of the company. Pedro took on the role some years back as part of the long-term succession planning for the business. "My father was sales driven, a leader, compassionate with all his employees, and always had a sense of humor," he said. "He was a risk taker. He never settled for the normal standard, he always wanted to improve. He taught us how to innovate and how to be an entrepreneur."

Deputy CEO Fabricio Bertoldo, who has been with the company since 1992, was also feeling Wladimir's loss very deeply. "He was a person who was ahead of his age," he said. "He was the university of moving in South America. Many of the people involved in the moving industry in the region came through Metropolitan, passing through his hands."

Pedro said that he always believed in the younger generation. "He was a very generous man. He admired intellectual capacity and personality. He was an entrepreneur, a dreamer who made things possible."

The company had been through some difficult times, but Wladimir made sure that Pedro had comprehensive training and was ready to take over. Since 2014 he and Fabricio, in their twin CEO roles, had guided the company towards renewed success. "Besides losing my father and my best friend, I will miss his guidance," said Pedro. "Every day he gave us the strength and

confidence to better ourselves, to continue to innovate and create value. I will miss his wisdom, his presence, his joy for life and his passion."

"It's now our principle to make him proud," said Fabricio. "We will keep his legacy, learn to be better every single day and continue to do everything that he taught us. We will continue to serve our clients and still be the regional presence in South America."



Fostering a growth mindset for Humboldt

As you might imagine, a company founded in the year 1905 has seen just about everything. And that is the case with Boston-based Humboldt Storage and Moving. Founded just after the turn of the century, Humboldt has used horse and buggy to move families, seen multiple wars, countless economic cycles, revitalized neighborhoods and so much more. And this past year, like everyone else, Humboldt had to conduct business during the pandemic. Despite the uncertainty that all of us were feeling and experiencing, the Humboldt team never took their eyes off planning for future growth. In fact, during the pandemic they embarked on a massive expansion project on their campus outside of Boston.



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Humboldt already manages 100,000 square feet of storage space at its facility. And with this current project, it is adding 32,000 square feet as it plans for the future. The company plans to cut the ribbon on this newly created space in June, just in time for the busy moving season, and remains on track and ready to open its doors.

It sounds like Humboldt has taken on quite a bit during this past year and it has. Most companies would call it a win if they just successfully navigated their way through the coronavirus. But not this team. They took this opportunity to break ground on this long-awaited project. But not before implementing solid procedures and safety measures to conduct business in a pandemic.

Humboldt prides itself on thriving in a team environment. However, the office staff was forced to transition quickly to remote work. Apart from moving crews and warehouse personnel, the Humboldt team worked from home, not unlike other companies. Without any interruption in service, the team continued to do the job that families need them for, support and guidance during a move.

And as a business that completely relies on the ability to enter the homes of customers, it quickly needed to revamp strategies as well as earn the trust of customers. Moving crews

needed to understand the importance of keeping a safe distance while executing the job they were there to do. And as a company that understands the importance of making sure customers can relax during the moving process, that was never more important than during the pandemic.

Compassion also stood out front and center in its mission. Being called on for new types of moving jobs such as moving individuals closer to family due to COVID and being asked to come in and rearrange homes because of a coronavirus diagnosis, crews needed to understand the importance of their role this past year.

Humboldt's tagline, "Relax and Get Moving," took on a whole new meaning in the year 2020. Now, as we all share a glimmer of hope for the coming year, Humboldt has its sights set on that new warehouse space. With a focus on climate-controlled storage and increasing its overall capacity for local international moves, the future is bright for Boston's oldest moving company. The new facility is also an opportunity for several new job openings and Humboldt is excited about increasing its workforce and its ability to serve new customers.





Compas International Movers joins the PAIMA network

PAIMA now has a member in Belgium following the entry of Brussels-based Compas International Movers to the network.

Compas was founded in 1994 and is now owned and run by Pieter Willems (pictured above) who bought the company in 2018 with a fellow investor. Pieter is no newcomer to the moving industry having started his career with Trans Euro in 2001 where he spent 12 years, before moving on to Gosselin's worldwide HQ in Belgium for a further six.

Compas is a specialist removals company sharply focused on the international market, as Pieter explained. "We prefer to concentrate on moving household effects internationally and have no desire to offer things such as school search, visa applications or accommodation services. We want to be a specialist not a generalist," said Pieter. "Our aim is to be recognized as the best service provider for international, diplomatic and corporate removals in Belgium. Being based in Brussels - the capital of Europe - it goes without saying that there is a big demand for these services, but it is highly demanding and requires dedicated care, knowledge and expertise."

Compas has a team of ten experienced staff to make sure everything goes smoothly. "The greatest asset we have at Compas is not our trucks, vans or warehouse, but the people who work here. They are the soul and foundation of the company and they make a difference every day, which makes me very proud," said Pieter. "Some of our team are expats who have worked abroad in the moving industry for leading companies including Asian Tigers, Sterling, K2, Bailly, Santa Fe and Ziegler. As such they fully understand the international moving business and are able to deal with any challenges should they arise."

"I am very happy to have joined PAIMA and particularly proud to be the only member in Belgium," he added. "We intend to be proactive and to support other members as much as possible by consigning them shipments. I look forward to our future collaboration and to meeting everyone at the next PAIMA convention."

Compas International Movers is also a member of IAM and is on course to become a member of FIDI later this year.



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India's Grace Relocations joins PAIMA

One of India's foremost moving and relocation companies, Grace Relocations PVT Ltd, has recently joined the PAIMA network. The company operates from seven locations across India and is headquartered in Gurgaon (New Delhi).

Since its formation in 2006, Grace Relocations has expanded its domestic and corporate moving activities to include a full range of international relocation services including visa applications, school and home search, cross-cultural training, and settling-in

assistance. The majority of international relocations are from India to the USA, APAC, China, Europe, and Singapore.

