

PAIMA REPORT

Issue 3, 2019



Atlantis reaches 25
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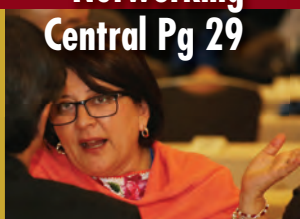
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PAIMA Management/PAIMA Report

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Dear PAIMA Members,

Now that the conventions are over and the winter peak season is right in front of us, I would like to thank all of you who took the time to come to Chicago and attend our 35th annual convention. We had another record-breaking attendance and a wonderful day on the beautiful golf course of Harborside. And we were blessed by the weather. I think we did everything to make our 35th anniversary the best ever convention so far.

We had some great guest speakers, great outings and a great closing night. Everything was set up perfectly by our Executive Director Antonio Tremols to reach the expectations of such an important milestone. What did you like the most? Please let us know as it will help us to plan future events as we strive to reach our goal: to guarantee your happiness and satisfaction of being part of PAIMA. Please get in touch; we want to hear more from you.

Now we will start working on the next conference, once again in San Diego. Another great place and a regular venue for us. It's always a delight to visit San Diego and I know you will have a good time there. If you have never been before, you really are in for a treat. Don't forget that next year we have elections, so if you want to run for a position on the Board of Directors, please contact Antonio Tremols and ask him to put your name on the ballot. One again, I would like to thank the members of the Board who have all been fantastic in supporting and helping me. Most importantly, a big round of applause to Antonio Tremols for his outstanding services to our organization. He is fabulous.

Happy holidays to all of you.

Lars Peter Lemche
President — Board of Directors



Letter from the Editor

Well it really was nice to see you all again in sunny Chicago. I think the conference was splendid and I have tried to do it justice in my report in this issue. I don't mind saying there was a lot to pack in. I was particularly interested in Joleen Lauffer's presentation on future trends, especially the bit about BOTs and AI.

It really is a new world now and I guess you can choose to be intimidated or excited about it. I choose to be the latter but, sometimes, even I have to pinch myself to make sure I have not accidentally slipped into an episode of *Star Trek*.

Thank you very much for the wealth of news stories you have sent in this time. The *PAIMA Report* is circulated to the whole of the PAIMA network and I know is treasured by many. It's the ideal place to promote your company and create awareness in the industry. Of course, we can all get our news nowadays from social media, but there is something special about seeing your name and company in print. It has an authority that neither Facebook or LinkedIn will ever have.

By the time you get this issue Thanksgiving will just be a turkey skeleton and an empty bank balance while Christmas will be on the near horizon and threatening to become the same. I wish you much happiness with your families and a prosperous and interesting 2020.

Steve Jordan, Editor

Boonma achieves ISO 9001:2015

Boonma Moving & Storage of Bangkok has praised its staff for their hard work and dedication in preparing for and achieving ISO 9001 certification.

Boonma was assessed and found to be conforming to the requirements of the ISO Standard by QAIC (Thailand) Co Ltd.

Tiddy S Teerawit, Boonma's Executive Director said, "The objective of ISO is to provide structure, organization and discipline that will lead to tangible improvements. It is important to keep these principles in the forefront of our team so that we can positively contribute tangible improvements."

Picture right: Group photo ISO 9001



Boonma conducts PMOP for the Expo Logistics Industry

The Project Management Orientation Program (PMOP) organized by Thai Exhibition Association (TEA) offers participants hands-on information, knowledge, experience and skills on the four pillars of the expo and event industry: organization, venue, service, and logistics. Boonma Moving & Storage was invited to share 'know how' during the logistics session.

Boonma's Director, Tiddy S Teerawit, who was one of the speakers at the event, said, "As this was the first training of its kind in Thailand we expected about 50 registered participants, but it turned out to be nearly double. The hotel was able to receive only 70 people on the day. All participants received a certificate of completion at the end of the program."

Picture above: Tiddy S Teerawit presenting at TEA event

Boonma, the official mover for STYLE Bangkok 2019

Boonma was the official mover at this year's STYLE Bangkok, an international trade fair that offers a wide range of lifestyle products, including: gifts, home decor, furniture, fashion and more.

The fair, which is held biannually in April and October, is a combination of several prestige international trade fairs: Bangkok International Fashion Fair, Bangkok International Leather Fair (BIFF & BIL), Bangkok International Gifts, Bangkok International Houseware Fair (BIG + BIH) and Thailand International Furniture Fair (TIFF), all of which have taken part in the event for more than 20 years.

Picture Right: Members of the Boonma team at Style Bangkok



Jay Ryan joins Intercontinental Group of Markham



Intercontinental Group of Markham in Ontario, Canada has announced the appointment of Jay Ryan as the company's vice president of International Operations and Administration.

Jay has over 30 years of experience in international moving and forwarding having previously worked with another large Canadian international moving company.

Over his career Jay has worked in every aspect of the business, from junior helper to owning partner, with most of his time dedicated to business operations and logistics.

Photo above left: Jay Ryan

Heather McBride-Morse joins Suddath

Suddath in Jacksonville has announced the appointment of Heather McBride-Morse (pictured right) as its new chief people officer.

Heather has a proven track record of driving the talent agenda, bringing with her 20 years of experience helping organizations to grow, both organically and through mergers and acquisitions. She has a passion for creating a top-tier employee experience and a signature motto of 'making Monday the best day of the week'.

Most recently, she was the vice president of human resources at Fiserv, a global financial technology firm. While there, she created an operating model for the start-up international



Global transportation, relocation and logistics company Suddath has announced the appointment of Steve Brock as director of business development for the Los Angeles market. In this new role, Steve will be focused on Suddath's business line dealing with corporate household goods and will be responsible for developing, procuring and creating innovative solutions for clients.

Gavin Bosco, Vice President of Household Goods Sales said, "We're excited having someone of Steve's experience and

Suddath appoints new business development director

expertise join our team. He fits into Suddath's corporate culture perfectly with his consultative sales approach and his reputation for integrity.

Steve's strong relationships and knowledge of the California market will be invaluable as we continue expanding across the western region."

Steve Brock has more than 13 years' experience in the relocation industry. He previously worked for a leading corporate housing company responsible for sales execution in the San Francisco Bay Area and is an active member of the Bay Area Mobility Management (BAMM), and the relocation services industry trade group Worldwide ERC.

Photo above: Steve Brock



We are grateful for all her contributions, as well as for her cheerful personality. Her presence will be greatly missed."

Elizabeth has served as Suddath's senior vice president of human resources since 2003. Starting at the company in 1988 as personnel director, she has seen the company grow from a local Florida household

business unit, in addition to supporting the alignment of the employee and client experience. Before that, she worked in human resources at several premier global Fortune 500 organizations, including Raymond James Financial, Jabil Circuit, Honeywell and Eaton.

Heather succeeds Elizabeth Spradley, who is retiring after 31 years on the Suddath team. "Elizabeth has been instrumental in developing Suddath's culture and employee experience," said Michael Brannigan, President and CEO of The Suddath Companies. "Through Suddath's growth and change over the years, Elizabeth has been a constant, keeping our employees engaged, productive and happy.

goods company with 275 employees to a global moving, logistics and relocation firm with over 1,750 employees worldwide. Through her tenure, her roles included developing and managing various benefits strategies, policies and programs. Elizabeth's colleagues described her as an enthusiastic spokesperson for Suddath's energetic, team-oriented culture.

"Though Elizabeth left large shoes to fill, we are confident with Heather's extensive experience and passion, that she will transition into the role seamlessly as we continue to prioritize and progress our employee experience and talent management goals," said Michael.



