

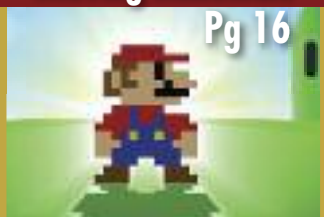
# PAIMA REPORT

**Issue 3, 2018**

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# PAIMA REPORT

Issue 3, 2018

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## PAIMA Management/PAIMA Report

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**I would like to thank you all for electing me as your new president of PAIMA for the next two years at the annual conference. I'm delighted for the opportunity to work and network for you all.**

I guess most of you agree with me, that we had a great convention in Washington, DC with record-breaking attendance and many new members. I thank you all for attending and welcome all our new members into the PAIMA family.

I'm sure that my Brazilian competitors will agree with me that we are happy to see this year coming to an end. It has been a very tough environment. It has not been fun lately in South America. But we see light at the end of the tunnel, and it is not a train coming against us.

We look forward to 2019 with big expectations and hopes. I'm sure we will all enjoy better days from January 1 onwards.

I would also like to thank the entire PAIMA Board of Directors, as they have done a terrific job in supporting me to bring our Bylaws up to date and other very important matters that we needed to equalize. Yes, we have worked a lot.

I wish you Happy Holidays and that 2019 brings lots of joy, peace and happiness to all.

Best regards,

Lars Peter Lemche  
President — Board of Directors



## Letter from the Editor

**W**ell it really was nice to see everyone in sunny Washington, DC. I confess that I have been before, though not to the Gaylord Hotel, and this was the first time I have had the opportunity to see a little of the city. It's an extraordinary place.

Some of you might notice that this issue of *PAIMA Report* is a little thicker than previously. That's because I just couldn't resist the temptation to click the shutter on my camera so I ended up with quite an album from the conference. In an effort to get as many of you in the magazine as practical, we thought an extra few pages would be justified. And for all of you who were there: sorry about the karaoke. It won't happen again!

Thank you to all those of you who have contributed stories. I still have some new member profiles yet to do and will endeavour to include them in the April 2019 issue. That said, I can only do so if you let me interview you on the telephone. So, when I make contact, please make a little time for a chat and send me some of your finest photos. The more information you give me, and the better your photos are, the better your profile will look.

Almost imperceptively this year has slipped by, just as did all those before it, so it's my pleasure once again to wish you Happy Holidays and a prosperous, happy and healthy 2019.

Steve Jordan, Editor

## Aires wins Outstanding Corporate and Social Responsibility Initiatives award

**A**ires has been awarded the **Outstanding Corporate and Social Responsibility Initiatives award by the Forum for Expatriate Management (FEM) at the APAC Expatriate Management & Mobility Awards (EMMAs) ceremony held on 6 September in Hong Kong.**

The award recognizes Aires' efforts in community outreach and environmental responsibility. The awards were judged by an independent group of leading mobility professionals from a variety of companies and industries. In selecting Aires, judges noted Aires' focus on both practical and financial assistance for support recipients.

Aires' Quality Manager Laura May Carmack, who oversees the company's CSR initiatives said, "Aires is honored and excited to earn the FEM Award for Outstanding Corporate and Social Responsibility Initiatives. This award is a reflection of the Aires employees, who continually provide community outreach ideas and who wholly support fundraisers



and activities to help others and to do the right things. The best CSR policy in the world means nothing unless staff believe in it and drive it. We are fortunate to have strong leadership who support the creative ideas of our staff."

Claire Tennant-Scull, Head of Content at FEM commented, "EMMAs entries are rigorously judged by a team of fiercely impartial, highly experienced, senior figures in the industry, who are drawn from a range of disciplines across the APAC region and who give up their own free time to carry out a very thorough and demanding process, so these awards carry tremendous kudos. It's so important to receive recognition among your peers for innovation and hard work and so I think the winners and all those on the shortlist should feel extremely proud."

Picture above: Fergus Bird, Global Sales Director at FEM presents the award to Grace Goh, Aires Associate Mobility Specialist

## Boonma handles logistics for Top Thai Brands 2018

**B**oonma Real Mobility Group Thailand has successfully completed the contract to manage the logistics needs of the **Top Thai Brands 2018 exhibition. The contact was awarded to Boonma by the Department of International Trade Promotion and the Ministry of Commerce Thailand.**

The exhibition was held in cities across Asia including Yangon, Myanmar; Kunming, China; Kuala Lumpur, Malaysia; Hanoi and Ho-Chi-Minh City, Vietnam between 10 May and 19 August, featuring over 400 Thai companies.

Top Thai Brands showcases internationally recognized Thai products and services and offers crucial inroads for Thai companies to break into the world markets. The expo aims to create a business platform for both Thai and foreign enterprises to expand their networks and develop partnerships.

Boonma Real Mobility Group Executive Director Tiddy S Teerawit said, "Top Thai Brands 2018 paves the way for Thai companies. The events not only create business opportunities for the Thai private sector but also provide access for foreign parties to top quality Thai brands at reasonable prices, thus contributing to mutual benefits and partnerships."

## PricePoint partners with ECU Worldwide and Apex Shipping

**P**ricePoint has joined forces with **ECU Worldwide and Apex Shipping BV to provide freight pricing to its subscribers and corporate/RMC suppliers.**

ECU Worldwide was founded in 1987 and is one of the major players in multi-modal transport with around 300 offices providing air, LCL, FCL and logistic services in over 160 countries. For PricePoint, ECU provides FCL freight pricing from most US ports and inland terminals to many worldwide locations under the direction of Camilo Quintero, its global head of sales.

Apex Shipping is based in Rotterdam and handles over 6,500TEU per year. In addition to sea and air freight services, Apex can provide rail,

road, and warehousing services for the household goods industry. The company provides PricePoint with rates from origin locations including, Rotterdam, Antwerp, Le Havre, Santos, Shanghai, and Singapore and is planning to add air freight pricing shortly.

Misha Uhlen of Apex, who himself has extensive moving industry experience, said he is excited to be introduced to the moving industry and to servicing current and new customers.

Ryan Keintz, President of PricePoint said it is committed to updating the ECU and Apex freight pricing every 30 days to keep rates as current as possible.



Ryan Keintz



Patrik Berglund

**X**eneta is launching a product that aims to transform the way shippers, freight forwarders and carriers conduct freight rate negotiations. The Oslo headquartered firm has created a new offering, **Xeneta Shipping Index (XSI™)** that allows all parties to set rates at transparent, efficient and fair prices that directly follow market fluctuations. This ensures all stakeholders get the right price for their products and services, relationships are improved and complex, time-consuming negotiations become efficient.

"After several years working closely with cargo buyers and sellers, the one thing that is a clear pain point for many organizations is the inefficiency and opacity of contract negotiations," explained Xeneta CEO Patrik Berglund. "Freight rates are dynamic and

## New system helps shippers set fair freight rates

prone to rapid change, so a shipper traditionally negotiating what they consider to be a fair rate for a long-term ocean freight contract can find that, three months later, they're paying far in excess or below the actual market rates. This has the very real potential to make their products uncompetitive in the marketplace or risk supply chain disruptions. Similarly for carriers, when the market is low or high, they risk shippers taking their business somewhere else or not living up to their contracts as these are not enforceable. The current situation is not ideal for buyer or seller and neither one has the upper hand."

XSI™ is a global ocean freight index with its foundations in Xeneta's neutral database of over 65 million contracted rates, covering over 160,000 port-to-port pairings, which is crowd-sourced from more than 700 leading international businesses, including power shippers such as Electrolux, Nestle, Unilever, ThyssenKrupp, Tata Steel and Continental. It provides an unparalleled real-time overview of the very latest ocean freight rates. The new index allows stakeholders in the negotiating chain to tie rates to the market, relieving them from frequent or periodic contract negotiations.

"XSI™ allows independent, verified and up-to-the-minute rates to be tracked over major shipping routes covering 57 corridors representing 95% of global intercontinental

volumes, such as Asia-Europe, Europe-Asia, trans-Pacific, trans-Atlantic," said Patrik. "If all parties looking to sign a contract agree to use the index they can secure competitive rates over the long term, building trust and reliable relationships with one another. What's more they can save on all the resources, guess work and hassle associated with negotiating."

Patrik said Xeneta built the new system with the aim of making the shadowy world of rate fluctuations transparent. "Our benchmarking and market intelligence subscription products enable the market to see what is possible with readily available freight data to optimize procurement. XSI™ goes one step further and gives forward-thinking freight procurement and supply chain professionals the power to take the next natural step and relieve their teams from negotiation cycles and instead focus on driving value and optimization throughout the entire supply chain. This means they're not just benchmarking rates and running RFQs, but actually getting the real-time value that, until now, has remained elusive for many organizations."