Sailaja Jonnalagadda is the general manager of relocations in South India and has over 20-years' experience in the moving industry. "We joined PAIMA mainly to increase our exposure to others in the international relocation business and to further expand our network," said Sailaja. "We have over 130 full-time staff and the key members of our team have worked in the relocation and moving industry

for many years, driving towards further expansion under the leadership of Nikhil Arora, Director India. PAIMA members can be confident that their clients will be well looked after when they use our services in India." Grace also provides a range of specialist services including fine art transportation and storage, as well as IT assets and data center relocations.

In addition to PAIMA, Grace Relocations is a member of IAM and is expecting to gain FIDI and EuRA accreditation later this year.



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The Gosselin perspective

Marc Smet, of Gosselin in Belgium, gives his perspective on the industry, the opportunities and success.

Marc Smet runs Gosselin in Belgium. It's a company of around 850 people, with a turnover in excess of €300m, operating in 34 countries and with a history that dates back to the 1930s.

Marc joined the company in 1976 when it employed 25 people. It's come a long way since those days. Much of the success came through US military business and by expanding generically and through acquisition. Gosselin also opened its logistics division with its own inland container terminal, the Gosselin Container Terminal (GCT) at Deurne on the Albertkanaal, that connects with the Antwerp port in one direction and via the city of Liege on into Germany.

Today the company's work is split between three divisions: the moving division handling household and office moves for corporations, embassies, government organizations, global partners and RMCs; the US military division with 60,000 movements a year; and the logistics division that includes heavy and high haulage. It still holds a contract with the US State Department as the European distribution hub for consignments going to US embassies throughout Europe, Central Asia, Africa and the Middle East. "We have 35,000 sq mt of warehousing space for that one contract alone," explained Marc.

A key factor in Gosselin's development has been its focus on holding its own assets and providing a comprehensive service to its customers. For example, the Ramstein Air Base at Kaiserslautern, the HQ of the US Air Force in Europe, is much closer to the GCT in Antwerp than to Bremerhaven where most other agents were located. "This made us very competitive," explained Marc, "and everything we did was always with our own facilities, including transport, port handling, stuffing and stripping of containers." Last year the GCT at Antwerp handled 80,000 TEU of general cargo.

This principle has followed through to its work with USTRANSCOM for the movement of household goods for military personnel. "Since the 1970s we have absorbed all the risk by providing a service package that almost nobody else has. We provide all the services, the assets, the agency and the facilities." Marc is also quite positive about the prospect of this contract, purported to be worth around \$20 billion, going to one company next year. "We will have one customer instead of 120," he said. "We look forward to a strong partnership with whoever wins the contract. I think it will improve the service eventually."

Corporate household goods moving

Around €78m of Gosselin's turnover in 2020 was for corporate accounts. Marc said that although there was a reduction in business of around 5%, mainly from the severe drop off in March and April, he thought the company had done fairly well. "The government support programs helped. But now the question is how much business will come back?"

"There will be a reduction in corporate business which has been going on for a long time, it's not happened just because of the pandemic. Because we have fewer expats and lower allowances, and because people are not so addicted to furniture, we will continue to see smaller shipments. So it's a bigger challenge to manage it properly."

Lasting changes from COVID-19

Marc believes that the revolution to video conferencing will stay. "This has suddenly opened up the world," he said. "We are in 34 different countries and now even our management meetings, where we used to get together every month or so, are done as TEAMS calls. Travel will be drastically reduced." He doesn't think it will go away completely, as it's still important for people to meet in person. "But instead of doing meetings eight times a year we might meet twice and have six meetings on TEAMS."

As far as annual conventions are concerned, Marc doesn't foresee much change. "People supported virtual conferences last year just to support them, but they are not the same thing."

formula for success. "First of all you have to like it, then you have to work hard, from early in the morning until late at night, especially at the beginning," he said. "You need to put as much money as possible back into the business. We created assets and an infrastructure that attracts customers. The easiest sale for us is if a client visits us in Antwerp. It's not many moving companies that have their own inland container terminal." He also said that having this strong structure helps a company to become an employer of choice for younger people. "If they work in a good environment, they see that the company continues to grow and they're willing to work for it," he explained. "It's the people that do all the work."

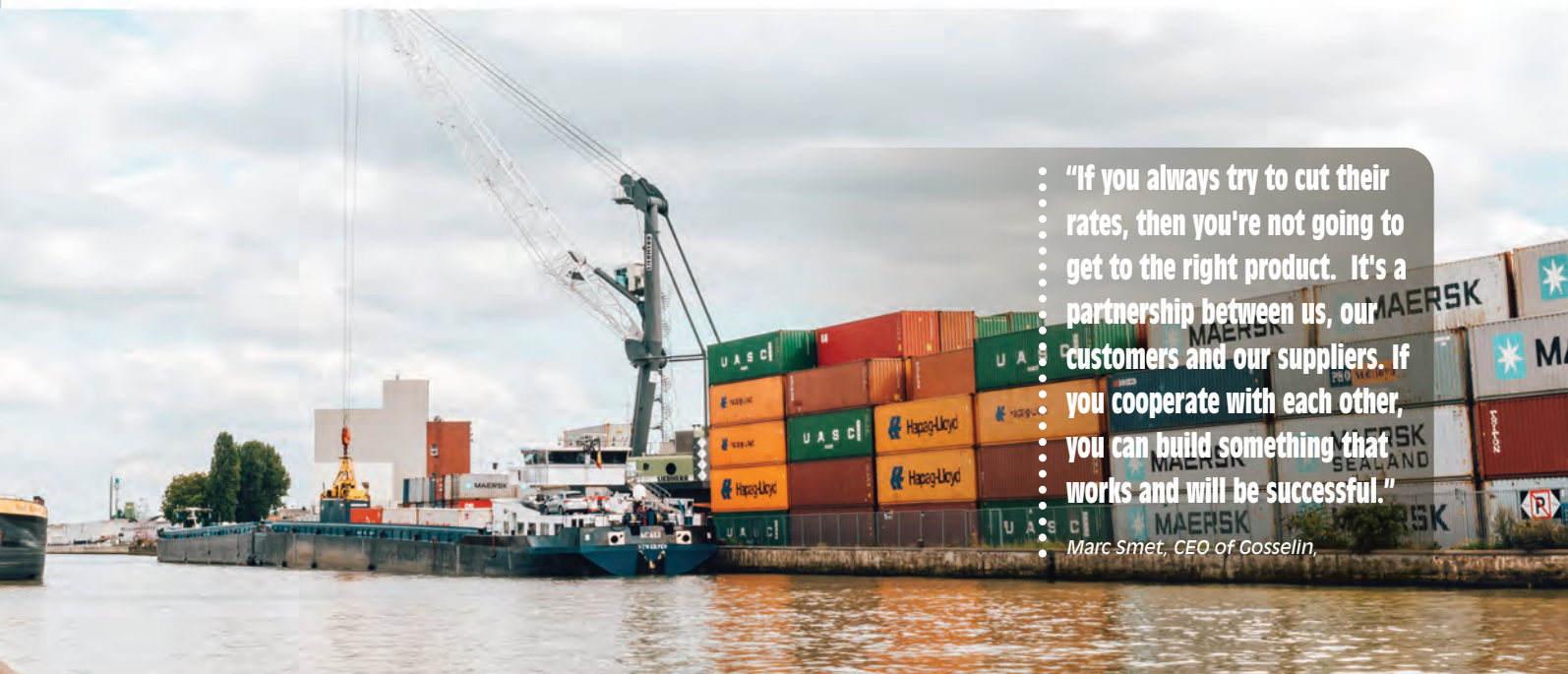
these services, we create synergies to get a better margin on the total price. That's how we gain market share. It's not that difficult."