New COO of Air Animal Pet Movers

Cory Baizan Robinette, pictured above, has been promoted to chief operating officer at Air Animal Inc following an exemplary 30-year career with the Florida-based company.

According to Air Animal founder and CEO Walter M Woolf, VMD, it was Cory's expertise in international corporate pet moves and all other aspects of the business that led to her appointment. "Cory's leadership in the management of the global pet move process for expatriate pet owners has earned her high marks and consistent 5-star Google reviews over the years," he said. "Her experience with all aspects of our business will be an asset to our executive team."

Cory excelled at a variety of roles, including veterinary hospital receptionist, before Walter opened Air Animal in 1977 as one of only six pet movers in the world. Today, the International Pet and Animal Transportation Association (IPATA) has 440 members and a suite of useful animal safety regulations that Walter and Cory helped create.

Cory said, "Controlling the logistics and the communication between all the parties is especially important for corporate international moves because the regulations for importing pets to some countries can be daunting."

"I really love watching a colleague's face when a move goes well. I also love watching when something doesn't go quite as expected and they're actively brainstorming alternatives learned as we worked together. We are always ready with plans A, B, and sometimes C," she said.

"Corporations are moving their talent around the globe in this global economy. Air Animal is filling a key role for these companies because they want their employees to be happy and successful," Cory added.

In 2014, Cory was named 'Outstanding Service Provider of the Year' by the IPATA where she currently serves as a Board director-at-large. She will work closely with the Air Animal executive team under Walter Woolf's leadership as CEO.

Sterling Lexicon expands its business development team

Sterling Lexicon, a PAIMA member and trusted leader in the mobility industry, is continuing to expand its sales and business development team by welcoming Rolanzo Kinniebrew (bottom right) and John Young (below) to the company. Rolanzo will work on sales and business development for the mid-Atlantic territories, with a focus on the Washington, DC market, while John will work on sales and business development for the Southern United States.

"We are thrilled to be expanding our Sterling Lexicon family by adding Rolanzo and John," said Mark Burchell, Chief Commercial Officer.

"They both have proven track records in client development and will make great assets to our already excellent sales team."

Rolanzo Kinniebrew is a business development professional with an exceptional passion for his work and an innovative approach for creating long-term value with his clients and business partners. He is experienced in establishing and cultivating strategic relationships and providing holistic programs and services for corporate and federal government agencies. Before joining the Suddath team, John worked in the relocation mortgage sector.

"We are very excited to have Rolanzo join our expanding sales and business development team at Sterling Lexicon," Mark said. "He brings a deep level of experience to the role and we see the mid-Atlantic states as a key and growing market for our company."

John Young is a proven leader and has been a top producer for more than 25 years. He is an accomplished executive, skilled in executing relocation strategies that produce best-in-class results for his clients. John is very well aligned to both the domestic and global markets and is very attuned to the trends that shape global mobility today.

"Based in the key international market of Houston, Texas, John brings an extensive background of sales, business development and client relationship skills that will support our accelerated growth in Houston and throughout the region," said Mark. "We have a strong customer base to build from and John's specific experience across our full range of services will optimize our full potential in this region."



Suddath Voted 2019 Best Moving Company

PAIMA member Suddath has recently won the titles of 'Best Moving Company' and 'Best Place to Work' in the Bold City Best competition, hosted by the *Florida Times Union*. Bold City Best is an annual competition that gives people in the Jacksonville community the opportunity to vote for their favorite people, places and businesses in more than 150 categories.

Suddath, founded and headquartered in Jacksonville, has taken the Bold City Best Moving Company award for the past three years, winning the same title in 2017 and 2018.

"We are very honored to once again be voted Jacksonville's best moving company," said Dick Eschbacher, President and General Manager for Suddath's Jacksonville branch. "It's extra special to win it as we celebrate our 100th year in business. The award reflects the personal care and relentless focus we have always placed on our customers. We work tirelessly to ensure they have the best possible experience, whether they are moving their home or relocating a business." Suddath has been selected as a

finalist for Best Place to Work for the past three years, winning the overall top spot in 2017 and 2019.

"It takes the best people in the business to deliver the superior customer experience our customers have come to expect in the 100 years we've been in business," said Heather McBride-Morse, Suddath's Chief People Officer. "We know that having happy, empowered employees leads to happy customers. I'm very proud that we have grown into an innovative global company, while still maintaining the close and caring family environment on which this business was founded a century ago."

Suddath was also a finalist for 'Best Storage Facility,' an award it won in 2018, while its recently-acquired office furniture and design services firm, Perdue, Inc, was awarded 'Best Interior Design'.

Photo right: Scott Sheplak II (Left), Local Sales, and Mitchell Zvaigzne (Right), Dispatch Manager, accepting the Best Moving Company award.



Tracey Neuville joins Gerson Relocation



Gerson Relocation has announced the appointment of Tracey Neuville (pictured left) to its Client Services team in the UK. Tracey will be responsible for working with Corporate HR and Global Mobility teams to help manage their international moves and the key challenges relating to employees relocating overseas.

Tracey brings a wealth of experience that will help her seamlessly manage moves worldwide for families moving to all corners of the world. In a world increasingly automated by

technology, Tracey brings practical knowledge and experience that helps customers navigate the detailed regulatory and documentation requirements, as well as overcoming the cultural challenges of relocating.

Tracey said, "I am extremely pleased to join Gerson Relocation. It was their clear vision as a business that attracted me. I feel like the company is doing some really exciting things within the moving and relocation sector. There is also investment and a drive which I think is important when it comes to delivering an exceptional customer experience."



Suddath appoints Jana Lowenstein as director of business development

Suddath recently announced the appointment of Jana Lowenstein (pictured above) as director of business development in the Midwestern United States. In this new role, Jana will focus on marketing Suddath's global and domestic transportation products and services, along with driving continued growth.

"We are pleased to welcome Jana to our Suddath family," said Gavin Bosco, Vice President of Household Goods Sales. "She has extensive experience in the relocation industry cultivated with invaluable knowledge and expertise across many different areas. I know that Jana will be a great asset to our team."

Jana is based out of Minnesota and brings more than 25 years of expertise in the relocation industry to Suddath, with previous experience in real estate, mortgage, transportation, client services and operations.

Through her past leadership positions she has gained a wealth of knowledge and insight that makes her uniquely capable of navigating successfully through cyclical real estate, mortgage lending conditions and changes in the household goods industry.

Jana holds several certificates and licenses, including a Missouri Real Estate License, Certified Relocation Professional designation from Worldwide ERC, Minnesota Real Estate and Broker's Licenses, Global Mobility Specialist designation and a Global Mobility Specialist-Talent Mobility certification. She is also involved in the local community as a member of the local Minnesota Employee Relocation Council, where she serves on the Conference Planning Committee. She is also an active volunteer, dedicating her time to HopeKids, Retrieve a Golden of the Midwest, Support for People with Oral, Head and Neck Cancer and Sports Minneapolis.

Rakesh Thapar joins Aires

Aires has announced that Rakesh Thapar, PhD, has joined the company as vice president, Product and Technology. In this newly created role, Rakesh will be responsible for overall information and business technology leadership, focusing on Aires' technical strategy, architecture growth/transformation, and IT operational excellence.

Rakesh brings more than 30 years of information technology experience and leadership to Aires, having gained increasing responsibility throughout his career. He most recently served as the chief technology officer for a Pittsburgh area software firm.



"We have an aggressive and exciting technology roadmap ahead," said Aires' Executive Vice President Joleen Lauffer. "In order for Aires to continue to live our IT mission to employ and create technologies that mobilize the modern workforce, we determined that now is the time to expand our IT leadership team. Aires and Rakesh are well acquainted, and we know him to be a dynamic leader with the perfect mix of experience and Aires DNA. We are thrilled to have him as a member of this unstoppable team."

