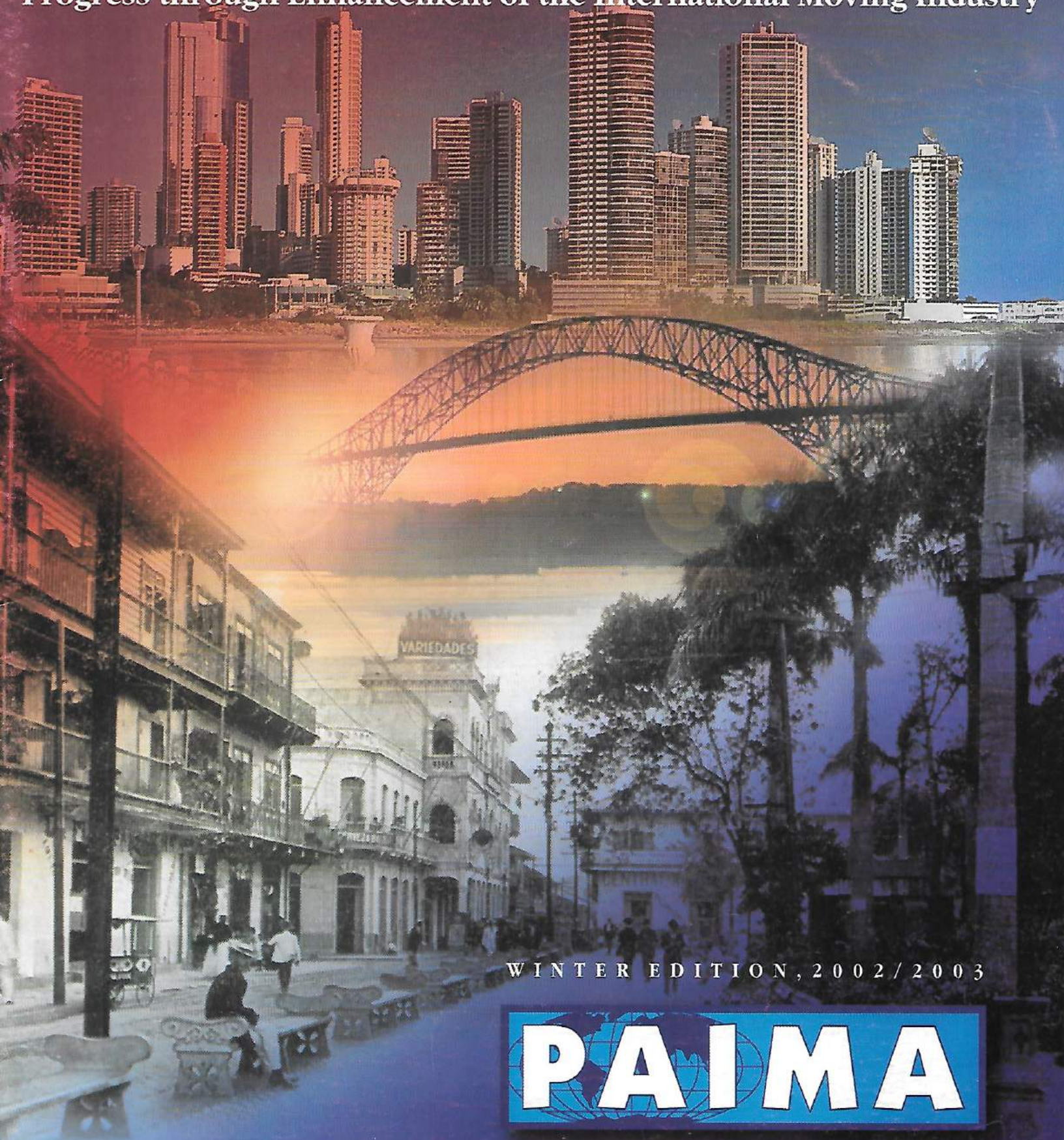


Progress through Enhancement of the International Moving Industry



WINTER EDITION, 2002/2003

PAIMA

REPORT

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President's Report

Rafael Moreno
President of PAIMA

True to my pledge to start working immediately on your behalf, I traveled with my wife to our office in Panama, just a few weeks after our annual meeting.