Pricing

Marc does not concern himself too much if competitors try to undercut him on price. "The best piece of advice I had was to work hard, use my common sense and make sure that I make some money out of everything I do." He said that if you are competing against a rate you cannot match, either you have the wrong operational system, or the other guy's made a mistake and will go bankrupt after a while anyway.

Cooperation

Marc is understandably proud of Gosselin. "We have built a pretty big organization, we



"If you always try to cut their rates, then you're not going to get to the right product. It's a partnership between us, our customers and our suppliers. If you cooperate with each other, you can build something that works and will be successful."

Marc Smet, CEO of Gosselin,

Virtual surveys are here to stay though. Marc said that customers seem to be satisfied with the service and they don't want all the movers in their houses to get a quote. It's a waste of time for them and they prefer to do it at a time that suits them. "So we are seeing a tremendous pickup in the use of virtual surveys. That means that salespeople will spend less time on the road, so they can become more effective and be able to do a lot more with the time they have." Marc does not, however, expect to be operating with fewer staff. "We will employ the same number of people, but they will be able to do more revenue and more business." One example is the use of real people behind the company's website chat functions. "It's amazing how many conversations they get going in different time zones. We are now thinking about adding more people because of the demand."

What made Gosselin successful?

Marc does not believe there is a magic

Providing the right opportunities for people is important to Marc.

Marc also points to the Group functions such as finance and legal services, as attractive elements of working with a larger company. "It means you can professionalize every segment of the organization." This gives employees the opportunity to focus on what they do best knowing they have the support of experts should they need it. "In a small organization the general manager has to do it all."

He believes that diversification is important. He said that if you diversify the products that you offer, you become tougher competition. "That's what we've done with the government business. We built a service package that goes far beyond what somebody else would do because we put four different types of service in one product." Marc points out that any competitor, contracting in those services, will have to build in multiple margins. "If we link

are financially healthy, and we keep investing so that we have an infrastructure," he said. He also appreciates the contribution global partnerships have made in the company's growth and believes that people need to treat each other fairly. "If you always try to cut their rates, then you're not going to get to the right product. It's a partnership between us, our customers and our suppliers. If you cooperate with each other, you can build something that works and will be successful."

IAM Hall of Honor

In 2020, IAM inducted Marc into its Hall of Honor. He is the second member of the company to be recognized in this way: Dolf Gosselin was posthumously honoured in 2011. "It's a recognition from the industry, I'm happy and proud that I got it," said Marc. "But it's an award that I dedicate to all the people in our organization. They wouldn't give it to Marc Smet if I wasn't part of Gosselin."

A portrait of Sara Lyrum Kronkjaer, a woman with blonde hair and black-rimmed glasses, smiling. She is wearing a black top with a blue and white patterned collar. The background is a solid dark grey.

Aspire Mobility is the international division of Møbeltransport Danmark A/S, one of Europe's largest and most respected relocation and moving companies with a history dating back to 1879. Aspire Mobility is a part of the Bach Salicath Danmark Group of Companies, which also includes MD Fine Art Logistics, Møbeltransport Danmark and Reloc. Providing employment for some 200 people, the company delivers quality moving and DSP services to agents and partners in Denmark and Sweden, as well as through service providers to corporate accounts in more than 100 countries worldwide.

Sara Lyrum is Aspire's group director. I have interviewed Sara before and always she has a fresh, forward-looking approach that is both interesting and insightful. I was confident that this mid-COVID chat would be equally illuminating.

She explained that her company had, fortunately, done quite well during the pandemic. That was because of a generous mix of good luck, good planning, hard work and a robust company culture that guided everyone to pull together during a time of crisis.

"Last year was pretty good for the first few months, we'd even secured two new global accounts, then COVID hit," she explained. The good luck came from the Danish government who designated moving as an essential service, so Aspire was able to keep the wheels turning throughout.

The future of mobility

**An interview with
Sara Lyrum Kronkjaer,
Group Director of Aspire
Mobility Group in Denmark,
by Steve Jordan.**

Sara said there was also an additional need for services due to the pandemic. "There was more revenue available because more goods went into store, visas had to be extended, there was a need for more temporary accommodation and all these small services added up. In the end we exceeded our budget for 2020 despite the virus."

Sara said that when Prime Minister Mette Frederiksen decided to shut down Denmark, she did so virtually overnight. But good planning in the past had helped Aspire negotiate the initial shock. "We were already set up for everyone to work from home," said Sara. "I know that some companies had to invest in laptops, IT systems and secure Internet, but we already had that in place so it was very easy. We were ready to go in a day or so." But she said that the biggest challenge was with the crews. "We didn't know what we had to do - take temperatures, wear masks, provide sanitizer kits - there were no rules and nobody knew what to do. We do quite a lot of DSP into Denmark and we didn't know whether we were still allowed to deliver the services."