The addition of Rakesh to Aires' leadership team will allow Aires to continue to grow and scale the company's technology operations. His strategic hire will ensure the Innovative Technologies team continues to develop solutions that make global mobility less stressful and more efficient for clients, their employees, and Aires colleagues by providing pioneering technology solutions that connect people, share information, and automate tasks.

Rakesh received a doctorate degree in computer engineering from Boston University and a master's degree in electrical engineering from Colorado State University. He has served as an adjunct faculty member at Carnegie Mellon University for more than 14 years.



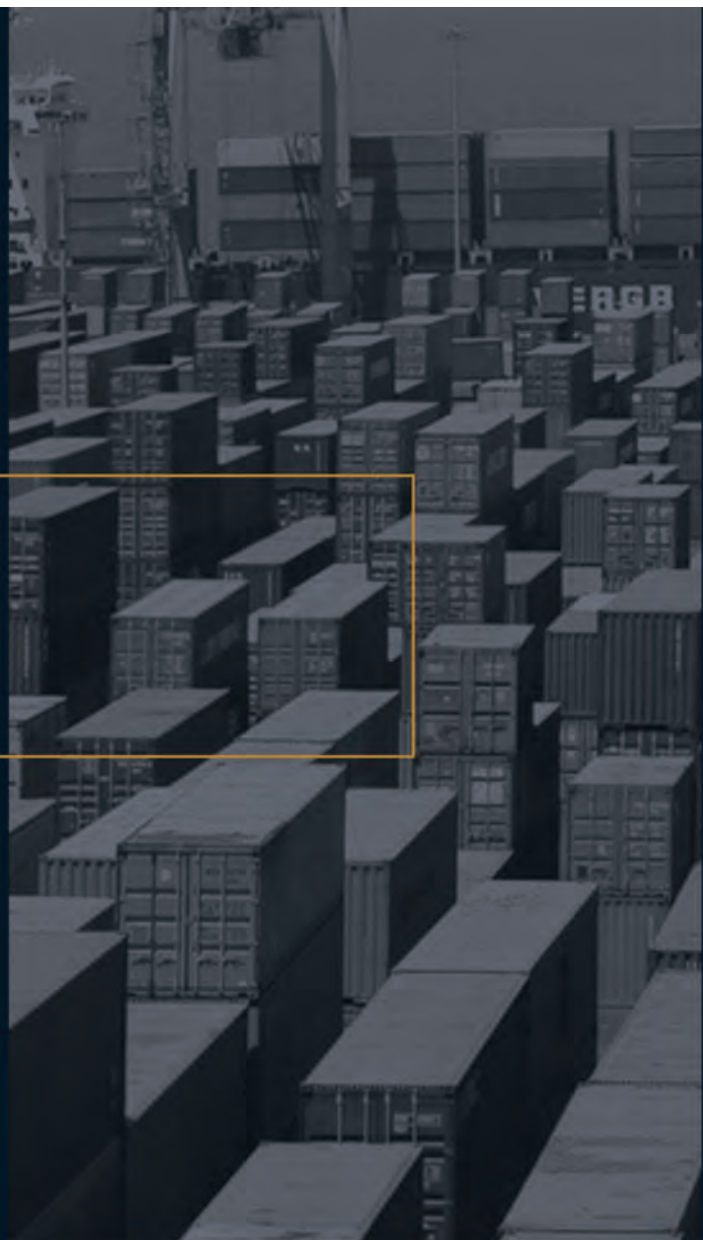
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Atlantis reaches 25

Atlantis International, PAIMA member in Rio de Janeiro, Brazil, is celebrating 25 years in the moving business.

Before launching the company, Karl Rafael Wollny (pictured right) had worked with Four Winds Brazil, as Sao Paulo general manager. Although he started with a small office and a couple of employees, Atlantis International now operates from his own 4,000 square meter facilities in Rio de Janeiro, serving the whole country of Brazil with origin and destination services

In an industry with a typically high turnover rate, Karl Rafael said that Atlantis' continued success over the past 25 years is due to an outstanding team of well-trained, long-term professionals. "I'm thrilled to be celebrating 25 years serving customers and agents worldwide," he said. "Our company would not be where it is today without their support, and the hard work and dedication of our amazing employees. I look forward to many more fruitful years in business and thousands more residential and business moves around the world."

As part of its anniversary celebrations Atlantis International has modified its logo, modernized its website and is investing heavily in new marketing tools, staff training and incentives.



Welcome to PAIMA 2019

The welcome night is perhaps the most important, and eagerly awaited part of any business conference. It's the time when everyone gets together again, perhaps after a year apart, to renew acquaintances and spend time once again with old friends.

In 2019 PAIMA had chosen a simple spot, just off the main atrium of the Hyatt Hotel in Chicago, that was ideal – no transfers, no waiting for busses home, easy for late arrivals to join in, and just a short amble for those with the energy to the main bar or, for those who had endured long flights, the comfort of their rooms.

There was no drama, no speeches, and no song and dance routines, just time for the PAIMA family to find itself again and sink once again into the comfort of each other's company. One moment of excitement, the presentation of a birthday cake to Kenneth Cheong of Smart Relocators in Singapore.

Event sponsored by:

PAIMA Board of Directors, Carl Hartmann GmbH, Humboldt International, Moving Systems SAC, Rodi Cargo International Group, Swiss Moving Service AG, Teamwork International Moving, Trafimar Relocation Services.





PAIMA doing business

In his introduction to the first business session of the 2019 conference, Lars Lemche, PAIMA President, welcomed everyone and made special mention of all the new faces in the room, physical confirmation that PAIMA had extended its membership significantly during the year. Lars also took time to thank the sponsors whose contributions are essential in staging a conference that is the highlight of the year for many members.

Lars then introduced the roll call. Roll call is loved by many and tolerated by a few. But love it or not, it's a really good opportunity to check out who's taking part, put names to faces and identify the people you most need to catch up with during the event. In that sense, it's essential.

Lars then formally asked for approval of the 2018 conference minutes which, as they had been widely circulated, did not need to be read.

Later during the conference Lars paid tribute to the hard work of the regional directors. He said that they provide a valuable service to their local members who should not be afraid of calling on them should they need help or have suggestions for the organization. "They are your channel of communication to the Board," he said.

PAIMA President Lars Lemche (right) welcomed delegates to the 31st PAIMA conference

MANDATORY ATTENDANCE

For some time now it has been mandatory for PAIMA members to attend the conference at least every two years. If they fail to do so, without a compelling excuse, they will be fined \$500.

Lars Lemche explained that this year there are 29 companies who have not attended for two years on the run so they will be receiving a fine from PAIMA. "There will be some kicking and screaming but it is in the bylaws," he said. "If someone has a serious illness we will understand but otherwise they should show

up. Everyone is coming to IAM anyway so it's just a couple of extra nights in a hotel. We would like to have all 150 members attending every year - we want you here - and you'll have a good time."

PAIMA office report

Antonio Tremols, PAIMA Executive Director, presented his annual report about what's been going on at the office during the year and what can be expected during 2020.

He said that the office ran the organization, including the accounting, billing, marketing, the publication of the *PAIMA Post* monthly newsletter, and the *PAIMA Report* that's distributed to the whole membership in hard copy three times a year. "It's our objective to be as proactive as possible to the needs of our members," he said, and extended an invitation to everyone to drop by the Miami office any time they were passing through. "You are all welcome," he said.

Tony then showed a map of the world showing where PAIMA is represented. Although it clearly demonstrates the global presence of the

organization, it does also highlight some areas in which it does require new member agents. He urged everyone to study the map and to actively search out suitable prospective members in those areas.