XSI™ is available now. Xeneta, which launched in 2012, offers the world's largest database of contracted ocean rates. The information is crowd sourced from some of the world's leading shipping companies who input their real time rates to create a powerful benchmarking and analytics platform.

## Boonma Mobility supports Living in Bangkok Exhibition 2018

**O**ne of Thailand's most experienced moving companies, Boonma Mobility, joined over 80 exhibitors at this year's Living in Bangkok Exhibition on 29 September. The annual event held at the prestigious British Club promotes all that is good about living in Thailand's capital city with the aim of helping expats engage with their new environment and feel part of the local community.

Living in Bangkok introduces lifestyle, travel and hospitality services, educational establishments and specialized retailers to more than 2,000

expats who come to spend their Saturday mingling with other international residents in the beautiful grounds of the club.

Tiddy S Teerawit, Executive Director of Boonma Mobility Thailand said, "We are really glad to support the British Club again this year. The attendance was recorded at 2,175 people, with both adults and children enjoying the occasion."

Boonma was established in 1964 by Boonma Pungthong and has operations in Bangkok, Chiangmai, Chiangrai and the airport zone.



Picture above: Boonma Mobility stand  
Left: Jean Valendez, Relocation Manager  
Right: Keng Sorasit, Customer Service



## RedSky and Move4U join forces

**R**edsky and Move4U have joined forces under the leadership of Joggie Taute. The cooperation between the two organizations was announced at a private party held during the IAM convention in Washington, DC in October.

Both organizations have recognized the opportunity to digitalize moving processes such as surveying, sending quotations, client communications, creating packing lists, insurance and claims handling to make them more efficient and to re-use move data. The investors of Move4U and RedSky firmly believe that the future of the industry lies in integration between all parties and solutions out there, so that digital data can be re-used within a move for various purposes and can be applied to (similar) future moves. Move4U and RedSky shared a stand at IAM with the theme 'The Connected Move', explaining the benefits of combining digital tools and data to moving companies.



To further increase cooperation between the two companies, Move4U's CEO Joggie Taute was also announced as the new RedSky CEO, which will see the companies working much closer together to provide integrated solutions to the industry.

Move4U has been very closely involved in the new RedSky move management system 'Reedge' ([www.reedge.app](http://www.reedge.app)), which claims to be a brand new move management

experience allowing users to manage the entire move process in one place. Reedge is planned for launch early next year.

Picture above: The RedSky and Move4U team in Washington, DC



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# Bliss Moving & Logistics joins PAIMA

**B**liss Moving & Logistics has become one of the latest additions to the PAIMA international network. The company was founded in 2008 by its current CEO and President, Francesco Argiro (pictured above right) and is headquartered in Rome with an additional office and warehouse facilities in Milan.

The company works mainly in the corporate and government sectors handling international moves mainly to the USA, as well as countries in Asia and the African continent.

Francesco chose to call his company Bliss to reflect his vision of what a moving company should aim to achieve. "Moving is always portrayed as a very stressful experience and I wanted to create a culture that is the antithesis of that," he said. "Bliss is a word that means peace, happiness and good emotions, so that was the obvious choice."

As well as Bliss's main operations in the large commercial centers of Rome and Milan, the

company has also appointed a network of agents across Italy and is consequentially a well-known brand throughout the country. "Our agents are trained by us to work to our standards and brand values," said Francesco. "Their vehicles carry our livery and the crews wear our uniforms whenever they work on our behalf. It means that we can handle business in parts of the country where it wouldn't be economic for us to acquire

and maintain assets of our own, and at the same time provides extra work for movers in those lower density areas."

Although new to PAIMA, Bliss Moving is already working with a number of member companies and hopes to expand this cooperation in the years ahead. "PAIMA is a



rapidly growing network and I am looking forward to forming new business relationships within the group," said Francesco. "I believe the more you give the more you get back, and I will be happy to contribute what skills and experience I have to help the organization continue to grow and prosper."

**[www.blissmoving.it](http://www.blissmoving.it)**





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# Newland International Moving joins PAIMA

**N**ew PAIMA member Newland International Moving was formed in 2012 and has offices in Shanghai, Beijing and Shenzhen. The company carries out over 2,500 international moves a year mainly to and from China and the rest of the world.

Newland International Moving is an innovative and dynamic provider of highly personalized relocation services designed to meet the individual needs of its cosmopolitan client base.

Newland takes pride in following its core values of integrity, honesty and trust, which are an integral part of the company's culture and the way it carries out its business. These values are also reflected in Newland's relationship with its 34 employees, which it regards as the 'treasure' of the company. Consequentially, providing safe, pleasant working conditions, encouraging employee development and promoting equal opportunities are a high priority.

As well as moving household effects, Newland has become an expert in the shipment, storage and packing of board games for the international market. Newlands Marketing Manager Mike Wu said, "I am a bit of a geek for board games and over the years we've developed a significant client base in the industry. We are serving one of the largest board games companies in the world. We want to find partners in Europe and the USA

who can provide storage and distribution for our board games in those regions and I'm hoping other PAIMA members may be able to help."

Newland International has over 170,000 sqft of storage at locations across China and is able to offer packing, customs declaration, booking sea/air freight, and full delivery services to PAIMA members.

[www.newlandrelo.com](http://www.newlandrelo.com)





# How to orientate new staff into the moving industry

By Ray daSilva, President Mobility Exchange

**F**ollowing the successful launch of IAM Learning, the new professional development initiative, at the International Association of Movers we're pleased to report that the initial response from those going through the online learning program is positive and encouraging.

In my career in the moving and relocation business, I have had the privilege of helping to design and implement learning systems as part of new staff orientation and ongoing professional career development programs. I thought that it might be of interest to some of you to read about my vision of what a good new staff orientation program would look like. The great news is that I know some of you are already doing this.

## The Role of IAM Learning

The first program developed for IAM Learning is the Move Coordinator Training Program. As an introduction to Move Coordination skills, it serves as an excellent online learning resource complete with videos, text, illustrative documents, links to relevant resources, self-assessments and course assignments that allow learner-instructor interaction. As efficient and effective as this resource is, it would be a mistake in my opinion, to sit a new staff member down at a computer and expect them to go through the courses and orient themselves on their own to our business. The online learning program is meant to augment a proper orientation and onboarding process.

The program, which consists of five courses, each with multiple sections and a final review and final assessment, could be used in this way.

### Day 1

- Welcome – Meet & Greet
- Acclimation – Introduction to the work environment which may include a tour of the office and its facilities such as the break room or lunch room.
- Overview of the company – Ideally delivered by a key executive or company owner. History, mission, parts of the company, types of activities, achievements, awards, etc.

- Administration – HR
- HR-related paperwork
- Benefits and enrollment information
- Job description
- Employee handbook
- Written training schedule
- 30-day expectation (What should the new staff member expect? What does the company expect?)
- Move Coordinator Training – Introduction to Move Coordination
- Why do we move?
- Move types
- Phases of a move
- Business communication
- Professional call handling
- Department Introduction – The new staff member is introduced to one of the company departments and given a tour of what the department does and how it relates to their job.
- Manager Debrief – The manager of the department discusses the day so far and the online course with the new staff member.
- Relating the learning – In this discussion the manager draws out how the training relates to the company and to the job the new staff member will be handling.

### That's just the first day ...

Subsequent days will follow a similar pattern but might include tagging along to a pre-move survey, visiting a packing job, visiting a delivery, visiting the warehouse with operations, spending a day at the port, etc.

That is a lot to cover but I think you get the idea. I get asked: how much is the Move Coordinator Training Program and how long does it take to complete? It costs US\$250 and the six parts of the program takes about six hours to complete. All the elements of a proper new staff orientation program plus the concomitant staff resources and time cost 10X that (if not more) and may take six days to complete. The online training is only one important aspect of the process.

### How do we justify this investment?

This is an interesting question and one that I know our industry's business owners struggle with. Let's face it, the industry is undergoing tremendous challenges and is adjusting to an unprecedented pace and depth of change. Our customers want faster, better, more for less and they want it now!



That requires investment and it's not just about trucks, boxes and warehouses anymore. Technology, safety, environment, privacy and regulation are just a few of the priorities in line asking for immediate investment. So, let's try to quantify the risks associated with not welcoming, orienting, training and creating a career path for our newly hired employee.

There's more but let's just take those numbers and multiply them by the number of occurrences of each in a year. Now compare that against the cost of implementing a proper staff orientation and onboarding process.

As we consider these questions and their effect on new talent management, we should not neglect our loyal staff who did not have the benefit of a structured program when they joined the industry. The same questions apply and I believe the need for attention may be even more urgent.