Despite Aspire being able to continue, Sara said that after a few weeks it was clear that the world had stopped. "Although we could drive to European countries, getting into the US, Singapore or China was a huge challenge. Also, not so many people wanted to go there, and accounts were deciding whether they wanted to send people out or keep them safe at home." Fortunately for Aspire, Denmark was perceived as a safe place so the import side of the business exceeded expectations.

Changes that will stick

But I was interested to know how many of the changes made had stuck and would continue in the future. Sara said she still had around 75% of the workforce working from home, but that was because of a second wave of infections in the country. "We have people who went home in March last year who still have not been in the office," she said. "We still have a responsibility to protect our workforce, so we need as few in the office as possible."

Then again Sara is acutely aware that although the company can function remotely, there are bigger issues to think about. "Our people have been amazing in adapting to these new arrangements, but one of the real challenges has been to keep the team spirit with this social distance. It's easy to forget the people that you don't see. Some of our people live alone, so they don't see anyone." So the company had done what was possible to maintain that group contact.

Sara was, as I spoke to her, planning a virtual cocktail party so everyone could join in the fun.

"I may be naïve, but I think that we have maintained our company values so far. The company has been going for decades and they are in our DNA." That said, she accepted that such values are very difficult to maintain when people are not together. Although she felt that the new way of working had become normal, there had to be some compromise. "I don't think we will go back to where we were. Companies need to be lean and keep costs down. That's a matter of survival. But I expect we will operate a rota system with around 60% of the workforce in the office at any time so everyone gets the chance to mingle and share ideas with colleagues."

"As far as service delivery is concerned, there are definitely smarter ways of improving your technology and the need for these has accelerated. Now most of our surveys are done virtually, I don't think that will change. Services such as home search and local orientation will continue to be done remotely. These changes are here to stay and if you don't follow, and try to go back to where you were, it will be a dangerous step that could jeopardize your business."

Sara said that during the crisis she had focused on cashflow. "In our industry, although we love each other and are the best of friends, we are really bad at paying each other's invoices. If cashflow is not in your top five priorities, you need to make a new list. If you don't, it will compromise your business."

Working with corporations

How does Sara feel COVID will affect work from corporate accounts in the future? Of course, as we have become accustomed to working from home, so have our customers. "I think it might have some effect on the commuter side, and short-term assignments, but long-term assignments will be there still. Corporations still need to be dynamic and empowered to attract the young, talented people they need. To do that they need to provide the opportunities for them to go abroad and have experiences; if they don't, they simply won't get the best talent for that job."

Companies also appreciate the value of being close to their workplace and having the right cultural awareness. "If you are running a shoe factory in China you need to be there." She accepts, however, that some of the services might change. "Core-flex is the way forward. Companies will establish the core services all their assignees need, then be flexible to add on those additional services that are required

individually. This is moving ahead much faster now. You need to listen to your customers and be sufficiently agile to provide them with the services they want for their people."

Tax regulations too might help to maintain the status quo. If an employee is working in London and running an operation in Singapore, where is the tax due?

Just remaining compliant may ensure the continued movement of people at this executive level. Of course, there is also a new level of migration with people who have found that they can work remotely and so wish to move to live somewhere convenient or beautiful (or even both!). Some corporations are already helping their staff make these changes. "It all comes down to the people and what they want to do," said Sara

Technology

I talked to Sara about technology which, she said, will only get better. She believes that it is communication that's important. "People are used to getting answers immediately. COVID has made it worse because people are even more used to using phones to do things. It represents a change of customers' expectations for service delivery. It's not just buying a t-shirt or pair of shoes, it's relocation services as well. People want communication straight away and if you are not able to deal with that you will lose out because the bigger players will simply take over." She adds, of course, that the bigger players are only going to get bigger because they have the money to invest. "There will come a time when the only people who meet the customers are the crew."

In the future Sara feels that a relocation company will, to some degree, run its business through a flexible IT system that's adapted to a phone, such as an app. "Something that will give customers instant booking, updates and information. To develop these systems on our own will take a long time, cost a lot of money and will probably be outdated by the time they are ready. So, we'll probably have to invest in an existing system. In reality, that's the future."

Why you should report your tonnage to PAIMA

For some years now, PAIMA has operated a tonnage reporting system and regularly published a league table showing which members have contributed the most to the network. It is used enthusiastically by a large proportion of the PAIMA membership. PAIMA, in this sense, is not unique: other organizations, including OMNI and EUROMOVERS, operate similar systems and, in the same way as PAIMA, recognize those who take part and reward the high achievers.

But, although winning prizes and fighting to the top of a league table might be an incentive for many, for some companies it is not so, particularly if they stand little chance of winning. But winning a prize is just a 'nice to have': it's not the goal. The main reason for reporting tonnage through the PAIMA system is far more practical and commercial than that.

The purpose of reporting tonnage is to let your PAIMA partners know that you have

traffic to share. Any origin agent looking for a destination agent must consider the opportunity for reciprocity. It's what the agent-to-agent principle is based upon. If the traffic is not routed, no origin agent is likely to ship to an agent that they know has nothing to send in return, PAIMA partner or not. They need to know that they are shipping to agents that are active in the market and that they at least have a chance of receiving tonnage in return. Of course, it's not just the import they are looking for, but the subsequent return export that usually follows, especially with corporate moves. That's what makes the international moving world go round.

That's why PAIMA has a tonnage reporting system. It's not just an excuse to fill an hour or so at the annual conference, it's a valuable commercial guide to who has the traffic and who doesn't. So, if you choose not to report your tonnage, your PAIMA partners, in the absence of any information to the contrary, will assume that you don't have any. They

will ship their goods elsewhere, depriving you of the import and any subsequent export work that might come from it. Reporting tonnage through the PAIMA system is very simple and, if done regularly, will just become part of your normal operating procedure. The information it contains does not provide any potential competitor with commercially sensitive information.