Antonio then introduced a nostalgic moment in which past PAIMA presidents committed their thoughts about the organization to video. Wayne 'Chip' Withers said he could not believe how much the organization had grown with financial stability and better awareness on the world stage. Laura May Carmack said that PAIMA provided many more networking opportunities than ever before. Jose Marrero said that only a few years ago PAIMA was only in America and Europe, now it is represented in every continent in the world. And Christina Wickman-Kozloski said that PAIMA had been through some hard times but was now in a much better place. The short video nicely marked a milestone for the organization and, as do all pieces of history,



will become of increasing importance as years pass. Lars Lemche thanked the past presidents present in the room for their production of the video and for all their hard work in the past on behalf of PAIMA.

Photo above: Antonio Tremols, PAIMA Executive Director



Rule change

PAIMA Director Steve Dozois (pictured left) presented an important rule change for approval by the membership. Section 3.7 of the PAIMA rules, dealing with termination or cancellation of memberships, stated that

a company's membership could be terminated should the company fail to meet its financial obligations to the Association.

Steve explained that the proposal was for this to be changed so that membership could also be terminated should the company fail to meet its financial obligations to another member. This proposal was subsequently accepted by a secret vote of the members present.

Treasurer's report

George Naumann, PAIMA Treasurer (pictured right), presented a brief overview of the organization's financial position. He said that he was very proud to be the treasurer, but it was an easy job because Antonio kept very tight control of the finances.

He said that the organization was in a very strong financial position despite having to spend considerably more than expected on

the 2018 convention in Washington, DC and changes in US regulations that had caused an increase in labor costs. These additional expenses were balanced by increased revenue from an expanding membership and better than expected registrations for the conference in Chicago.

The financial statement was approved by the members.



Tonnage again!

Lars once again presented the tonnage reporting process. He's encouraged members to report tonnage for the last few years yet still, he said, around 50% of members do not report their bookings. He didn't understand why.

Lars said that it was important for companies to report tonnage because, should a member be looking for an agent, it's likely they would look to see which agent from that location was booking tonnage as that increased the opportunity for them to receive tonnage. "If you don't report they will think you have nothing," he said.

He presented a quick overview of the procedure, demonstrating how simple it was to do. Lars said it wasn't necessary to publish each booking individually. It was possible to add the bookings and then publish them all at one time, even if you had taken a break in the meantime.

Lars said that the regional directors would be encouraging companies to report and joked

that, despite his continued efforts to get everyone using the system, he expected to be back next year with a similar presentation. Publishing tonnage statistics does not give away commercial information. It doesn't even tell competitors how much traffic any one company has, just how much it puts through the PAIMA network.

There is no commercial reason not to publish the tonnage and it provides PAIMA with important marketing statistics, demonstrates the strength of the organization and provides useful information to booking agents. All reported shipments should be genuine. The PAIMA office does do random spot checks to ensure that procedures are being correctly followed and to identify if errors are made. This maintains the integrity of the system and makes sure that members can be confident of the validity of the information it contains.

Any PAIMA member that does not know how to book tonnage on the system should contact Antonio Tremols at head office for advice.

Photo above: Lars Lemche once again encourages members to report their tonnage through the PAIMA system

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Tonnage Stars

Companies participating in the tonnage reporting system are considered to be Tonnage Stars at PAIMA. All Tonnage Stars were acknowledged in Chicago and certificates presented. Photo below: Tonnage Stars 2019

2019 TONNAGE STARS: Recognition for Members in each country that have participated in Tonnage Reporting this year. Certificate presented as a group with group photo.

Argentina	NEYGI MOVING SRL	Japan	A-CROSS CORPORATION	Philippines	GOETZ MOVING & STORAGE, INC.
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Brazil	GLOBAL PACKAGING INTL. MOVERS LTDA.	Malaysia	ROYAL RELOCATIONS MALAYSIA	Singapore	SMART RELOCATORS PTE. LTD.
Bolivia	INBOLPACK SRL	Mexico	TRAFIMAR RELOCATION SERVICES	Singapore	GEOMETRA WORLDWIDE MOVERS PTE. LTD.
Chile	ALS MOVERS (CHILE) S.A.	Mexico	AUTOTRANSPORTES INTL. S DE R.L. DE C.V.	South Korea	HIGH RELOCATIONS WORLDWIDE
China	AMR INTERNATIONAL RELOCATION	Mexico	MULTI TRANSPORTES MEXICO, S.A. DE C.V.	Spain	MUDINMAR
Costa Rica	ABC MUDANZAS, S.A.	Mexico	MUDANZAS GOU, S.A. DE C.V.	Sri Lanka	TRANS-GLOBAL RELOCATIONS (PVT) LTD.
Denmark	EUROPEAN REMOVAL & STORAGE CO.	Mexico	MEXPACK INTERNATIONAL REMOVALS	Switzerland	SWISS MOVING SERVICES AG
Ethiopia	GREEN INTERNATIONAL LOGISTICS SERVICES PLC	Mexico	CIA. INTERNACIONAL DE MUDANZAS Y EMBARQUE	Thailand	BOONMA MOVING & STORAGE CO. LTD.
France	DEMECO SAS	Mexico	MORENO INTERNATIONAL S.A. DE C.V.	United Kingdom	GALLEON INTERNATIONAL SHIPPING CO. LTD.
France	EUROPEAN RELOCATION SERVICES	Mexico	SANCALSA INTERNATIONAL SERVICES	United Kingdom	BURKE BROS MOVING GROUP LTD.
Germany	SCHENKER DEUTSCHLAND AG	Myanmar	GLOBAL MOVING & STORAGE LTD.	United Kingdom	GERSON RELOCATION LIMITED
Germany	HENK INTERNATIONAL GMBH	Myanmar	MYANMAR EXPRESS INTERNATIONAL MOVING SERVICES CO., LTD.	United Kingdom	PREMIER RELOCATION LTD.
Germany	FRIEDRICK KURZ GMBH	Nepal	ORIENT INTERNATIONAL RELOCATIONS	USA	STEVENS INTERNATIONAL
Honduras	MUDANZAS INTERNATIONAL	Nigeria	CONOTE SERVICES LIMITED	USA	RODI CARGO INTERNATIONAL
India	P.M. RELOCATIONS PVT. LTD.	Netherlands	GLOBAL MOVING AND SHIPPING BV	USA	UNIPACK GLOBAL RELOCATION
India	SERVILE RELOCATIONS PVT. LTD.	Norway	NFB INTERNATIONAL RELOCATIONS AS	USA	WICKMAN WORLDWIDE SERVICES, INC.
India	CLINTUS NETWORK LIMITED	Panama	BALBOA MOVERS, INC.	USA	G-INTER MIAMI
Indonesia	ACE INTERNATIONAL MOVERS & LOGISTICS	Panama	PANAMA INTERMOVING RELOCATIONS	USA	HUMBOLDT INTERNATIONAL
Italy	BLISS MOVING & LOGISTICS SRL	Peru	MOVING SYSTEMS S.A.C.	Vietnam	ASIA PRIME RELOCATIONS VIET CO., LTD.
		Peru	EXPRESS TRANSPORTS, S.A.	Venezuela	MUDANZAS INTERNATIONAL GLOBAL C.A.



Challenges and trends for the future

Lars Lemche introduced Joleen Lauffer, Executive Vice President, Aires (pictured above); and Asia Kieffer, Head of Global Mobility and Immigration, Airbnb (below right) as guest speakers to the conference in Chicago. He said that Joleen had joined Aires in 1997 and today oversees all operations and technology services with a key focus on the strategic direction of the organization. She is a past recipient of the Meritorious Service Award from the ERC.