### **Here's what Sir Richard Branson had to say on the subject in an interview**

"It sort of should go without saying – and it's surprising that it still doesn't go without saying at some companies – if the person who works at your company is 100% proud of the job they're doing, if you give them the tools to do a good job, they're proud of the brand, if they were looked after, if they're treated well, then they're gonna be smiling, they're gonna be happy and therefore the customer will have a nice experience. If the person who's working for your company is not given the right tools, is not looked after, is not appreciated, they're not gonna do things with a smile and therefore the customer will be treated in a way where often they won't want to come back for more. So, my philosophy has always been, if you can put staff first, your customer second and shareholders third, effectively, in the end, the shareholders do well, the customers do better, and [you] yourself are happy."

### **If this all seems a bit too daunting ...**

If your company is like some in our industry, your orientation process may be no more than introductions followed by on-the-job training. Smaller, entrepreneurial companies may not have Human Resource departments or administrative staff to arrange an ideal professional staff development program. Don't try to make this too big of a project. Take just one of the recommendations that you are able to manage and take one step forward. You can build from there.

- What is the cost of correcting a service issue caused by lack of training?
- What is the cost of a missed customer opportunity because our staff are not aware of our company capabilities and mission?
- What is the cost of a customer lost due to improperly trained and motivated staff?
- What is the cost of staff turnover?

**"Technology, safety, environment, privacy and regulation are just a few of the priorities in line asking for immediate investment."**

Ray daSilva  
President Mobility Exchange

The IAM is an inclusive organization that seeks to serve large as well as small members. While some larger companies may have well developed programs and devote significant resources to staff development, the IAM realizes that the vast majority may not. IAM Learning plans to develop training and knowledge resources that can augment a company's efforts to develop a professional career development program for their staff members.

Recognizing that management training is equally important, we will also soon introduce training and other resources for company owners and managers who are ready to take a step forward.



**About the author:** Ray daSilva (pictured above) is a founder and principal of Mobility Exchange LLC that provides strategic consulting, technology and training services to the moving, relocation and mobility services industries. Mobility Exchange partners with the International Association of Movers in the development and administration of IAM Learning.

# New PAIMA member in Kuala Lumpur

**R**oyal Relocations, based in Kuala Lumpur, Malaysia, has recently joined the PAIMA network. The company was formed in 2002 by the founders, CEO Vicky M and Managing Director Nic Lee (pictured right), and concentrates mainly on international relocations with around 90% being corporate and government contracts. A further 10% of turnover is derived from private customers and businesses moving within Malaysia.

From the humble beginnings of four employees, one truck and a 2,500 sqft warehouse a decade and half ago, Royal now has a permanent staff of 30, operates three trucks and has a 17,000 sqft warehouse. The company attributes its steady growth to years of good service and glowing recommendations from satisfied clients, across which time the Royal Relocations name has become widely recognised in the industry as a marker of quality and value. Its headquarters is

45 km north east of Port Klang; the main sea gateway to Malaysia. Most of the company's traffic is to and from the UK, Europe, Australia and the US.

Both Vicky M and Nic Lee spent many years in the moving business before starting Royal Relocations and they believe that having the experience of working in every aspect of the trade, from packing, through to management, has equipped them to run their business in a highly-professional manner and to pass on their skills to their staff.


"A lot of our trade is to and from other PAIMA members so joining the network was the obvious and virtuous thing to do," said Nic. "Being a member also means we take part in the tonnage awards, so for members it's favourable for consigning and receiving shipments from us. So far this year till October we have consigned and received over 30 shipments from PAIMA members."



"I enjoyed meeting Mr Antonio Tremols amid the conference in Washington, DC for a momentary discussion and he is wonderful person with great knowledge of the moving industry. I hope our contribution will increase to members in the near future since joining the network. We are prepared for next year's conference in Chicago and look forward to meeting more members then," said Vicky M.


As well as PAIMA, Royal Relocations is a member of BAR and IAM and is an ISO 9001 - 2015 accredited firm.

[www.royalrelocations.com](http://www.royalrelocations.com)





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# Two years of the expanded Panama Canal

**E**arlier this year the Panama Canal passed its two year anniversary since its expansion, the largest enhancement project in the waterway's 103-year history. To date, the Canal has transited 3,745 Neopanamax vessels, traffic that confirms the route's efficiency and the maritime industry's confidence in the expanded canal.

"Two years ago, we pledged to usher in a new era for world commerce," said Panama Canal Administrator Jorge I Quijano on the anniversary. "Today, as we reflect upon our countless achievements and ever-expanding impact, we proudly reaffirm this commitment to the global maritime community."

The performance of the expanded Canal's Neopanamax locks continues to exceed

expectations. Over the past two years, the route has recorded notable milestones such as:

- Setting a new monthly tonnage record of 38.1 million tons (PC/UMS) in May 2018, the third such time the waterway has set a monthly tonnage record in the past two years.

- The transit of the

Canal's largest cruise ship to date, the *Norwegian Bliss*, weighing more than 168,000 gross tons and carrying nearly 5,000 passengers.

- Recording year-on-year growth, in terms of number of transits and total cargo volumes.
- The transit of the largest capacity container vessel to-date, the *CMA CGM Theodore Roosevelt*, with a Total TEU Allowance (TTA) of 14,863.

Increased experience with the Neopanamax locks and continued investment into its operations have allowed the waterway to provide additional capacity, flexibility and efficiency to shippers.

Such recent offerings include:

- Two additional reservation slots for the Neopanamax locks, bringing the total number of slots from six (at the time of the

inauguration) to eight, and giving shippers greater flexibility and options for booking their desired transit dates.

- An increase in maximum allowable beam for vessels transiting the Neopanamax locks, accommodating larger vessels and greater tonnage.
- An increase in the maximum allowable draft for transiting the Neopanamax locks to 14.33 meters (47 feet) Tropical Fresh Water (TFW).

With this anniversary, the Canal also reaffirms its commitment to environmental sustainability, prioritizing water savings and reducing carbon footprint. In the two years of the Neopanamax locks' operations, the waterway has recycled 60% of the water used per transit and is on track to reduce an estimated 160 million tons of carbon dioxide emissions over the next 10 years.

The expansion, completed in 2016, included the construction of a new set of locks on the Atlantic and Pacific sides of the waterway, creating a third lane of traffic and doubling the cargo capacity of the waterway. While the expanded locks are 70 feet wider and 18 feet deeper than those in the original Canal, they use less water due to water-saving basins that recycle 60% of the water used per transit.



# Moving Millennials

**R**ob O'Donnell, Vice President, Organisational Development, Aires, offers some advice on what makes millennials special and how to treat them during a relocation.

What's the first word that comes to mind when someone mentions "millennials"? Is it an encouraging descriptor or derogatory slur? If you buy into the more attention-grabbing headlines, you'd think the business world has been driven to the brink of disaster from a fresh crop of entitled slackers. Not so much.

According to Buddy Hobart, generational expert and co-author of *Gen-Y Now: Millennials and the Evolution of Leadership*, this age cohort (born between 1980 and 2000) is the most educated, experienced, and ambitious workforce in history. Millennials are better prepared to handle change and the demands of our times than incumbent workers. Hobart also argues that it's not a millennial issue but a leadership void that stirs up all of the controversy.

He points out that the seven most common terms used to describe millennials in the press (slackers, instant gratification, job jumpers, narcissistic, spoiled, disrespectful, and entitled) were the same terms used to describe baby boomers (born between 1946 and 1964) in a *Life* magazine article entitled 'The Generation Gap', published in May of 1968! Apparently, every generation struggles with the next one.

So, what if you've been charged with relocating a millennial? Here are a few things to provide that may make their journey (and ours!) more engaging:

**Autonomy:** Allow a millennial transferee to make their own decisions. They can get creative within existing spending constraints and policy guidelines. Lump Sum arrangements are popular but not the only ticket to their big adventure. Choice matters! Provide options but step back and let them decide on the best way to get from here to there.

**Professional growth:** Make sure the assignment challenges specific aspects of their professional skill set. Talk to their manager so that you're clear on what they should be able to do or know because of this new experience. Going back to that premise can help the assignee overcome the invariable hiccups inherent in any relocation.

**The big "Why?":** Context is king; ensure there's sound reasoning behind decisions and make certain you have your facts straight! That way, you won't get caught unprepared by someone questioning your guidance. Millennials have been bombarded with advertising since birth and as 'digital natives', with access to all of the knowledge of mankind in the palm of their hands, they can fact check, compare, and gather outside opinions in an instant, making them somewhat sceptical about any promise or claim. Say what you mean and mean what you say, even if it's really bad news.