So, if you have tonnage, report it through the PAIMA system. It's simple to do and will let your partners know that you are both active and that you might have tonnage to share yourself in the future. Tonnage reports are prized in moving networks worldwide for the contribution they make to helping develop and maintain a dynamic trading environment within the group. But they only work if people use them. If you don't currently report your tonnage to PAIMA, please adjust your procedures to do so. You might even win a prize!



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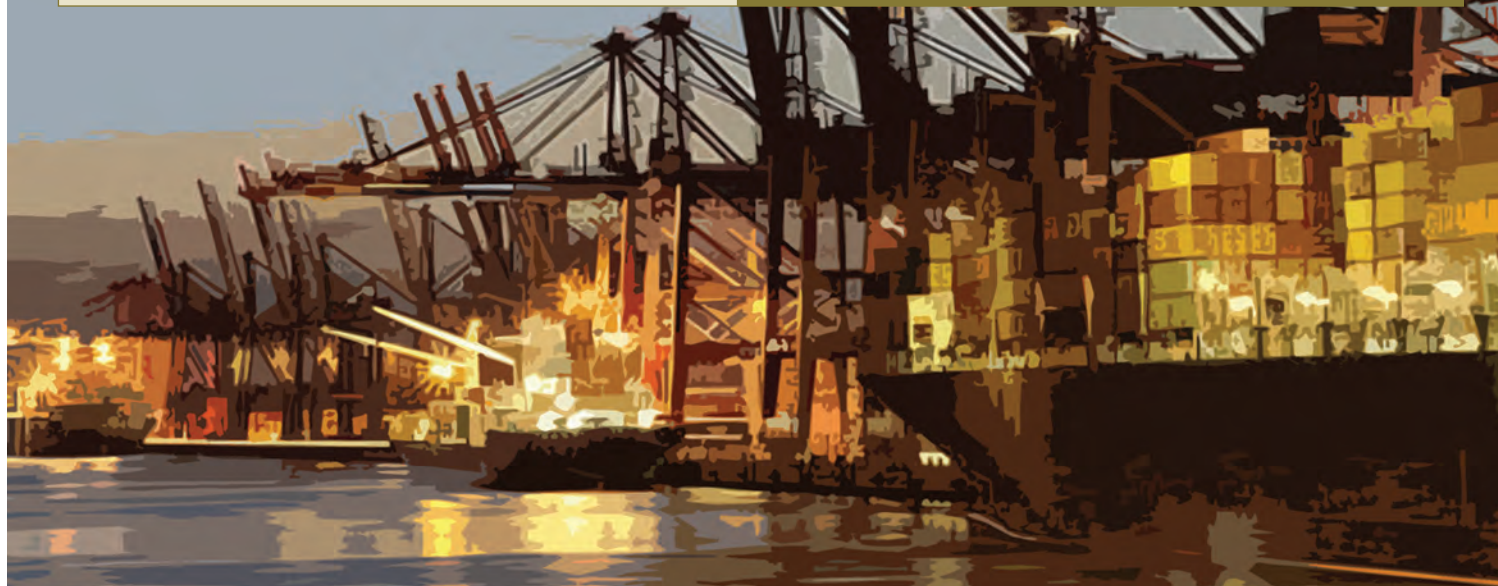


MOVERS P.O.E

PAIMA tonnage

TONNAGE REPORT

Company	Total Booked	Booked Tonnage	Company	Total Booked	Booked Tonnage
DELIGHT INTERNATIONAL MOVER LLC, Abu Dhabi, UAE	56	522,525	PIONEER MOVERS SDN BHD, Kuala Lumpur, Malaysia	17	61,851
RELOSMART LTD, Hong Kong, China	31	323,176	MUDANZAS GOU, S. A. DE C. V., Azcapotzalco, Mexico	10	59,695
NFB INTERNATIONAL RELOCATIONS AS, N-1340 SKUI (Oslo), Norway	87	297,325	MULTI TRANSPORTES MEX, S.A. DE C.V., Mexico City, Mexico	5	58,322
G-INTER TRANSPORTES LTDA, Barueri / São Paulo, Brazil	52	252,532	TEAMWORK INTL. MOVING, Osasco, Brazil	8	57,390
AIRES, Pittsburgh, USA	67	244,583	CONOTE SERVICES LIMITED, Abuja, Nigeria	8	48,225
DEWITT MOVE WORLDWIDE, San Diego, USA	80	214,348	SMART RELOCATORS PTE LTD, Singapore, Singapore	5	46,276
CARL HARTMANN GMBH & CO KG, Bremen D-28195, Germany	38	209,495	COMPAS INTERNATIONAL MOVERS NV, Brussels, Belgium	5	44,939
GLOBAL INTERNATIONAL RELOCATION, Lisbon, Portugal	28	175,455	THE MOVERS - PREMIUM MOVE SERVICES LLC, Muscat, Sultanate of Oman	6	42,975
RODI CARGO INTERNATIONAL, Miami, USA	29	156,558	GLOBAL MOVING & STORAGE LTD, Yangon, Myanmar	12	39,360
STAR INTERNATIONAL MOVERS, LLC, Dulles, USA	26	142,277	ROYAL RELOCATIONS MALAYSIA, Selangor, Malaysia	12	34,814
GERSON & GREY TRANSPORTES LTDA., Sao Paulo, Brazil	26	131,137	SERVILE RELOCATIONS PVT LTD., Mumbai, India	14	34,563
STEVENS INTERNATIONAL, Fort Wayne, USA	26	126,550	TIPPET RICHARDSON, Toronto, Canada	6	33,914
WICKMAN WORLDWIDE SERVICES, INC., Fishers, USA	24	117,348	MYANMAR EXPRESS INTERNATIONAL MOVING SERVICES CO., LTD., Yangon, Myanmar	5	31,939
GOETZ MOVING & STORAGE, INC., Paranaque City, Philippines	19	114,030	DXI LOGISTICS LLC, Dubai, UAE	3	30,027
BLISS MOVING & LOGISTICS SRL, Rome, Italy	14	109,823	EUROPEAN REMOVAL & STORAGE CO., Taastrup, Denmark	7	28,344
GERSON RELOCATION LIMITED, Greater London, United Kingdom	19	106,401	TRANS-GLOBAL RELOCATIONS (PVT) LTD, Colombo 15, Sri Lanka	3	28,025
ORIENT EXPRESS FORWARDING PTY, Singapore, Singapore	22	105,157	AMR INTERNATIONAL RELOCATION, Shanghai, China	13	25,788
BURKE BROS MOVING GROUP LTD., Wolverhampton, United Kingdom	12	97,544	FRIEDRICH KURZ GmbH, 35578 Wetzlar, Germany	7	22,352
SOBOLAK INTERNATIONAL GMBH, Leobendorf, Austria	22	92,963	MASSTRANS FREIGHT L.L.C., DUBAI, UAE	3	20,592
DEMECO SAS, Vincennes, France	22	88,113	UNIVERSAL RELOCATIONS INC., Parsippany, USA	3	15,451
GLOBAL MOVING AND SHIPPING BV, Vught, Netherlands	34	84,933	MUDINMAR, Madrid, Spain	6	12,368
HUMBOLDT INTERNATIONAL, Boston (Canton), USA	12	72,665	MERCOVAN ARGENTINA SRL, Buenos Aires CP 1429, Argentina	2	8,970
MUDANZAS INTL GLOBAL, C.A., Caracas, Venezuela	24	70,124	MORENO INTL, S.A. DE C.V., Monterrey, Mexico	1	7,690
SWISS MOVING SERVICE AG, 8952 Schlieren Zurich, Switzerland	11	66,407	Booked: 942 Booked Tonnage: 4,715,339		