Asia has been involved in the mobility industry for 16 years. She previously led the EMEA mobility for Amazon and held client facing mobility roles with Cartus and Graebel. She holds GMS and CRP certification through Worldwide ERC and is part of the Pacific Northwest Relocation Council.

Joleen started the presentation by saying that she wanted to look at some of the trends that are likely to affect the decisions companies make in the future. These fall into two key areas: how the people we are moving are changing; and new technology for the industry.

Gig working

A recent PwC report stated that 60% of people think that few people will have stable, long-term jobs in the future. Short-term work, the gig economy, is becoming the way people prefer to work. Currently around 35% of the workforce is in freelance or gig-type work and

that proportion is increasing rapidly.

Asia said that although gig working is very popular there are some moves in California to require companies to reclassify workers as employees with, potentially, healthcare and paid holidays. This could have a significant impact on the future of work. Joleen added that often what starts in California moves to other states and countries so it will be interesting to see how it develops.

Asia said that Airbnb has a high percentage of contingent workers and is considering whether it should offer traditional relocation benefits to these workers even if they are not full-time employees to help them feel more integrated in the company. A household goods move is a flexible benefit: they can choose a full moving service or a cash-out option. She said it's surprising that so many take the cash as it's only \$3,000, so they obviously don't have a lot to move.

Remote working

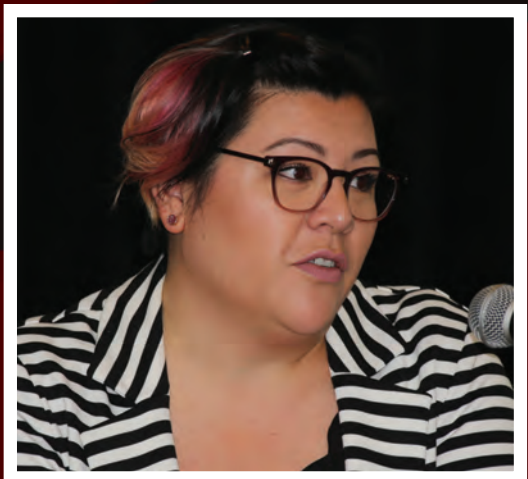
As well as gig working it's predicted that 68% of people will work remotely in the future, up from around 25% now. Technology has decoupled jobs from specific locations. Airbnb's engineering team, for example, works remotely and the company is working to formalize the arrangements in the future. Asia said that the company is always chasing talent so if they find the right person, they will be flexible.

Joleen said that Aires currently has around 15% of remote workers. As the principle of remote working becomes more accepted, so it's likely that companies will be more sympathetic to employees' requests to move to a location of their choice, as long as the job

gets done. For the moving industry it will be increasingly necessary to accommodate both the cash buyer, who might be moving for a short-term contract or just as a lifestyle choice, and the traditional corporate mover client, as the shift continues.

New Technology

A BOT (Robotic Process Automation (RPA)) is a process that runs over the Internet to mimic human behaviour through key strokes much faster than an operator could. A BOT will run repetitive tasks such as data entry very quickly and efficiently. If you can identify operations that are not complex, are highly repetitive and happen frequently, it might be possible to use a BOT to do them. Joleen said that there is a 'test of five' that can be used to identify whether a process might be appropriate for a BOT: it requires fewer than five decisions to be made; fewer than five applications need to be accessed; and fewer than 500 clicks are required. There are potentially many processes in a moving company that could be done by BOTs and Joleen said that companies are searching for these opportunities so they can become more efficient as they grow. Staff can then be redeployed in customer-facing roles.



Asia said that her company values time spent in face-to-face meetings so anything that relieves the pressure on that time is a good idea.

By contrast, AI (Artificial Intelligence) mimics human thought and decision making. Machine Learning is the specific part of AI that allows the task to improve over time, such as a smart phone learning to recognize the owner's face over time or adding to a specific vocabulary. This technology is today being used in pre-move surveys where systems identify and measure items remotely.

It's also possible to use AI and Big Data to prepare a guaranteed offer online. Simply by providing some basic information the technology can draw on historical data to provide a quotation that is sufficiently accurate to be guaranteed without a survey. Joleen said that this is what customers will expect in the future. It can also provide accurate destination information to compete with on-the-ground services. Although this is not yet mature, the systems are getting better all the time.

Joleen said that AI is having an effect on home sales as well, allowing buyers to make offers on homes without having seen them or had surveys

performed. She said this was a little scary for US-based RMCs that could lose an important revenue stream. Other services, traditionally offered by RMCs, could also be affected by AI products. Asia said that Airbnb uses AI a lot to identify products and services that customers will find attractive.

Marketplaces, networks and ecosystems

Joleen and Asia explained that there is a trend towards providing information from a single source. This can be in the form of market networks that can be used by professionals to buy services. It's possible that experienced customers could use such a market network to source moving services on their own. This fits well with the rise of lump sum moves.

Ecosystems are designed to avoid clients and assignees having to log in to multiple systems during their move. There are four key areas that the supply chain needs to bring together to provide the services required: cost projection, integration of all the services, key milestones, and reporting. Joleen said that customers want all these functions on 'a single pane of glass'. The trend towards standardization of information and how it's transferred will

contribute to this. Asia said that a company's ability to provide a single point of management is now an important part of the RFP.

Conclusion

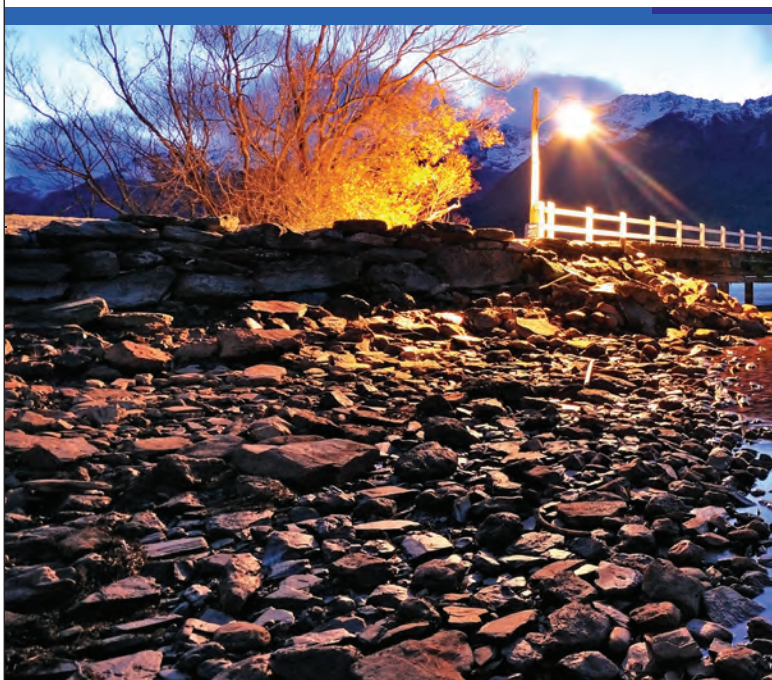
Joleen summed up her presentation by explaining that remote and gig working, with an increasing use of marketplaces to select providers, has changed the way people work, live and consume services. The industry needs to use BOTs, Artificial Intelligence and ecosystems to ensure that it is providing the level of service required both to customers and employees and to consolidate its systems to make the whole process as easy for customers as possible. She asked: how user-friendly are you for gig workers and self moves?

According to Gartner, the global research and advisory firm, companies should spend 65% of their technology spend on running their business; 20% on growing it; and the final 15% on transforming it with research, capital investment, and system development. Most organizations fall down on the last 15%, according to Joleen, and recommended all businesses assess what they spend and where.