Although these recommendations address millennials, wouldn't we all enjoy the same consideration? Technology continues to remove once intractable barriers. Millennials understand this ongoing transformation better than most, but deep down they realise that

automation will never replace the human touch. With every relocation, we must continue to be empathetic and calm under pressure, provide feedback and reassurance, and genuinely look out for the other person's best interest. Having the heart of a servant never goes out of style. That approach works with every generation!



**Rob O'Donnell (above) recently joined Aires in Pittsburgh, Pennsylvania, USA as vice president of organisational development after 30 years of experience in HR.**

**He now leads the Human Resources department at Aires**



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# Conference Report PAIMA in DC

**P**AIMA President Lars Lemche opened the 2018 PAIMA conference in Washington, DC in a rather unconventional way: with a minutes' silence for the victims of the Indonesian earthquake and tsunami that was still very raw in everyone's minds. Following this moment of respect, Lars welcomed all the delegates and gave thanks to all the sponsors for their invaluable contributions that help to make sure the annual event is a success. He explained the activities that were planned, that included a boat trip on the Potomac River and of course, the legendary PAIMA last night party, and said that there was a busy business program planned as well.

Roll call took just 12 minutes, though some might have thought it took longer. It is both loved and hated by everyone but roll call does give the opportunity to put faces to names of people, especially newcomers, and ensures that the PAIMA Board has a quorum for any matters that require a vote. Lars commented that every year the roll call takes a little longer as more people join the organization. "We are happy that you are joining the group and happy that you are participating," he said.

There was a decision made not to read the minutes of the previous meeting as they had already been circulated.



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# New PAIMA members

**A**ntonio Tremols, PAIMA Executive Director, welcomed everyone to the Washington, DC conference, especially the new members of which 15 were attending: Stevens International, Linkindia Logistics, Green International Logistics, ABC Mudanzas, Dewitt Move Worldwide, Raffles Relocation and Mobility, Relocation Insurance Group, Express International Group, Asia Primary Location, Newland International moving, Bliss Moving and Logistics, Sonigo International Moving and Shipping, Global Moving and Shipping, Premier Relocation and Fusion Specialized Shipping and Logistics. "We welcome all our new members," he said. "Participating in the conference is one of the big value adds of being part of the PAIMA family; meeting new members and seeing old friends with the objective of establishing long-term business relationships."

The PAIMA office aims to be very responsive to all the members' needs. "If you have any questions regarding PAIMA, the tonnage report, passwords, etc. please reach out to me so I can help you become more involved in the Association."

During the conference Tony also revealed that PAIMA's regional directors had been given more responsibility and asked to take a more hands-on role within the organization. This will involve assisting the PAIMA Board and office by contacting their local members to see how PAIMA can be

improved and encouraging members to contribute. Each new member received their membership certificates, presented by their respective regional directors and, as is customary at PAIMA, was given the opportunity of presenting their company in a five-minute presentation from the stage. Some showed PowerPoint presentations, some had videos, others simply gave a simple explanation of their companies and their services. All were well received and welcomed into the PAIMA network.



## Who's Who

- |   |  |
|---|--|
| 1. Alvaro Loria, ABC Mudanzas, Costa Rica                         | 9. Vlad Piskla, Premier Relocation                 |
| 2. Edo Smits, Global Moving & Shipping, Netherlands               | 10. John Burrows, Dewitt Move Worldwide, USA       |
| 3. Erwan Verger, Asia Prime Relocations, Vietnam                  | 11. Shai Rahat, Sonigo International, Israel       |
| 4. Francesco Argiro, Bliss Moving, Italy                          | 12. Lisa Beranich, Stevens International, USA      |
| 5. Gadi Binness, Relocation Insurance, USA                        | 13. Maneesh Sharma, Raffles Relocations, Singapore |
| 6. Gregory Thomas, Fusion Specialized Shipping and Logistics, UAE | 14. Mekdes Shiferaw, Green International, Ethiopia |
| 7. Walter Pereira, Linkindia Logistics                            | 15. Mike Wu, Newland International, China          |
| 8. Jerry Nazzal, Express International, Egypt                     |  |

# Ray daSilva at PAIMA

**R**ay daSilva, President Mobility Exchange, presented his thoughts on the moving industry, and the IAM initiatives of IAMX Mobility Exchange and IAM Learning at the PAIMA conference in October.

Ray said there are some good signs in the US industry with the relocation market reporting good results and home sales up. "The US market drives the market elsewhere," he said. The market is changing with a move towards shorter-term assignments, flexible packages and tough pricing. Ray described how the US government, which is the biggest household goods shipper in the world, creates the critical peak season that is reflected everywhere else in the world for government, private and corporate moving alike. "It sucks the air out of the industry and has created a driver shortage in the USA with 51,000 vacancies even with comparatively high rates of pay." Ray said that it is hard for companies to invest in people when the work is so seasonal.

"It's a very challenging market," said Ray. "But when was it not challenging? When were the good old days?" Ray said that if you can see the challenge, you can see the opportunity. He said that customers want a 24-hour service. If they don't get a response from the first company they try, they will go on to the next one. His recent research has shown that on average it is taking companies 76 hours to respond to enquiries caused, in part, because customers often call at weekends.

"I see a lot of opportunity," he said. "Some companies proudly say that they have been doing things the same way for years. They have to see if there's a better way."

## **IAM Learning**

Ray said that the best investment was to invest in people. To that aim, IAM had launched its IAM Learning program designed to provide structured training for new recruits, rather than just the on-the-job training provided by most companies.

The initiative was conceived following a member needs survey conducted by IAM in 2017. Ray said that smaller companies are often reluctant to train staff as it's expensive and they are concerned that staff will leave anyway. He said that this leads on to bad habits which creates service failures that management has to spend time resolving leaving even less time for staff training. "It's a vicious cycle," he said. The IAM Learning programme has been designed to be easily accessible and inexpensive to help break that cycle and create greater professionalism throughout the industry.

IAM has now completed its first online training program that is now available for all IAM members to use. This first course is for move coordinators and is designed to give new employees a basic introduction to the world of international moving right from the ground up. It's accessed through the IAM Mobility Exchange and there is a link on the IAM website. For a small fee, users are able to select individual courses or bundles of courses to suit their requirements. The modules are: An introduction to move coordination; Initiation and needs analysis; The move plan; An introduction to transport and forwarding; Managing service partners; and a review and final assessment. A certificate of achievement will be issued after completing the training program.

"In future we can develop live sessions and webinars in addition to the online courses," said Ray. "We will use outside agencies and partners to help teach our people. We want to help take some friction out of doing business with each other and create some efficiency."

## **IAMX Mobility Exchange**

Ray explained that IAMX Mobility Exchange is not a directory, "It's an infrastructure on which we can build so many things. It's about sharing a common resource and working together." He said that everyone has a database of suppliers that's out of date. IAMX puts it all together and validates it to make sure that companies tell the truth about their facilities, accreditations, etc.

He suggested that, rather than redistribute the business you have, it would be better to create new business together and develop new products. "Let's change the discussion," he said. "Think about that when you are networking." He said that it will be up to the members of the industry to make it happen. Ray said that it was necessary for the industry to revisit collaboration. He said that there was an instinctive knee-jerk reaction to competitive advantage. "We live in the dark because we are not willing to share our resources." In contrast he explained how FIDI and IAM had cooperated in adopting the Professional Cooperation Guidelines for the benefit of the whole industry.

In closing, Ray said that it is important to break the vicious cycle. "We can continue to hide our cards behind competitive advantage or we can finally say, enough is enough," he said. "This is a hyper-competitive environment so we need to become efficient, we need to collaborate, we need to find ways to reduce the friction of doing business together. There are times when we should put down competitive advantage and demand that your association works with the other associations for the benefit of everyone. When we contribute to something that becomes available to the whole group, we all benefit."



# Tonnage program now accepts international road haulage

**L**ars Lemche gave the audience in Washington, DC a quick run through the tonnage reporting system. He said that this was always helpful to new members and old members that are not using the system. Lars said that now around 50% of all PAIMA members are reporting their tonnage shipped through the network. He wanted to increase that proportion as, he said, it is very important to demonstrate the strength of the group. "We are increasing tonnage every year and we can now see the exchange of business within our organization," he said, adding that the system could be used by all moving PAIMA members, but not suppliers such as pet shippers or insurance companies.

Lars said that entering tonnage on the system is very simple and doesn't take much time. He said that it was very easy to enter the shipments made during a week or a month on one go with the whole process taking only a few minutes. He also explained that any third-country move can be declared twice, once as the origin agent and again as the destination agent. He said that it is important that shipments are added

only when the shipper has an OBL and the consignment has been loaded. Tony Tremols will randomly ask for a copy of the OBL as a way of monitoring the system and making sure that the information is accurate.