There I had the pleasure of working with our general manager and his secretary, Abdel and Zohaila, on the association's finances and ways to improve them, appointment of new regional directors, organization and promotion of the next RIM and Packer Training seminars, as well as visiting some of our associates in Panama and meeting qualified prospective new members.

Not everything was work, and we had the opportunity to visit some places in this marvelous country. (I invite you to read my wife's article in this same issue.)

I feel that there are many opportunities and challenges on which we need to work, and I count on your support to build a bigger and better PAIMA with more services for us all and greater business opportunities.

Be assured that our new board and regional directors will be working hard at this.

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K.C. Dat (Singapore) winning the Juan Peralta Ecology Award 2002

PAIMA

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PAIMA

Progress through Enhancement of the International Moving Industry

The PAIMA Convention of 2002 at the Walt Disney World Swan Hotel in Orlando, Florida

By Zobaila Tapia



The beautiful and fabulous Walt Disney World Swan Hotel at Orlando, Florida was the site for the last PAIMA Convention. It was well attended, and we saw faces and friends from South America, Central America, Asia, South Africa, Europe, USA, etc. It was a great pleasure to see so many people together enjoying the convention. Many PAIMA members delighted in the magical adventures of Disney World: walking through the Boardwalk, taking the boat to different places of the Disney complex, buying gifts, having a drink, etc.

In the evening of September 25th, 2002, we had early registration. The next day we ate breakfast and continued with registration and the General Assembly. At the General Assembly we heard our guest speakers: Mr. Mario Rizzo, Vice-president of Gateway's Inter-

national who spoke about the newly established "U. S. Port Security Requirements" and Mr. Anthony Waugh of The Waugh Consultancy Group, Inc. who spoke about "Merges and Acquisitions in the Moving Industry."

The election of the new Board of Directors for the next two years (2002-2004) was carried out, and the following Directors were elected: Rafael Moreno (President), Raquel Castañon (Vice-President), Diego Aguirre (Treasurer), George O'Masta (Secretary), Leonidas Lacayo (Vocal), Horacio Lacayo (Vocal), Elena Mari Pinzano (Vocal) and David Buchanan (Representative for the Associate Members). During lunch the tonnage awards were delivered, and in the afternoon program, the PAIMA's Juan Peralta Ecology Award was presented by Rosmary Peralta and Horacio La-

cayo to Asian Tigers K.C. Dat of Singapore. Once again a PAIMA member won this award. Congratulations!

On the evening of September 26th, we had a wonderful cocktail at the Mockingbird Saloon with a delectable buffet of pasta station, carvin station of beef, baby lambs and soft drinks and were entertained by a trio band playing jazz music.

The next morning we ate breakfast and departed on the fabulous tour of the Kennedy Space Center. This place is an enormous complex where visitors can see films, movie presentations and photographs in space taken by the astronauts, buy gifts and collectible things at the Space Shop, enjoy a live mission briefing of the Apollo shuttle, see spectacular models and educational displays, have the opportunity to come face to face with a real astronaut, see many

space artifacts, learn about many personal stories of space travel and stand overlooking the historic Rocket Garden.

All the participants enjoyed a delicious buffet at the Red Stone and visit from a real astronaut

who presented a video and a question and answer session. It was an unforgettable journey through space and time for all the participants.

Once more PAIMA sponsored a booth at the HHGFAA Exhi-

bition. Our beautiful backwall display is designed to promote membership and the meeting of company representatives from all over the world interested in belonging to PAIMA.

All attendees enjoyed another spectacular, familiar and successful PAIMA Annual Meeting as you can see from the following snapshots. We also took some photos of the booths of some PAIMA members at HHGFAA exhibition, they were about 19 companies



From the left to right: Victor Castañon (Transp. Tres Banderas), Francisco Núñez (Transp. Tres Banderas), Mr. Vino and Mrs. Sid Vallaydam (Australian Van Lines).