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Grilling the Customs

Robert White (pictured top right), Director of Field Operations (DFO) from the US Customs and Border Protection field office in Chicago, spoke to the delegates at the 2019 PAIMA conference. Robert is responsible for field operations for Chicago O'Hare airport, cargo vessels coming into Cleveland, and all truck and rail movements through the area.

Robert initially gave some background to the operations of his department then quickly got onto the subject of household goods and personal effects shipments. He gave a definition of household goods to be: usual and reasonable kinds and quantities of personal property necessary and appropriate for use by the US Principal Party in Interest (USPPI) in their dwelling in a foreign country that are shipped under a bill of lading or an air waybill and are not intended for sale. Personal effects, however, have a different description: items that belong to and are used by one person, such as wearing apparel, jewelry, photographic equipment, and tape recorders.

Robert explained that household goods and personal effects should be declared separately. He said that both were considered by his department to be high risk commodities as money, drugs, plants and weapons were often concealed in them. Personal effects were the greater of the two risks therefore the customs department prefer that they are separately identified. This will help to prevent a household goods consignment being unnecessarily delayed.

He also explained the documentation that was required for the import of goods into the USA. Robert said that if the household goods shipments are subject to CBP examination/inspection, the shipment will

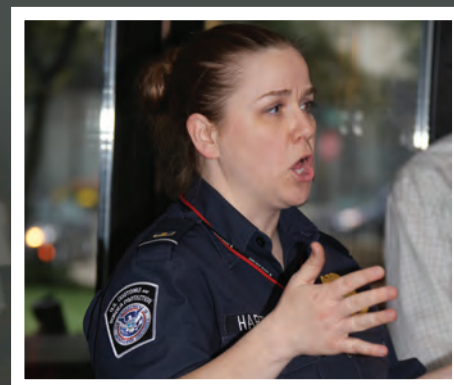
be placed on hold until the inspection can be completed. If any violations are located, appropriate seizure and/or penalty will result on a case by case basis. If no violations are detected, the hold will be removed and the person applying for clearance (consignee) will be notified that the shipment may be picked up from the appropriate warehouse or facility pending CBP hold removal.

When it came to question time, Robert had his work cut out. There was one subject that really brought the meeting alight: that of customs inspections. The group wanted to understand who was doing the inspections, why they took so long, why they were rarely given any information to pass on to the customer and why they cost so much.

Robert explained that inspections were performed by a third-party company. Customs does not have to give a reason for requesting an inspection, they just have to have 'mere suspicion'. For this reason, around 40 other agencies ask Customs to perform inspections in accordance with some 400 laws. Robert said that it is often this that caused delays because they were waiting for the representatives of other agencies to attend.

The audience was, of course, very experienced in customs clearance procedures and really kept the heat on Robert, looking for answers to some difficult problems. At one point he joked: "You are making me work here. You guys are grilling me and I'm sweating like I'm under a heat lamp." But it was true, PAIMA did ask some tough questions because they were doing so on behalf of their customers for whom they felt responsible.

One member explained that it was information that was really lacking because being vague made him look bad in the eyes of the customer. In particular, the



members wanted to have some recourse to the third-party companies when they damaged people's goods. At least one official website states that Customs does not charge for inspections and, although this is true, the third-party company contracted by Customs does. It was felt that this was misleading.

Robert understood the concerns and promised to escalate the issues within his own organization. He said, however, that it was very difficult to track damages to their third-party suppliers.

To close his presentation Robert, with the help of Anita, a CBP Canine Officer, and Dali, her two-year old Labrador, explained the role of dogs in border protection and Dali demonstrated his abilities, easily identifying a box containing fruit, a potential source of infestation.

New members

PAIMA has 17 new members this year, 15 of which were present at the conference. President Lars Lemche welcomed them all to the organization and invited them individually to the stage to receive their membership certificates from their respective regional directors and to give a short introduction to their company.

1. **European Removal & Storage, Denmark**, represented by Keld Gissemann
2. **Edelweiss Spedition, Argentina**, represented by Maria Eugenia Mansur
3. **Trans Global Relocation, Sri Lanka**, represented by Suresh Marcellus
4. **Newhaven Moving Equipment, USA**, represented by Gary Rappaport
5. **Myanmar Express International, Myanmar**, represented by Hla Shwe
6. **Neygi Moving, Argentina**, represented by Jorge Reguera Azcuenaga
7. **Pumyang Shipping, South Korea**, represented by Kim Joo Young
8. **Tippet Richardson, Canada**, represented by Scott Naylor
9. **Triglobal, The Netherlands**, represented by Brielle Jones
10. **Gerson Relocation, UK**, represented by Russel Start
11. **Royal Relocations, Malaysia**, represented by Vikki M
12. **Sobolak International, Austria**, represented by Reinhold Karpisek
13. **Berton International, France**, represented by Thanina Ferrat and Xavier Berton
14. **DXI Logistics, Dubai**, represented by Ross Dunlevy
15. **Planes Moving & Storage**, represented by Brian Loud



Tonnage awards

Tonnage is the driving force behind any moving network. Tonnage exchanged between members creates revenue within the group, fosters good relationships between members and demonstrates to the rest of the industry the level of activity controlled by the group and its importance as a major player.

Every year PAIMA rewards the companies in each region who have excelled in contributing tonnage through the network. In addition, it acknowledges all those companies that have contributed tonnage to the network through its Tonnage Stars award.

Photo below: First place Tonnage Awards winners.

Photo opposite page: Second place Tonnage Awards winners.



2019 ANNUAL CONVENTION TONNAGE AWARD RECIPIENTS

NEW MEMBERS			Booked Tonnage	MIDDLE EAST			Booked Tonnage
1st Place	EDELWEISS SPEDITION		63,296	1st Place	MASSTRANS FREIGHT LLC		82,020
2nd Place	SOBOLAK INTERNATIONAL GMBH		59,154	2nd Place	DXI LOGISTICS LLC		25,727
OCEANIA				NORTH AMERICA - CANADA & MEXICO			
1st Place	CONROY REMOVALS LTD		98,641	1st Place	AIRES		1,015,164
2nd Place	NONE		NONE	2nd Place	DEWITT MOVE WORLDWIDE		770,060
ASIA				SOUTH AMERICA			
1st Place	PT KELLYS EXPRESS		533,052	1st Place	TEAMWORK INTERNATIONAL MOVING		261,159
2nd Place	ORIENT EXPRESS FORWARDING PTY		231,935	2nd Place	MERCOVAN ARGENTINA SRL		243,721
AFRICA				EUROPE			
1st Place	MAGNA THOMSON INTL MOVERS LTD		285,103	1st Place	CARL HARTMANN GMBH & CO KG		1,162,054
2nd Place	EXPRESS INTERNATIONAL GROUP		157,456	2nd Place	GRUPO AMYGO, SA		449,250
CENTRAL AMERICA & CARIBBEAN				OVERALL HIGHEST TONNAGE REPORTED			
1st Place	RODI CARGO INTERNATIONAL GROUP		643,984	G-INTER REMOVALS & RELOCATION			1,463,708
2nd Place	SWISS GLOBAL MOVERS		272,290				



Juan Peralta Ecology Award

Aires from Pittsburgh, USA won the 2019 Juan Peralta Ecology Award. Laura May Carmack accepted the award on behalf of the company.

This year Aires has teamed up with Print Releaf, a company that converts the amount of printing a company does into new tree planting initiatives. Laura May explained that the company hooked up its technology to all the Aires printers then plants new trees to compensate in specific locations. Aires chose to have its planting in Brazil, Madagascar, the Dominican Republic and Mexico.

Laura May explained that the planting is laid out in rows with gaps that are automatically filled in with new, self-seeded growth. This ensures that the maximum benefit is achieved.