There have been some improvements to the system. One change, requested by members at last year's conference, was for the system to identify both the agent and the country. "This avoids confusion between companies with multiple locations or companies with similar names to other members," he said.

In a surprise announcement Lars also confirmed that, by popular request, shipments by land, such as those between Central American or European countries, may now be included in the tonnage figures. "We need everyone to be reporting," he said. "It's very simple, quick and a valuable tool to help the Association and its members."

In previous presentations Lars had stressed that it was important to members that they declare their tonnage through the system. When members are looking for agents they naturally want to secure some reciprocal tonnage if possible. By declaring its tonnage through the



network a company is clearly indicating that it has tonnage to offer and anyone consigning tonnage to them stands a good chance of getting something in return. Members that do not declare tonnage through the system might be perceived as having no traffic to share.

Pictured above: Lars Lemche demonstrates the PAIMA tonnage reporting system

## Treasurer's report



**G**eorge Naumann, PAIMA Treasurer (pictured left), presented the accounts for the benefit of the members at the annual convention. George said that it had been a great financial year for PAIMA. In particular he mentioned the advertising sales for the PAIMA Report that had earned the organization \$20,000 across the three issues. He thanked those who had advertised and confirmed that there was still space available in PAIMA Report for more advertising as required.

George said that the expenses of the organization were under control and paid tribute to Tony Tremols for his close monitoring

of the finances. The organization made a profit in the last year of over \$26,000 creating total reserves in excess of \$130,000. "This is a huge amount and the Board is thinking what can be done with this money that would be of maximum benefit to members in the future." He invited members to suggest the ways in which they would prefer the money to be spent. "We are very open to new ideas," he said.

In response, Lars Lemche said that PAIMA is a non-profit organization and the additional revenue was as a result of a growing membership and generous sponsorship of the annual conference. He said the Board meets every March in Miami with every Board member paying their own expenses (except hotel costs).

# Tonnage awards



Aires



Carl Hartmann



Conote Services



Conroy Removals



Dewitt Move



Dewitt Move - New Member



Ginter



Grupo Amigo



ISS Worldwide



JJ Mari



Magna-Thomson



Rodi Cargo - Puerto Rico



Mudanzas Internacional



Multi-Transportes



Trafimar Relocation



PT Kelly's Express



Stevens International



Swiss Global Movers



## New member

### Winner:

Dewitt Move  
Worldwide, USA

### Second:

Stevens International,  
USA

## Oceania Region

### Winner:

Conroy  
Removals,  
New Zealand

## Asian Region

### Winner:

ISS Worldwide Movers,  
Dubai

### Second:

PT Kelly's Express,  
Malaysia

## Africa Region

### Winner:

Magna-Thomson  
International, South Africa

### Second:

Conote Services Ltd.,  
Nigeria

## Central America and Caribbean Region

### Winner:

Rodi Cargo, Puerto Rico

### Second:

Swiss Global Movers,  
Switzerland

## USA

### Winner:

Aires, USA

### Second:

Dewitt Move  
Worldwide, USA

## Mexico and Canada

### Winner:

Trafimar Relocation  
Services, Mexico

### Second:

Multi-Transportes,  
Mexico

## South America

### Winner:

Mudanzas Internacional  
Global, Venezuela

### Second:

JJ Mari International  
Movers, Venezuela

## Europe

### Winner:

Carl Hartmann, Germany

### Second:

Grupo Amigo, Spain

## Highest achievement in 2017-18

### Winner:

Ginter (Granero  
International),  
Brazil



# PAIMA tonnage worldwide

Total Booked

276

Total Booked Tonnage

1,316,060

The following table shows the tonnage exchanged between PAIMA members as of 11 August, 2018

TONNAGE REPORT					
Company	Total Booked	Booked Tonnage	Company	Total Booked	Booked Tonnage
AIRES, Pittsburgh, USA	53	216,648	UNIPACK GLOBAL RELOCATION, Carlsbad, USA	1	16,070
CARL HARTMANN GMBH & CO KG, Bremen D-28195, Germany	27	168,006	EXPRESS INTERNATIONAL GROUP, Cairo, Egypt	1	14,066
AUTOTRANSPORTES INTERNACIONALES S DE R. L. DE C.V, Mexico City, Mexico	23	130,616	MUDANZAS GOU, S. A. DE C. V., Azcapotzalco, Mexico	3	14,045
G-INTER TRANSPORTES LTDA, Barueri / São Paulo, Brazil	23	100,916	SMART RELOCATORS PTE LTD, Singapore, Singapore	2	10,141
RODI CARGO INTERNATIONAL, Miami, USA	17	92,612	BOONMA MOVING & STORAGE CO LTD., Bangkok, Thailand	8	9,352
GALLEON INT. SHIPPING CO. LTD, Aveley Essey, United Kingdom	16	78,759	ABC MUDANZAS S.A., San Jose, Costa Rica	2	8,967
MORENO INTL, S.A. DE C.V., Monterrey, Mexico	3	55,608	MEXPACK INTERNATIONAL REMOVALS, Mexico City, Mexico	1	8,481
MERCOVAN ARGENTINA SRL, Buenos Aires CP 1429, Argentina	10	48,576	GLOBAL MOVING & STORAGE LTD, Yangon, Myanmar	2	6,820
MUDANZAS INTL GLOBAL, C.A., Caracas, Venezuela	19	46,714	GLOBAL INTERNATIONAL RELOCATION, Sintra, Portugal	1	6,420
MOVING SYSTEMS S.A.C., Lima 1, Peru	7	41,822	MUDINMAR, Valencia, Spain	1	5,900
GLOBAL MOVING AND SHIPPING BV, Vught, Netherlands	16	40,071	STEVENS INTERNATIONAL, Fort Wayne, USA	2	3,428
TEAMWORK INTL. MOVING, Osasco – São Paulo – CEP, Brazil	11	34,344	A-CROSS CORPORATION, Tokyo, Japan	4	3,137
CIME, Tlalnepantla, Mexico	2	30,890	GERSON & GREY TRANSPORTES LTDA., Sao Paulo, Brazil	1	2,469
CONOTE SERVICES LIMITED, , Nigeria	3	30,513	ROYAL RELOCATIONS MALAYSIA, Selangor, Malaysia	1	1,342
BURKE BROS MOVING GROUP LTD., Wolverhampton, United Kingdom	3	28,000	SANCALSA INTL SERVICES, San Pablo Xalpa, Mexico	1	900
MULTI TRANSPORTES MEX, S.A. DE C.V., Mexico City, Mexico	3	21,339	PIONEER MOVERS SDN BHD, Kuala Lumpur, Malaysia	1	414
AMR INTERNATIONAL RELOCATION, Shanghai, China	5	20,646			
EUROPEAN RELOCATION SERVICES, Marseille, France	3	18,028			

# International customs panel

**A**lan Lu from AMR in China, Francesco Argiro from Bliss in Italy and Juan Carlos Ortiz from Peru provided a detailed insight into the customs regulations for both import and export shipments to and from their relative countries.

## China

**Presented by Alan Lu, AMR Relocation Service (pictured right)**

It's necessary to have a green light for all moves to China before shipping takes place. The customs officers in each port interpret the rules differently.

All inbound sea and air shipments are subjected to a mandatory customs exam and quarantine inspection, except diplomatic shipments. (Quarantine is still required for diplomatic goods.) All inbound shipments must be cleared with an import permit. The import permits must be applied for at the same time if the shipper has more than one sea or air shipment.

Expats must hold a work permit valid for at least one year and a residence permit before the arrival of the goods. If not, the goods will be rejected. Returning Chinese citizens must be out of the country for one continuous year, the origin of the shipment must match the foreign visa's country of issue.

For expats, if the origin of the shipment is different from the shipper's nationality, one copy of the origin country's visa is required by customs. Most goods may be imported duty free if it is the shipper's first importation of HHG into China however duty is payable on some items such as furniture, some electric

appliances and golf clubs. Grand/Baby Grand pianos are still restricted at Shanghai port. A second sea or air shipment will attract full customs duty. Duty is payable on motor vehicles (other than for diplomatic shipments).

All shipments must arrive after the shipper arrives in China. Import permits may be applied for only after the goods have arrived. A Delivery Order from the shipping line/forwarder or an Arrival Notice for air shipments from the airline will be required. It is preferred for all packages to have labels with the customer's name. All packages will go through X-ray, customs will definitely open some packages during the exam, they are mainly focused on book/CD cartons and dutiable items such as electrical appliances.

Goods may be collected once duty is paid. Goods will be collected from the customs bond. It's not possible to unload the container at residence (except diplomatic shipments). Documents required are: original passport, original work permit, original residency permit, power of attorney, customs form No.7, Chinese packing list, seaway bill, original baggage declaration at the airport if the shipper has air freight and Import permits.