PAIMA members gathered at the entrance of the General Assembly



Leonidas Lacayo (Mudanzas Internacional) and Ruth Banderas (La Rosa del Monte - Miami) at the entrance of the General Assembly.



A group of PAIMA members enjoying the continental breakfast offered at the Annual meeting of PAIMA



Mr. Rafael Moreno, PAIMA President, and his wife, Letty Moreno (Moreno International - Mexico)



From the left to right: Phaedra Nevitt (T.G. Int'l Insurance Brokers), George O'Masta - PAIMA Secretary (Balboa International), and Sandy Noonan (T.G. Int'l Insurance Brokers)



PAIMA members gathering at the entrance of the General Assembly



From the left to right: Alberto del Cerro Jr. (Latino Express, S.A.), Hector Jimenez (World Pack Int'l Van Lines), Rafael Moreno - PAIMA President, Leonidas and Maritza Lacayo (Mudanzas Internacional)



From the left to right: Mario Cruz (Transcarga Ltd.), Ivan Petrov (Transcarga Ltd.), Dave and Anne Buchanan (Magna International Movers).



Edgar Hantusch (Mudanzas Trafimar) and Joe Pauley - PAIMA Ex-President (Tumi Int'l Movers).



From the left to right: Arturo Ruales (Atlas Int'l Service), Martha Lucia Murillas (Intrapack of Colombia), Xochitl Baldovinos (Multitransportes MEX), and Elena Mari Pinzano (Equiexpress C.A.).



From the left to right: Jonathan Tovy (Harold Kass Worldwide Moving), Erick Lacayo (Transworld Int'l Movers), Edward Wickman (Wickman Worldwide Services, Inc.), Edward and Oscar Seikaly (Fidelity and Marine Int'l Insurance Brokers).



Armando Christovam (Status Baby), Francisco Nuñez (Transp. Tres Banderas), and Robert Lynch (Bob Lynch Moving & Storage) enjoying themselves



Mr. Abdel Cohn - Manager of PAIMA and Mr. Mario Rizzo (The Pasha Group) having a conversation



From the left to right: Patrizia Salvalaggio-Dugenet (Global International), Maritza Rodriguez (Mudanzas International), Letty Moreno (Moreno International), and Elena Mari Pinzano (Equiexpress C.A.)



From the left to right: Roberto Martinez (La Rosa del Monte), Rafael Moreno - PAIMA President, Ruth Banderas (La Rosa del Monte), and Horacio G. Lacayo (Transworld Int'l Movers).



A view of attendants at the General Assembly.



Another view of all the participants at the General Assembly



A view of the Board of Directors and part of the attendants at the Assembly



Some attendants at the luncheon at the Saloon Mockingbird at the Walt Disney World Swan Hotel.



Another view of the luncheon



Some board members and PAIMA President, Rafael Moreno, at the luncheon having a conversation



Another group of PAIMA members enjoying a delicious luncheon.



More PAIMA members enjoying the luncheon



From the left to right: Noriyuki Sasaki (Nippon Express USA), Terufusa Tsuyi (Nippon Express USA), Mauricio Ortiz - PAIMA Ex-President (Apa Worldwide Movers) and Rajeev Bhargava (P.M. Packers & Movers Pvt. Ltd.) at the cocktail reception given by PAIMA



Another group gathering at the cocktail reception



Julian and Fatima Ortiz (Condor International) and Mr. Anthony Waugh (The Waugh Consultancy) enjoying the cocktail reception



A view of the cocktail reception



Another view of the cocktail reception



Pat Toscano (Reliable Van & Storage), Mario Rizzo (The Pasha Group), and Rafael Moreno, PAIMA - President (Moreno International) having a conversation at the cocktail reception



A view of the delicious luncheon at the Red Stone at the Kennedy Space Center



Another view of the luncheon at the Kennedy Space Center with the guest speaker from the Kennedy Space Center.