The planting is also with trees that are native to the area, thereby contributing to the sustainability of the region and helping local wildlife. "This is something that any company can do to help the environment," she said.

Aires has had an environmental program since 2007 and was the first ever winner of the PAIMA ecology award in that year. PAIMA itself was the first trade association in the moving industry to pay attention in a practical way to the environmental impact of its members' operations.

Antonio Tremols explained that the trophy that was awarded to the company 12 years ago was biodegradable and so has now been replaced! That must be the ultimate in sustainability



Photo above: Laura May Carmack receives the Juan Peralta Ecology Award from PAIMA Director Juan Carlos on behalf of Aires.

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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



PAIMA tonnage worldwide

The following table shows the tonnage exchanged between PAIMA members as of 13 November, 2019

Total Booked

260

Total Booked Tonnage

1,240,964

TONNAGE REPORT

Company	Total Booked	Booked Tonnage	Company	Total Booked	Booked Tonnage
RELOSMART LTD, Kwun Tong, Hong Kong	16	149,397	NFB INTERNATIONAL RELOCATIONS AS, 1351 Rud (Oslo), Norway	3	31,054
CARL HARTMANN GMBH & CO KG, Bremen D-28195, Germany	26	123,032	MYANMAR EXPRESS INTERNATIONAL MOVING SERVICES CO., LTD., Yangon, Myanmar	1	25,397
G-INTER TRANSPORTES LTDA , Barueri / São Paulo, Brazil	30	117,529	EUROPEAN RELOCATION SERVICES, Marseille, France	3	18,298
GERSON & GREY TRANSPORTES LTDA., Sao Paulo, Brazil	17	98,538	GERSON RELOCATION LIMITED, Greater London, United Kingdom	3	16,810
DEMECO SAS, Vincennes, France	18	97,240	SWISS MOVING SERVICE AG, 8952 Schlieren Zurich, Switzerland	2	15,086
AIRES, Pittsburgh, USA	32	93,539	TEAMWORK INTL. MOVING, Osasco, Brazil	3	11,521
UNIPACK GLOBAL RELOCATION, Carlsbad, USA	10	70,439	DXI LOGISTICS LLC, Dubai, UAE	2	9,934
DEWITT MOVE WORLDWIDE, San Diego, USA	20	59,922	SMART RELOCATORS PTE LTD, Singapore, Singapore	1	7,275
TIPPET RICHARDSON, Toronto, Canada	11	53,383	SOBOLAK INTERNATIONAL GMBH, Leobendorf, Austria	5	7,172
MUDANZAS INTL GLOBAL, C.A., Caracas, Venezuela	18	49,600	CONOTE SERVICES LIMITED, Abuja, Nigeria	2	6,025
HUMBOLDT INTERNATIONAL, Boston (Canton), USA	8	40,445	MASSTRANS FREIGHT L.L.C., DUBAI, UAE	6	4,308
BURKE BROS MOVING GROUP LTD., Wolverhampton, United Kingdom	5	35,000	EXPRESS TRANSPORTS, S.A., Lima, Peru	1	4,224
AMR INTERNATIONAL RELOCATION, Shanghai, China	4	32,728	Booked: 260		
WICKMAN WORLDWIDE SERVICES, INC., Fishers, USA	10	31,543	Booked Tonnage: 1,240,964		
G-INTER MIAMI, Doral, USA	3	31,525			



Taking to the boat

After a morning's hard work locked in a meeting room at the Hyatt Hotel, the PAIMA delegates threw off the shackles of commerce, donned their sneakers, hoisted the Jolly Roger and made ready to splice a main brace or two with a trip aboard *Odyssey* for a cruise on the Chicago River.

It sounds idyllic, and it was definitely interesting, but the Chicago is not a leafy picturesque paradise. No, the river cuts its way through the skyscrapers and industrial past of the great city like an artery supplying its very life blood. Never pretty but fascinating for anyone with a dash of imagination in their soul. Chicago owes its very existence to this waterway which, through its linking network of canals, connects the city with the Mississippi and, ultimately, the Gulf.

It was a time for relaxation and, as is the way at PAIMA, a little fun. Tony Tremols split everyone into groups, designed to help networking, and organized a competition that involved identifying landmarks described by the ship's guide on a map provided.

As always, some groups took the whole exercise more seriously than others, but all took the game in good spirit. It was a splendid afternoon with friends that allowed everyone to see Chicago from a completely different perspective.

Event Sponsored by: Global Packing International Movers, Conroy Removals Ltd, G-Inter (USA), Ace International Movers and Wickman Worldwide Services.

Competition winners pictured with Antonio Tremols, immediately above and right

Playing a round

It was the lovely Harborside International Golf Club that hosted the PAIMA golf tournament 2019. 20-plus players teed off on what was a challenging course on a hot day (a rarity in Chicago in October).

It was a Scramble competition designed to make sure everyone had a good time, even the novices, and the whole group would be able to finish the full 18 holes before lunch was served. In that respect, they failed. Progress was slow and the club referee was beginning to get a little anxious before a halt was called to proceedings in the name of hunger and his sanity. PGA it was not; fun it definitely was.



Ines Borchert



Morne Rudolph



Laura May Carmack



Abhilash Nair



Alexandra Schmidt



Aivars Usan



Lars Lemche



THE RESULTS

LADIES

1st place, nearest the pin and longest drive:
Ines Borchert, Transport Krumpf GmbH

2nd Place
Laura May Carmack, Aires

3rd Place
Alexandra Schmidt, Mexpack International

MEN

1st Place
Steve Dozois, Humboldt International

2nd Place
Lars Lemche, Teamwork

3rd Place
Morne Rudolph, Magna-Thomson

Nearest the pin:
Aivars Usans, FF International

Longest Drive:
Abhilash Nair, ISS Relocations

Regional directors required

PAIMA is in need of two new regional directors, one for the USA, Canada and Mexico and one for the Middle East.

These important roles involve representing PAIMA in the region, assisting with arbitration when necessary and helping to identify and encourage new members.

Anyone wishing to apply for one of these honorary positions should contact Tony Tremols at the PAIMA head office: paima@paimamovers.com.



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Networking Central

The one to one meetings that PAIMA calls Networking Central have become a regular feature of conferences over the last few years. They give people the opportunity to have the undivided attention of a potential customer or supplier for a few minutes amid a hectic conference schedule.

As in previous years the meeting hall was well attended with discussions seemingly both intense and, sometimes, animated.



On the beer



The PAIMA closing party was a heaven for beer lovers at the world-famous Goose Island Barrel House, the home of the company's range of beers matured in bourbon barrels.

A tour around the brewery was followed by good beer, good food and the cutting of a special birthday cake to celebrate PAIMA's 35th year.

Event sponsored by: Dewitt Move Worldwide, TG International Insurance brokerage, Planes Moving & Storage and PAIMA.



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

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



Edelweiss Moving: returning stronger than ever



Edelweiss Moving in Buenos Aires was presented to the PAIMA membership at the Chicago conference as its most recent member from Buenos Aires. The company joined following an invitation to attend the conference in Washington, DC as a guest.

The company was started in 1991 by Guillermo Seremberg and quickly made a name for itself as a reliable and respected household goods mover in Argentina. Sadly Guillermo, the driving force behind the business, died a couple of years ago and it was assumed that the business would be forced to close.

However, family friend and industry colleague Facundo Urtubey from Liftvan in Buenos Aires offered his professional support and appointed a member of his own staff, Maria Eugenia Mansur, to work with Marcela Seremberg (Guillermo's wife) to rebuild the business in her husband's honor.

It was Maria who attended the PAIMA conference in Washington, DC arriving at the cavernous conference hotel knowing nobody. "Within five minutes at the conference I was talking to people," she said. "Everyone made me very welcome. It was nice to spend time in such a friendly group immediately before IAM. We had a different quality of meetings."