Returning Chinese citizens must go through a manual immigration channel on arrival at Chinese airports and get an immigration officer to put an entry stamp on their passport. The shipper must complete the Baggage Declaration Form on arrival at Chinese airports. The shipper must ask the customs officer to state on the form "No value items accompanied with traveler during this entry". This form gives the shipper a RMB 5,000.00



deduction from total customs assessed value for non-dutiable goods; failure to do so means the shipper needs to pay full duty for the shipment. Chinese citizens must be out of country for at least one continuous year, customs officer will review all the entry/exit stamps on passports.

Most household goods are duty free on first entry. The duty of furniture, food and electronic equipment is 15%; on TV and white goods, 30%; and 60% on golf clubs, cosmetics, watches wine and cigarettes. The customs-assessed value will vary at different ports.

Special clearance of air freight is possible through Shanghai airport in some cases (check with your agent for details). Similarly, it's possible for special clearance of sea shipments through Nanjing port however full duty must be paid. The duty rate at Nanjing is reasonable and this port of entry is recommended.

## Export procedures

Packing should be done at least one week before the shipper leaves China. Containers will be loaded at the bond the day after the customs examination has taken place. There are new customs regulations at Shanghai airport. Goods should be palletized and there will be a magnetic test for electrics. Limited warehousing space may cause delays. Customs clearance usually takes 3-5 days if there is no examination. Delays are common in the peak season.

Documentation required: original passport with residency permit; original China Green Card; original work permit; original foreign visa; a list of all books in the shipment; Power of Attorney; customs forms JG41; and a packing list in Chinese. Air shipments also require a copy of the shipper's air ticket out of China.

## Italy

**Presented by Francesco Argiro, Bliss Moving and Logistics (next page, top)**

Do not ship to Italy unless you have the green light from your destination agent so allow your destination agent to contact your customer and collect all the necessary documentation before shipping.





The interpretation of the import requirements can be different depending on whether you ship to a major port such as Naples or Genoa, compared with a minor port, even though the law is the same. To avoid problems it's important to contact your destination agent in advance and try to work out what would be the best port depending on the final destination.

LCL shipments are difficult because the clearance process can be very time consuming and expensive. Make sure that you pay all the port and handling charges in advance. All the NVOCCs apply the same rates. Even then it is possible that there will be additional charges at destination so work with your destination agent to understand the process and be aware that it can take time and it's expensive. Inform your customers in advance so they have been warned.

There are restrictions on some goods such as wine and food. Check with the destination agent to make sure the documents are in place.

Remember that most of the time there will be additional charges at destination such as difficult access and parking permits. Francesco explained that Italy is a small country with very old cities. He said that there is no way a container can access the city so there will be charges additional to the basic destination services quotation. Make sure the destination

agent has the destination address before you provide a quotation so that the access can be checked. It is mandatory to have a residency certificate to prove that the transferee is taking up residency in Italy. If customs have the certificate the clearance will go through, if not duties may apply.

Italian customs have recently started inspecting shipments from some countries, especially those from Latin America, Asia and Africa. You should let your customers know. Shipments that arrive in Italy in the summer (especially in August) are more likely to be delayed because customs are short of staff owing to holidays. Demurrage may apply so customers should be informed in advance.



#### Peru Presented by Juan Carlos Ortiz, Peru (above)

Import of goods into Peru is very simple. You just need a Power of Attorney and a legalized copy of the passport. Anyone can bring household goods to Peru. Foreigners and returning Peruvians are treated the same. You don't have to have a work visa or a contract you just need to enter Peru within the last six months to be entitled to import household goods. It's very easy.

The Peruvian government encourages people to return to Peru. If you are a Peruvian and have been living for more than three years outside the country you can bring in household goods, a car and merchandise without paying duty. Before shipping it is necessary to inform a customs broker in Peru if you are shipping any item that contains gas such as a refrigerator or air conditioner. They are allowed but a special permit is required.

LCL shipments are very expensive to import. In most cases it's cheaper to import a 20ft container even if it's not full.

Shippers should ask the steam ship company to provide at least 10-15 days free of demurrage because it sometimes takes that long to get the shipment released. Import duty is payable on shipments at the rate of 12% for all imports whether for a foreigner or a returning Peruvian.

There are restrictions on importing cars. They must be less than five years old and will attract import duty of 60%. It's rare for people to send used cars to Peru unless it's a classic vehicle of some kind.

Although it's not necessary to have a work permit to import goods into Peru some overseas governments might require the shipper to have a work permit before the goods can be exported. Shippers should check before shipping.



## Changing the bylaws

**Lars Lemche (left) facilitated a meeting at the annual conference at which the members were asked to vote for changes to the PAIMA bylaws that would bring them**

**up to date, make them more professional and more compliant. Lars said that the PAIMA office had sent out a survey and had received around 70% of replies from the membership.**

All delegates were provided with a copy of the proposed changes and Lars read them out at the meeting for the benefit of those who had not read them. In summary the changes included: adopting English as the

official language of PAIMA; changes to the requirements for membership applications; clarification of arbitration requirements; the requirement for companies to advise PAIMA of any management changes; liability requirements; and the duties of the vice president and executive director.

A vote was taken on the changes to the bylaws and passed. Copies of the full text of the changes are available from Tony Tremols at: [paima@paimamovers.com](mailto:paima@paimamovers.com)

# Juan Peralta Ecology Award

**S**udeep Shah (pictured right) received the Juan Peralta Ecology Award on behalf of his company Orient International Relocations in Nepal. Sudeep said he was delighted to receive the award for the second time, having also won it in 2013.

Sudeep explained that he recycled 15,000 cartons last year which, as well as being good for the environment, saved him \$16,000 in material costs. He said that his company also has a manufacturing plant in which it makes boxes from recycled paper, sugar cane waste and rice and wheat husks. Last year the plant processed 350 tonnes of paper that saved the equivalent of 3,000 trees. He also said that he does not bleach his boxes; this saves around 300,000 gallons of water and 300 kw of energy a year as well.



# Board Elections 2018

**L**aura May Carmack, Aires, announced the results of the Board elections 2018. She encouraged all members to talk to the Board, let them know your thoughts and ideas. "It's up to the whole community of PAIMA to keep the organization going." The new Board is as follows:

Lars Lemche, President	Macarena Scalia, Director
Aida Robles, Vice President	Matthais Tischer, Director
George Naumann, Treasurer	Roland Delfgaauw, Director
Juan Carlos Ortiz, Director	

# Outstanding Service award

**P**AIMA presented its award for outstanding service to the group to its immediate past president, Jose Marrero at the 2018 conference. Jose was the PAIMA president until last year.

President Lars Lemche said Jose had done a great job during his time on the Board and thanked him for his hard work and dedication to the organization. In response Jose said that he was very proud to receive the award and be with so many friends. "Maybe our paths will cross again soon," he said.

Photo: Lars Lemche presents the PAIMA award for outstanding achievement to Jose Marrera.



# Regional changes

**T**he PAIMA Board announced that it has changed the PAIMA regions. This will apply to the regional directors and the tonnage awards for 2018-19. The new regions and their respective regional directors are as follows:

- **Region I:** North America - USA, Canada & Mexico - Regional Directors: Alexandra Schmidt and Steve Dozois
- **Region II:** Central America & Caribbean - Regional Director: Fabian Ortiz

- **Region III:** South America - Regional Director - Still to be announced

- **Region IV:** Europe: Regional Director - Bjorn Carlsen

- **Region V:** Africa: Regional Director - Kehinde Arowoselu

- **Region VI:** Middle East: Regional Director - Arvind Joshi

- **Region VII:** Asia: Regional Director - Sudeep Shah

- **Region VIII:** Australia/New Zealand (Oceania): Regional Director: Fiona Conroy

# Sponsors

## Diamond Sponsor

- Ginter, Brazil

## Platinum Sponsors

- Air Animal, USA
- Galleon International, UK
- Teamwork, Brazil
- Dewitt Move Worldwide, USA

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- Aires, USA
- Autotransportes International, Mexico
- Conroy Removals, New Zealand
- Mudanzas Gou, Mexico

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- Burke Brothers Moving Group, UK
- Global Packing International Movers, Brazil
- High Relo Worldwide, Korea
- Rodi Cargo International, Puerto Rico
- Swiss Moving Services, Switzerland
- Trafimar Relocation, Mexico
- Wickman Worldwide Movers, USA

## Bronze Sponsors

- AMR International Relocation, China
- Global Moving and Storage, Myanmar
- Orient International Relocation, Nepal
- TG International Insurance, USA



# Meeting one to one



**F**ollowing the success of last year's one to one meetings, PAIMA, in the spirit of encouraging as much networking as possible during the conference, did it again.