Times are changing, are you?

Raúl Quintanar (pictured right) from TriGlobal looks at the ways in which the moving industry is changing and some of the things you can do to keep up.

Move sizes - What are people moving?

The decrease in the size of private household removals is happening on a worldwide scale. These days, volumes are a lot smaller. For some people, it is more convenient to buy new furniture in their new destination than moving their old stuff. This is called the 'Ikea Effect'.

However, most companies share a similar mindset: "Bigger moves bring higher revenues, hence they are preferred." Sounds familiar, doesn't it? Well, this could be one of the biggest mistakes in this industry! This is mainly due to two reasons: a lower number of customers looking for these services and the high overhead costs required to keep this type of operation running.

These smaller jobs are increasing and will continue growing as the new generations are the ones moving. Knowing this, it may be worth taking a critical look at your services to see if these can accommodate the changes in consumer behavior. Being ready for new trends is the best way to make a difference.

Our recommended strategies are:

- Adapting your business to offer LCL services or groupage.
- Accessing a Resource Exchange Platform.

Competition - What can you do to get ahead?

Competition is something we all must deal with, but the moving industry is special. It is plagued by hordes of cheap competition. These competitors have no standards, and their price is impossible to match. As if this was not enough, technology giants (Uber or Amazon) are toying with the idea of entering our industry.

What is the main error we have found? The lack of differentiation. In our industry, regulations are not enforced as much, and consumers are not knowledgeable of the service they are acquiring, making them an easy prey for unfair competitors. Here are three key suggestions for every business out there:

- Don't try to compete on the same basis. Show why your services are different.
- Don't offer your price in a complex quote, but explain each service included in the price.
- Strengthen your reputation, both offline, and online: 80% of consumers check reviews before choosing a company.

Customer expectations - What do customers want?

Nowadays, customers expect low prices and to move almost instantly. These unrealistic expectations are what surprise them when

they receive a quote from a trusted and credible mover. What might be logical to experienced professionals in the moving industry requires further explanation for somebody with less understanding of the removal process.

A fatal error is to only manage customers' expectations when it is too late, because unsatisfied customers can impact your company in multiple ways. The first obvious one is short-term financial impact, but more importantly, is the potential long-term damage to your business. Negative reviews left by customers will impact your reputation and will potentially affect your future business opportunities. To prevent reaching this point of no return, open communication is crucial. These are some steps to follow to ensure customer satisfaction:

“A fatal error is to only manage customers' expectations when it is too late, because unsatisfied customers can impact your company in multiple ways.”

Raúl Quintanar - TriGlobal

- Be honest and let your customers know what they can expect, and what they shouldn't.
- Show transparency about what the move involves and the effects on the pricing.
- Involve them in the process and keep them updated about any unexpected developments.
- Ask them for reviews.

Digitalization - What are the first steps in going digital?

Do we need to tell you the world is going digital? Definitely not! Yet, many movers are still using traditional means of advertising, communication, networking, and operations. There are many forms of adopting digital tools. Within the moving industry, there is an abundance of technology that can be used to increase efficiency.

The key to going digital is slowly adopting different types of technology, not trying to incorporate many different types in one go. We would recommend to slowly start by integrating internal communication applications, such as Microsoft Teams, which allow you not only to share files, but also to make these files accessible to anyone in your organization. Another smart step is to implement an international calls app. This will allow you to connect a mobile phone directly to the main office line, so you can still make sure you receive any customers' calls when you are away from the office. Finally, you could incorporate a basic CRM (Customer Relationship Management) system, as it will allow you to keep track of all the information about your customers and agents.

The list of different digital tools that can be implemented is endless: auto-mailing, online contracts, etc. Overall, you should slowly test different types of technology to see which best fit your needs and wants.

Paul Evans RIP



Paul Evans (pictured above), the charismatic chairman of the AGM Group, which includes PAIMA member Gerson Relocation, died on Tuesday, 16 March 2021, aged 73.

Paul started his first moving company, P&M Removals (with a friend called Micky) in the early 1970s. He went on to form Trans Euro (with Richard Levine) in 1973, selling it to Deutsche Bank Capital Partners 27 years later; then bought Interdean in 2005, revitalised it and sold it to EAC, the owners of Santa Fe in 2011. He returned to the industry in 2014 with the purchase of Momentous; Abels Moving Services, that itself owned Gerson Relocation, to form the AGM Group, in 2016; and, most recently, Dijkshoorn in The Netherlands, giving the company a foothold in Europe following Brexit. Paul also invested in property, crate hire, a large chain of

nightclubs and a property company called TRL Properties.