Maria said that she knew about PAIMA because she had started working in the industry with Mercovan, an

established member. Not only did Maria find the friendly atmosphere welcoming she also had some very practical reasons for joining PAIMA. "I found the tonnage report very useful, especially when trying to decide which agents I should use around the world." That concept was the very reason that PAIMA President Lars Lemche was encouraging people to report their tonnage during his presentations, both in Washington and again in Chicago. But for Edelweiss it's not a one-way relationship. The company has tonnage and Maria has been able to channel much of that work through the PAIMA members since joining. In fact, the company won first place in the tonnage awards this year in the 'New Member' category with over 63,000lbs reported through the system.

Edelweiss remains a boutique company but one with ambition and a positive outlook once again. Much of its business is for corporate accounts but it is working hard to capture more private work as that becomes more important in a rapidly developing marketplace.

Photo left: Maria (left) and Marcela (right)
Photo Top: Maria Eugenia Mansur addresses the PAIMA conference in Chicago



Dubai's DXI Logistics joins PAIMA



DXI Logistics has joined the PAIMA network. The Dubai-based company was founded by logistics and removals entrepreneurs Amer Darwish and Jerry Nazzal in 2014 and has grown rapidly, claiming a significant share of the UAE market.

Manager Ross Dunlevy (pictured lower right) joined the company in 2015, having worked in the real estate industry. "The first six months were quite difficult," explained Ross. "Jerry - whose family business, Express International is in Cairo - had come over to get things started but was unfamiliar with the market in Dubai. I, on the other hand, knew the local market, but not the industry, so 2015 turned out to be something of a training period for both of us." With only two office staff and no trucks or warehouse the company began by doing small domestic moves using subcontractors to handle the work.

"In 2016 we bought our first truck and recruited a driver and crew," said Ross. "It was still a very small operation, but gradually we progressed into doing international work, mainly to and from the UK. I was spending most of my time doing surveys and sales, while Jerry ran the daily operations."

"The following year we were able to move into larger premises - including our own 6,000 sqft warehouse. We added another truck and took on five more guys. We've always been cautious about expanding too quickly, but with about ten to fifteen jobs a week coming in, mainly from referrals, we knew we could keep them busy."

In February 2018 Jerry's father George Nazzal sadly passed away, necessitating Jerry to spend more time in Cairo to run Express International, while Ross took over the day-to-day running of DXI in Dubai.

"Jerry's family are now resident in Dubai and he tries to come over every couple of weeks or so and often visits the office to see how things are going and say hello," said Ross. "Although I'm now the manager, I think the staff need to keep in touch with who they're working for and they always appreciate him coming in."

"We already do a lot of work in Latin America and although we currently deal with several PAIMA members we are keen to expand our network and do more reciprocal business," said Ross. "Last year we recruited a staff member from Chile who speaks Spanish and is familiar with the culture and how things work

over there, so I think that gives us an advantage. We're already members of IAM, but I believe joining PAIMA will help us to be much more active in the Latin American market."

In just four years, DXI Logistics has developed from a fledgling start-up into one of Dubai's successful international moving companies, employing over 20 staff and handling around 500 shipments a year.

www.dxilogistics.com/enl



PAIMA MEMBERS



Argentina

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

Australia

- CHESS J. WILSON REMOVALS - MELBOURNE

Austria

- SOBOLAK INTERNATIONAL

Bolivia

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

Brazil

- ATLANTIS INTERNATIONAL
- BRAZIL LINK MUDANCAS LTDA - ME
- CONFIANCA MUDANCAS & TRANSPORTES LTDA
- COSMOPOLITAN TRANSPORTES LTDA
- G INTER (GRANERO INTERNATIONAL)
- GERSON & GREY TRANSPORTES LTDA
- GLOBAL PACKING INTERNATIONAL MOVERS 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.
- AMERICAN MOVING SERVICES (AMS)
- REMSSA S.A.

China

- AMR INTERNATIONAL RELOCATION
- NEWLAND INTL MOVING

Colombia

- JB LOGISTICS LTDA
- TRANSPACK LTDA

Costa Rica

- ABC MUDANZAS
- APA WORLDWIDE MOVERS

Denmark

- EUROPEAN REMOVAL & STORAGE CO

Dominican Republic

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

Egypt

- EXPRESS INTL GROUP

El Salvador

- MUDANZAS INTERNACIONALES, S.A. (MUDISA)

Ethiopia

- GREEN INTERNATIONAL LOGISTICS

France

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

Germany

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

Guatemala

- SWISS GLOBAL MOVERS

Honduras

- MUDANZAS AIRLIFT INTERNATIONAL
- MUDANZAS INTERNATIONAL

Hong Kong

- RELOSMART

India

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

Indonesia

- ACE INTERNATIONAL
- PT KELLYS EXPRESS

Ireland

- CARELINE

Israel

- SONIGO INTERNATIONAL SHIPPING & MOVING

Italy

- CITTADINI S.p.A.
- BLISS MOVING & LOGISTICS
- T&T SERVICES INTL

Japan

- A-CROSS CORPORATION
- KOKUSAI EXPRESS

Latvia

- FF INTERNATIONAL MOVERS

Malaysia

- PIONEER MOVERS
- ROYAL RELOCATIONS MALAYSIA

Mexico

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

PAIMA MEMBERS



Myanmar

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

Nepal

- ORIENT INTL. RELOCATIONS

New Zealand

- CONROY REMOVALS LTD

Nicaragua

- MUDANZAS MUNDIALES, S.A.

Nigeria

- KOEMAN NIGERIA LTD
- CONOTE SERVICES LTD

Norway

- NFB INTERNATIONAL RELOCATIONS

Panama

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

Paraguay

- ASUNCION VANPACK SRL

Peru

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

Philippines

- GOETZ MOVING & STORAGE, INC

Portugal

- PREMIER INTERNATIONAL MOVERS
- GLOBAL INTERNATIONAL RELOCATION

Puerto Rico

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

Qatar

- INTEGRATED LOGISTICS

Russia

- TERRA MOVING

Saudi Arabia

- MOVE ONE RELOCATIONS, SAUDI ARABIA LTD

Singapore

- CROWN LINE PTY LTD
- GEOMETRA WORLDWIDE MOVERS PTE LTD
- ORIENT EXPRESS FORWARDING PTE LTD
- RAFFLES RELOCATION & MOBILITY
- 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.
- MUDANZAS TRALLERO, S.A.
- MUDINMAR MOBILITY
- PASSER MOVERS SL

Sri Lanka

- TRANS-GLOBAL RELOCATIONS (PVT) LTD

Switzerland

- SWISS MOVING SERVICE AG

Thailand

- BOONMA MOVING & STORAGE

The Netherlands

- GLOBAL MOVING AND STORAGE
- TRIGLOBAL BV

U.S. Virgin Islands

- BOB LYNCH MOVING & STORAGE, INC

United Arab Emirates

- FUSION SPECIALIZED SHIPPING
- DXI LOGISTICS LLC
- ISS WORLDWIDE MOVERS
- MASSTRANS FREIGHT LLC
- TOTAL MOVING & STORING LLC

United Kingdom

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

Uruguay

- INTERTRAFIK SRL

USA

- AIR ANIMAL PET MOVERS
- AIRES
- BLASON INTERNATIONAL MOVERS
- DEWITT MOVE WORLDWIDE
- G-INTER - USA

USA (continued)

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

Venezuela

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

Vietnam

- ASIA PRIME RELOCATION

Zimbabwe

- CHAVILON INTERNATIONAL MOVERS & LOG. LTD.

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