As before the meetings were well attended. Delegates booked pre-arranged meetings with specific people to talk business in private and undisturbed. The purpose is to move away from the snatched meetings in bars and corridors and avoid the tricky procedure of booking appointments with people in a large, crowded hotel full of distractions. Using the booking system it is possible for delegates to book quality time with people in the knowledge that they will be able to be found and they will not be interrupted.

**As per last year it was a great success.**



# Singing at sea

**W**ell, maybe not quite at sea but certainly on the Potomac River. The PAIMA members all ambled down to the quay at National Harbor to board the yacht *National Elite* for a gentle cruise up the river towards DC. With the Washington Memorial, Capitol Hill and the Pentagon as a backdrop, the wine and beer flowed, the food was enjoyed and cameras clicked their happy tune capturing memories of good times with friends.

All was going well until the DJ struck up the karaoke machine. At first he looked a little concerned that his efforts would go unappreciated, but he didn't know PAIMA. It wasn't long before Dan Kuss broke through the barrier of self consciousness and the full tide of PAIMA talent (if that's the right word) followed. Some were brilliant, some were not, but all had lots of fun. It's true that there were prizes at stake in the shape of Starbucks

vouchers for those brave enough to give it a try which, no doubt, fueled by a glass of Merlot or two, spurred some on to display their vocal abilities for all to hear and see.

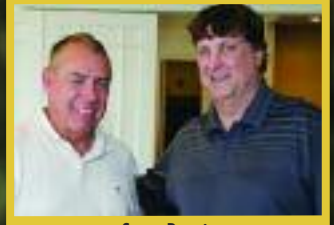
The party was in full swing by the time the vessel returned to the jetty and, had the captain not signalled 'abandon ship' the revelry might have gone on into the night.







Abilash Nair and Mike (The driver)



Steve Dozois



Terry Head



Roland Delfgaauw



Sabine Hartmann



Alexandra Schmidt



Laura May Carmack





# Golf at Laurel Hill

**G**olf tournaments at moving conferences have become the expected norm. Some are intense affairs with competitors sweating over dress code, pin positions, Stableford points, wind direction and club choice. But the PAIMA golf tournament is notably different. Having fun is the order of the day.

Around 20 golfers set out to compete in the 5th annual PAIMA golf challenge; rumour has it that some are yet to return. Despite the scramble format designed to hasten proceedings, in which each player in the foursome plays from where the previous best shot landed, progress was slow. But the scenery was lovely. Laurel Hill is built on an old farm which subsequently became a prison. The remnants of both are there to see, together with information boards explaining what has gone before. It's understandable that the players were occasionally a little distracted.

Terry Head, still at that time president of IAM, joined in the fun. Laurel Hill is his local course however he admitted never to have played it. Even the bus driver (Mike) who turned out to be an absolute whiz with a golf club, joined in a round giving a master class as the game progressed to his fortunate team mates.

With their performance enhanced on the back of the best in each group, it was expected that everyone would make it back to the clubhouse in time for lunch at 1pm with the transport booked for 2pm (if the driver could be found). Sadly, having started before 9am, by 12:30pm there was still almost half the course left to go for most. Players had to choose between their dedication to their sport and their rumbling of their stomachs. The answer was never in doubt.

Back at the club house bar, the club professionals pulled off the seemingly impossible task of working out who might have won while the exhausted competitors refreshed

themselves. PAIMA President Lars Lemche presented the trophies as detailed below:

## Golf Results

### Best team performance

Abilash Nair and Mike (The driver)

### Longest Drive

Steve Dozois

### MEN

#### 1st place:

Terry Head

#### 2nd place:

Steve Dozois

#### 3rd place:

Roland  
Delfgaauw

### WOMEN

#### 1st place:

Sabine Hartmann

#### 2nd Place:

Alexandra Schmidt

#### 3rd Place:

Laura May  
Carmack





# Party at Granite City



**P**AIMA is well known for its ability to put on a party at its annual conference: 2018 was no exception. National Harbour is a compact area so it was just a gentle walk, two blocks from the conference hotel to Granite City, a local restaurant and brewery. Sounds like the ideal combination!

Entertainment came courtesy of *De Tierra Caliente*, a Latin party band who kept the tempo high and the rhythm infectious all night as the guests sampled, and in some cases mixed, a wide range of locally produced beers to wash down the delicious food.

As well as presenting the karaoke winners with their Starbucks vouchers, Lars Lemche presented Terry Head with an award for outstanding achievement on his retirement from IAM and in recognition of the cooperation he had fostered with PAIMA (pictured below).









# Understanding GDPR and compliance tips for US-based businesses

Brandi Thorne from Aires provides some guidance to help US-based companies get to grips with GDPR.



**G**DPR – four letters that have been a major topic of discussion for businesses since the end of 2016. But, what is it exactly? Schellman & Company, one of the top leaders in the US compliance industry, wrote a comprehensive blog post dedicated to demystifying this topic.

According to their post, the General Data Protection Regulation (GDPR) has been in effect since May 25, 2018 and was designed to uphold personal information rights of

individuals and further unify the member states of the European Union (EU) in their endeavour to manage and protect data. So, the goal is to protect the information of EU citizens. Seems pretty simple, right? Well, not exactly. How GDPR affects US-based businesses is an even bigger conversation and deserves further exploration to understand the rules for compliance.

The United States is directly affected by GDPR because this privacy law is applicable to any business in the world that works within the European market. The data breach notification requirements are more stringent and will require that most US companies amend their policies to be compliant.

Naturally, the next question is how does a US-based business become compliant? It is recommended to visit an official site, such as [eugdpr.org](http://eugdpr.org), to learn about the process to become GDPR compliant. Since most of us are looking for straightforward points on how to do anything these days, Maureen Data Systems (MDS) summarizes GDPR compliance by asking these five questions:

- **Where does your data live?**  
Where you store data and its relevancy to GDPR is very important. Applicable data could be in several locations within your business.
- **How do you take action?**  
Once you have located your data, you can take action on how it is shared. You should delete ROT (redundant, obsolete and trivial) data.

- **What is the current policy?**

The next step is to decide how you will handle the information. Consider the type of data you collect as well as how you handle and hold information. Storage of data and the length of time are a part of your policy review as well.

- **Is your data securely stored?**

Ensure that your data security is positioned for success. It is recommended that you have an ambassador for your security program to ensure that all systems are secured – especially with recent increased threats for cyber-attacks.

- **Can you provide reporting?**

Ensuring a business is compliant means reporting should be provided to show regulators all steps that are being taken to meet the GDPR requirements.

Penalties and fines associated with this regulation can be in excess of 20 million euro or 4% of your company's net income. So, take action! The sooner you invest in these compliance measures the better for your clients – and your business!







# New guidelines for autonomous ships

**A**s digitalization continues to reshape the maritime industry, the first commercial autonomous vessels are due to launch in the next several years. To help build a safety culture around these new technologies, DNV GL has released a new class guideline covering autonomous and remotely operated ships.

"A new set of sensor, connectivity, analysis, and control functions in maritime technologies is laying the foundation for remote and autonomous operations in shipping," said Knut Ørbeck-Nilssen, CEO of DNV GL – Maritime. "Increased automation, whether in the form of decision support, remote operation, or autonomy, has the potential to improve the safety, efficiency and environmental performance of shipping. To reach this potential, the industry needs a robust set of standards that enables new systems to reach the market and ensure that these technologies are safely implemented."

The guideline covers new operational concepts that do not fit within existing regulations, and technologies that control functions that would normally be performed by humans. In terms of new operational concepts, the guideline helps those who would like to implement new concepts with a process towards obtaining approval under the alternative design requirements by the flag state. For novel technologies, suppliers can use the guideline to obtain an approval in principle.

The guideline covers navigation, vessel engineering, remote control centres, and communications. Particular emphasis is given in two key areas that emerge from the reliance of autonomous and remote concepts on software and communications systems: cyber security and software testing. Both the concept qualification process and the technology qualification process include cyber security aspects in the risk analysis. Not only the systems themselves, but the associated infrastructure and network components, servers, operator stations, and other endpoints

should all take cyber security into account, incorporating multiple layers of defence where possible. In terms of software, quality assurance of software-based systems is essential, and well-established development processes and a multifaceted end-product testing strategy should be used to ensure safe operation.

"This is a first step in the process to fully realise these technologies," said Knut Ørbeck-Nilssen. "But we continue to develop experience from several projects currently underway. In some areas, such as navigation systems and engineering functions, we can already offer technical guidance based on our current class rules and as we progress new guides and rules will follow."

**Picture above: The first commercial autonomous vessels are due to launch in the next several years.**

# Reduce, Reuse, Recycle – Relocate!

by **Laura May Carmack, Quality Manager, Aires**

**N**ew hire candidates' concerns about the environment is at an all-time high. They search potential employer websites seeking environmental programs with the desire to contribute to a better ecological future.