In 2019 Paul was inducted into the IAM (International Association of Movers) Hall of Honor. This was in recognition, not only of his success in the moving business that gave employment to many, but for his natural ability to inspire others and his tireless charity work both in the UK and elsewhere. On receiving his award Paul was characteristically modest saying that all he had done was try to make a living.

Paul leaves behind a bereft family and close friends and colleagues in the moving industry, many of whom are grateful for his support and inspiration, and all with Paul Evans stories to last them the remainder of their own lives. He will be greatly missed.

Taking the positives from COVID-19

Aakanksha Bhargava, CEO of PM Relocations in India, explains how her company has got through the COVID pandemic and learned some important and positive lessons along the way.

It's been over a year since a deadly virus halted our lives and made us drop all our plans of traveling and exploring ourselves. To protect our loved ones, we even had to live far from them. Besides impacting our lives, it drastically affected our country's economy and the growth of various industries. The relocation industry was no exception to the ongoing pandemic. The desperate times demanded desperate measures. Our company was determined to sail through the storm. So, as soon as the borders reopened, we had to restart our operations. But convincing people that they would have a safe and hassle-free experience was a task.

Being in an industry that keeps you on your toes, we were determined to take on this challenge. PM Relocations has always provided stress-free and damage-free relocation services, and we made sure that now it included all the necessary steps to protect people from the disease. Initially, it seemed impossible: people were postponing their plans and making them believe that the relocation would be safe was difficult. But as the borders were opening and so were the offices, people were planning to move and needed reliable relocation companies to help them. It was our corona-fighters (packers) who came forward to help them. Gradually, we made our way through the uncontrolled waves of despair, not knowing that coronavirus would bring significant new and welcome changes in our business.

1. Not just a trucker business:

The first and foremost change was that people's common notion was breaking. It

was during COVID that people understood that relocation wasn't just a trucker business. Our industry had always been an unstructured industry pre-COVID. Though the sudden imposition of nationwide lockdown to stop the spread made everyone pause for a while, it helped make the industry a little sorted. The call of the hour made people turn to more organized ways of shifting their goods rather than just calling a couple of truckers. And to safeguard our clients and packers, we followed strict protocols as per the government orders to help our customers relocate with ease.

2. Digital pre-moving survey:

Regardless of the situation, we never compromised on the quality of our services. However, some changes were introduced for the safety of people. We switched our pre-moving surveys, which were previously done by employees in person, to virtual ones. We understand the importance of pre-move surveys: they help us calculate and address the challenges that might happen during the move. They also help the client to set a budget, which can help them save some bucks by giving them a parameter to track their expenses. To make relocation easy for people, we started surveying through video calls, which made things swifter and safer, and saved a lot of time for the clients and us.

3. Staying relevant during COVID:

Just like every other business, it was a hard time for us too. To stay afloat, we needed to expand our business verticals, so PMR diversified its services and made a new department dedicated to commercial moves. We delivered laptops and desktops

to sustain business continuity with corporates and make their work from home a success. Hence, business diversification helped us to stay relevant in these times.

4. Adapting to the new normal:

The pandemic had made it difficult for employees to commute to the workplace as the fear of catching the disease was high. And being in an industry where you have to meet people, we had to take measures to safeguard our employees and keep up with the pace. So, we made sure that the premises were completely sanitized and made face masks and gloves mandatory at the workplace.


5. Keeping the morale high:

During the difficult times, it was important for us to take care of our employees while venturing into new verticals. So, while we were finding ways to make it through the storms, we tried to be there for them to uplift the morale of our corona-warriors who were battling on the real grounds, shifting people hassle-free, while taking all the necessary precautions.

6. Paperless invoicing:

COVID caused us to introduce paperless rather than submitting hard copies in person. This was not only faster and saved paper, it simplified movements too.

Just like the two faces of every coin, these hard times tested us and gave some important life lessons. With the introduction of the vaccine to the masses, we are looking forward to more positive changes in our industry to make it easier to relocate people in the future.

A portrait of Aakanksha Bhargava, CEO of PM Relocations in India. She is a woman with long, dark, wavy hair, smiling and wearing a bright yellow button-down shirt. The background is a soft, out-of-focus grey.

• The desperate times
• demanded desperate
• measures. Our company was
• determined to sail through
• the storm. So, as soon as the
• borders reopened, we had to
• restart our operations. But
• convincing people that they
• would have a safe and hassle-
• free experience was a task.

• Aakanksha Bhargava,
• CEO of PM Relocations in India,

Building the network

PAIMA's development strategy is to expand its membership globally but only with companies that fit the membership criteria and only in locations where the network is either not represented or where it is under-represented compared with the available business there. In recent years the network has been successful in adding new members in prime locations, but the process continues, and members can help.

There are many countries that do not currently have PAIMA members. If you know suitable companies in any of these locations please advise the PAIMA office. PAIMA will then contact the company, establish whether they are both acceptable to PAIMA and interested in joining and, if so, progress the application in the normal way.

The list here shows gaps in the PAIMA global network. If you know suitable companies in these countries please contact

PAIMA@paimamovers.com.

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October 10 -
October 12, 2021
Orlando,
Florida - USA**

COUNTRIES WITH NO PAIMA MEMBERS AS OF MARCH 2021

Afghanistan	Cyprus	Kenya	Rwanda
Angola	Czech Republic	Kuwait	Senegal
Armenia	DR Congo	Kyrgyzstan	Sierra Leone
Azerbaijan	Ecuador	Lebanon	Scotland
Australia	El Salvador	Libya	Slovakia
Bangladesh	Eritrea	Liberia	Slovenia
Barbados	Estonia	Lithuania	South Sudan
Belarus	Finland	Luxembourg	Syria
Benin	French Guiana	Macedonia	Sudan
Bosnia and Herzegovina	Georgia	Malawi	Suriname
Botswana	Ghana	Maldives	Sweden
Brunei	Greece	Mali	Tajikistan
Bhutan	Greenland	Malta	Tanzania
Bulgaria	Guinea - Bissau	Mauritania	Timor-Leste
Burkina Faso	Guyana	Moldova	Togo
Burundi	Haiti	Mongolia	Trinidad & Tobago
Cameroon	Hungary	Morocco	Tunisia
Cambodia	Iceland	Namibia	Turkey
Central African Republic	Jamaica	Niger	Turkmenistan
Chad	Laos	Yemen	Yemen
Congo	Iran	Pakistan	Ukraine
Cote D' Ivoire	Iraq	Poland	Uganda
Croatia	Kazakhstan	Romania	Uzbekistan
Cuba			

New member in Oman

Muscat-based Premium Move Services LLC, trading as The Movers, has become the second company in Oman to join the PAIMA network.