At a young age, children are introduced to environmental concerns through recycling teams in grade school. They learn to pick up plastic bottles and aluminum cans from playgrounds and place them into proper recycling bins. So, it is no surprise that when they enter the workforce as adults, they seek active participation in continuing these practices.

Using the results of ISO 14001 Environmental Management Systems, which help businesses determine areas of environmental improvement, to create interactive Corporate Social Responsibility (CSR) programs is beneficial. Allowing staff to contribute ideas makes a difference in both our businesses and the world at large. Participation in programs of this type rank high among employee satisfaction surveys and improves employee retention.

Some of the most frequently overlooked initiatives have some of the greatest environmental and employee morale benefits:

- **Telecommuting/Work-From-Home Incentives**  
Providing a work-from-home reward for performance achievements not only boosts employee morale, but also saves on carbon emissions from commuting vehicles.

- **Responsible Recycling of Electronic Waste (E-Waste)**

Companies dismantle electronic equipment and grind it into its smallest components for regeneration into new products. E-Waste is a top five US export product. Decreasing this through the use of local E-Waste recyclers saves export shipping fuel, too.

- **Purchase of Recycled Office Product**

Many organizations purchase and use recycled paper; however, consider recycled kitchen paper products and biodegradable cleaning supplies.





- **Print ReLeaf Reforestation Program**

This program does the heavy lifting for you by automatically reporting the number of pages printed and converting it into how many trees are required to reforest the material used each month. A statement is provided with a selection of worldwide reforest locations from which to choose <https://printreleaf.com>.

- **Environmental Tip:** Check out the training and earning program for the Oglala Native American Reservation in South Dakota to raise seedlings and reforest with indigenous plants. This program helps support the environment and provides jobs to Native Americans.

- **Vendor Outreach**

Encourage vendors to develop an environmental program that excites their own staff to make a difference locally. Concerns in one part of the world are different in others. Allow each vendor to determine a program fit for their culture and provide support.

Finally, the most useful conversion tool you will ever find to help you report the results of your environmental efforts. Check out this handy EPA Greenhouse Gas Converter, which allows you to convert Energy or Emissions data into a variety of relatable units [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator).

There are many ways to involve your organization in the efforts of environmental consciousness. These are a few in which we can all participate.

**After all, we do not have a Planet B.**



# Maersk to introduce new BAF in January

**M**aersk will introduce a new **Bunker Adjustment Factor (BAF)** on 1 January, 2019 to recover the costs of compliance with the global sulphur cap which enters into force on 1 January, 2020.

This regulation has been developed and adopted by the International Maritime Organisation (IMO), a specialized agency under the United Nations (UN). Whereas today ships can use fuel with a sulphur content of 3.5%, the new sulphur cap will be 0.5%. To become compliant ship owners will have to invest in compliant fuels, LNG or scrubber technology. This is expected to lower the sulphur emissions from global shipping, a known source for respiratory disease and acid rain, by more than 80%.

"We fully support the new rules. They will be a significant benefit to the environment and to human health," said Vincent Clerc, Chief Commercial Officer (pictured right), AP Moller - Maersk A/S. "The 2020 sulphur cap is a game changer for the shipping industry.

Maersk preparations to comply are well underway and so are our customers' efforts to plan ahead. The new BAF is a simple, fair and predictable mechanism that ensures clarity for our customers in planning their supply chains for this significant shift." The regulation will bring increases and uncertainty to fuel costs for shipping. The BAF surcharge is designed to recover increases in fuel related costs. It will be charged separately from Maersk Line's freight rate.

According to industry estimates, more than 90% of the global vessel fleet will be relying on compliant fuels when the sulphur rules step into force on 1 January, 2020. Based on expected differences in price between current 3.5% bunker fuel and compliant 0.5% fuel, external sources estimate the additional cost for the global container shipping industry to comply could be up to USD 15 billion. Maersk Line expects its extra fuel costs could exceed USD 2 billion.

The BAF replaces Maersk Line's current BAF and consists of two key elements; the fuel price

which is calculated as the average fuel price in key bunkering ports around the world, and a trade factor that reflects the average fuel consumption on a given trade lane as a result of variables such as transit time, fuel efficiency and trade imbalances. Combining the two factors give customers full predictability of their costs at any given fuel price both before and after 2020.

The company says that it is introducing the new BAF a year early to allow customers to become familiar with the changed formula.





# Scrapbook!





# PAIMA MEMBERS



2018

## Argentina

- ARGENVANS TRANSPORTES
- EDLEWEISS SPEDITION
- MERCOVAN ARGENTINA SRL

## Australia

- CHESS J. WILSON REMOVALS - MELBOURNE

## Bolivia

- EXPRESS CARGO SERVICES S.R.L.
- INBOLPACK SRL

## 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
- TRANSWORLD MUDANCAS LTD

## Canada

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

## Chile

- ALS MOVERS (CHILE) S.A.
- AMERICAN MOVING SERVICES (AMS)
- REMSSA S.A.

## China

- AMR INTERNATIONAL RELOCATION
- NEWLAND INTL MOVING
- REX SERVICE CO, LTD

## Colombia

- JB LOGISTICS LTDA
- TRANSPACK LTDA

## Costa Rica

- ABC MUDANCAS
- APA WORLDWIDE MOVERS

## Denmark

- EUROPEAN REMOVAL & STORAGE

## Dominican Republic

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

## Egypt

- EXPRESS INTL GROUP

## El Salvador

- MUDANCAS INTERNACIONALES, S.A. (MUDISA)

## Ethiopia

- GREEN INTERNATIONAL LOGISTICS

## Fiji Islands

- FREIGHT SERVICES FIJI LTD

## France

- BIARD INTERNATIONAL
- DEMECO SAS
- EUROPEAN RELOCATION SERVICES
- 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

- MUDANCAS AIRLIFT INTERNATIONAL
- MUDANCAS INTERNATIONAL

## Hong Kong

- RELOSMART

## India

- CLINTUS NETWORK LIMITED
- IGL RELOCATION
- 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

- SUBALIPACK (M) SDN BHD
- PIONEER MOVERS
- ROYAL RELOCATIONS MALAYSIA

## Mexico

- AUTOTRANSPORTES INTERNATIONAL
- CIME COMPANIA INTERNACIONAL DE MUDANCAS Y EMBARQUES SA DE CV
- MEXPACK INTERNATIONAL REMOVALS
- MORENO INTERNATIONAL, S.A. DE C.V.
- MUDANCAS 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

## 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

- COMMERCIAL FREIGHT SERVICES, INC
- 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

## 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

## Spain

- GRUPO AMYGO, S.A.
- MUDANZAS TRALLERO, S.A.
- MUDINMAR

## Sri Lanka

- TRANS GLOBAL RELOCATIONS
- TRANS WORLD MOVERS PTE LTD

## Switzerland

- SWISS MOVING SERVICE AG

## Taiwan

- GREEN VAN INTERNATIONAL CO, LTD

## Thailand

- BOONMA MOVING & STORAGE

## The Netherlands

- GLOBAL MOVING AND STORAGE

## Turkey

- MCS LOJISTIK INTERNATIONAL

## U.S. Virgin Islands

- BOB LYNCH MOVING & STORAGE, INC

## United Arab Emirates

- FUSION SPECIALIZED SHIPPING
- 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
- PREMIER RELOCATION LTD

## Uruguay

- INTERTRAFIK SRL

## USA

- AIR ANIMAL PET MOVERS

## USA (continued)

- AIRES
- BLASON INTERNATIONAL MOVERS
- DEWITT MOVE WORLDWIDE
- DALY MOVERS, INC
- G-INTER - USA
- HUMBOLDT INTERNATIONAL
- INTERAMERICAN MOVERS & FORWARDERS LLC
- LA ROSA DEL MONTE USA
- MITCHELL MOVING & STORAGE
- OMEGA FORWARDING GROUP, LLC
- RELOCATION INSURANCE GROUP
- RODI CARGO INTERNATIONAL
- SENTRY INTERNATIONAL - DBA SUDDATH INTERNATIONAL
- STEVENS INTERNATIONAL
- TG INTERNATIONAL INSURANCE BROKERAGE, INC
- UNIPACK GLOBAL RELOCATIONS
- 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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# PAIMA REGIONAL DIRECTORS



## Region I - North America - Canada & Mexico

### **Alexandra Schmidt**

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### **Steve Dozois**

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## Region II - Central America & Caribbean

### **Fabian Ortiz**

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## Region III - South America

### **To be confirmed**

## Region IV - Europe

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## Region VII - Asia

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## Region VIII - Australia/New Zealand

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