Premium Move Services is run by its co-founder Manoj Sharma (pictured right) who began his career in the moving industry more than 30 years ago in India, before moving to the Middle East in 2005 to work for a logistics company. Manoj returned to the moving industry two-years later to help his former employers in India start a moving company in Oman where he was regional manager Middle East. Then in 2014, as Manoj put it, "I jumped the stream with just a dream and moral support and started Premium Move Services."

The company now employs 35 full-time staff and a further nine sub-contracted crew members. The company prides itself on the quality of its staff and many have undergone training at the FIDI Academy.

Manoj describes international moving as the 'spine' of the business, with the majority of traffic coming from Europe, Asia and the USA. This is complemented by local and domestic moves, storage, office moving, commercial packing, and project management.



"We joined PAIMA to increase our visibility in the international moving market and to give our partners the added trust that having our operations checked by PAIMA gives," said Manoj. "We are looking forward to partnering with members to deliver quality moves to their corporate customers and to placing reciprocal business with them."



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Argentina

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

Austria

- SOBOLAK INTERNATIONAL

Belgium

- COMPAS INTERNATIONAL MOVERS

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 INTERNATIONAL GROUP

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

Indonesia

- ACE INTERNATIONAL
- PT KELLYS EXPRESS

Ireland

- CARELINE INTERNATIONAL MOVING & STORAGE

Israel

- SONIGO INTERNATIONAL SHIPPING & MOVING LLC

Italy

- BLISS MOVING & LOGISTICS SRL
- MAGNOLIA MOVING SRL
- T&T SERVICES INTERNATIONAL ITALIA SRL

Japan

- FUKUOKA SOKO CO, LTD
- KOKUSAI EXPRESS CO, LTD

Jordan

- JORDANIAN COAST CARGO SERVICES

Latvia

- FF INTERNATIONAL MOVERS

Malaysia

- PIONEER MOVERS SDN BHD
- ROYAL RELOCATIONS MALAYSIA

Mexico

- AUTOTRANSPORTES INTERNACIONALES S DE R. L. DE C.V.
- CIME - COMPAÑIA INTERNACIONAL DE MUDANZAS Y EMBARQUE S.A. DE C.V.
- MEXPACK INTERNATIONAL REMOVALS
- MORENO INTERNATIONAL, S.A. DE C.V.
- MUDANZAS GOU S.A. DE C.V.
- MULTI TRANSPORTES MEX, S.A. DE C.V.
- SANCALSA INTERNATIONAL SERVICES
- TRAFIMAR RELOCATION SERVICES, S.A. DE C.V.
- TRANSCONTAINER

Myanmar

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

Nepal

- ORIENT INTERNATIONAL RELOCATIONS

2021.....

New Zealand

- CONROY REMOVALS LTD

Nicaragua

- MUDANZAS MUNDIALES, S.A.

Nigeria

- CONOTE SERVICES LTD
- JESHEM LOGISTICS LTD
- KOEMAN NIGERIA LTD

Norway

- NFB INTERNATIONAL RELOCATIONS AS

Oman

- ALLIED LOGISTICS LLC
- THE MOVERS - PREMIUM MOVE SERVICES LLC

Panama

- BALBOA MOVERS, INC
- BLU LOGISTICS, S.A.
- PANAMA INTERMOVING RELOCATIONS

Paraguay

- ASUNCION VANPACK SRL

Peru

- ATLAS INTERNATIONAL SERVICE, S.A.
- DOOR TO DOOR TRANSPORTS, S.A.C.
- 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
- RODI CARGO INTERNATIONAL GROUP

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 PTY
- 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, S.L.
- WILLMOVE WORLDWIDE SLU

Sri Lanka

- TRANS-GLOBAL RELOCATIONS (PVT) LTD

Switzerland

- SWISS MOVING SERVICE AG

Thailand

- BOONMA MOVING & STORAGE CO, LTD

The Netherlands

- GLOBAL MOVING AND SHIPPING BV
- 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 & LOGISTICS LLC
- ISS RELOCATIONS LLC
- MASSTRANS FREIGHT LLC

United Kingdom

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

Uruguay

- INTERTRAFIK SRL

USA

- AIR ANIMAL PET MOVERS
- AIRES
- BLASON INTERNATIONAL MOVERS
- DEWITT MOVE WORLDWIDE
- FORMULA GLOBAL MOBILITY
- HUMBOLDT INTERNATIONAL
- INTERAMERICAN MOVERS & FORWARDERS LLC
- JOHNSON INTERNATIONAL
- LA ROSA DEL MONTE
- MITCHELL MOVING & STORAGE
- NEW HAVEN MOVING EQUIPMENT
- PLANES MOVING & STORAGE
- RELOCATION INSURANCE GROUP LLC
- ROADRUNNER, LTD
- RODI CARGO INTERNATIONAL
- SUDDATH
- STAR INTERNATIONAL MOVERS, LLC
- STEVENS INTERNATIONAL
- TG INTERNATIONAL INSURANCE BROKERAGE, INC
- 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 VIET CO., LTD

Zimbabwe

- CHAVILON INTERNATIONAL MOVERS & LOGISTICS PVT LTD

VERS ASSOCIATION



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

Jorge Reguera Azcuenaga

NEYGI Moving SRL • Buenos Aires, Argentina

Email: jorge@neygimoving.com

Region IV - Europe

Bjorn Carlsen

NFB International Relocations AS • Skui, 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 LLC • Dubai, UAE

Email: benison.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