Another group of PAIMA members enjoying the delicious buffet luncheon



From the left to right: Letty Moreno (Moreno International), Elena Mari Pinzano (Equiexpress C.A.), Rafael Moreno, PAIMA - President (Moreno International) and Susana Ortega (Sancho Ortega) gathered to depart on the tour of the Kennedy Space Center



A view of the booth of Fidelity & Marine at the HHGFAA Exhibition



A view of the booth of Status Baby - Brazil at the HHGFAA Exhibition



A view of the booth of Cargo Partner AG - Austria at the HHGFAA Exhibition



Dieter Schlimmer (Phoenix Transport) and Abdel Cohn - Manager of PAIMA at the PAIMA Booth at the HHGFAA Exhibition.



Edwin Obando (T.A. Mudanzas), Abdel Cohn - Manager of PAIMA, and Alexandre Souza (Transquadros Mudancas e Transportes Ltda.) having a conversation at the PAIMA booth



A view of the booth of La Rosa del Monte at the HHGFAA Exhibition.

ANNUAL MEETING SPONSORS:

Many thanks to:

T.G. International Insurance Brokerage, Inc. and Fidelity & Marine Int'l Insurance Brokers.

Both insurance companies and PAIMA members sponsored the 18th PAIMA Convention activities held in Orlando, Florida, and also donated some giveaways delivered at the General Assembly.

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Moving Tips:

Some useful tips on making your transition to a new country as smooth as possible:

- Try to get two or three international moving quotes, not necessarily to obtain the lowest price but to compare the services available. Ask others who have made international moves or your company for recommended movers.
- Talk to other expatriated families or individuals, who either live or have lived in your destination city. They will give you valuable insight into international moves, local conditions and pitfalls to avoid.
- Check with the embassy of your host country for advice on visas, inoculations, and other requirements for international moves.
- Start organizing your international move early -- dispose of unnecessary items. Think of items you will need urgently (clothing, papers, medications). Separate out items that will not work (electrical?) or will not be suitable in your host country and earmark these for storage or to be left in your home.

IN MEMORIAL

Mr. Luiz Otacilio Correia

Recently, Mr. Luiz Otacilio Correia, President of Confianca Mudancas & Transportes Ltda - Brazil, passed away, victim of a heart attack. We will miss him very much, however, he will always be with us in our memories and our hearts.



Pan American International Movers Association
Asociación Panamericana de Empresas de Mudanzas Internacionales
P.O. BOX 4161, ZONA 5, PANAMA • E-MAIL: paima@cableonda.net
TEL: (507) 229-6791 • TEL/FAX: (507) 261-5839

MEMBERSHIP APPLICATION

Business Name of the Company: _____

Date Company Started Operations: _____

Attach copy of incorporation document (business license).

Street Address: _____

Telephones: _____ Fax: _____

Internet/E-mail: _____

Mailing Address: _____

Names and Positions of Executive Personnel:

President: _____

Vice-President: _____

General Manager: _____

Total Number of Employees: _____

Attach latest financial statement (optional) in US\$ at the exchange rate in effect as per date of statement.

Names of Active Members who Sponsor and Recommend this Applicant: (or attach three sponsor letters addressed to P.A.I.M.A.)

1.) _____

Signature: _____

2.) _____

Signature: _____

3.) _____

Signature: _____

Name of Regional Director: _____

Signature: _____

General Information:

1) Operational

A. Vehicles _____

B. Services Offered: (Circle those that are offered.)

Local Moves: _____

Overseas moves: _____

Packing: _____

General Cargo: _____

Custom Agent: _____

Warehousing: _____

Other (Specify): _____

2) Business Information

For your application form to be considered, it must be accompanied by the following documents:

1. Two letters of reference from your local banks.
2. Foreign bank reference letters (if applicable).
3. Two reference letters from local businesses.
4. Brochures or advertising material of your company.
5. A brief profile of your company and its main executives.
6. Copy of the annual balance sheet of your company.
7. Copy of your business license with the government.
8. Documentation of a minimum of three years of activities in the moving industry.
9. A written recommendation from your cargo insurance company.
10. Sponsorship letters from three PAIMA members, each from a different country or one PAIMA active member and two international members, each from a different country. You can find them in our website: www.paima.com
11. Payment (Active members: US\$800.00 and for Associate members: US\$700.00) which will cover the inscription fee and the first annual dues. All checks must be drawn against an American Bank.

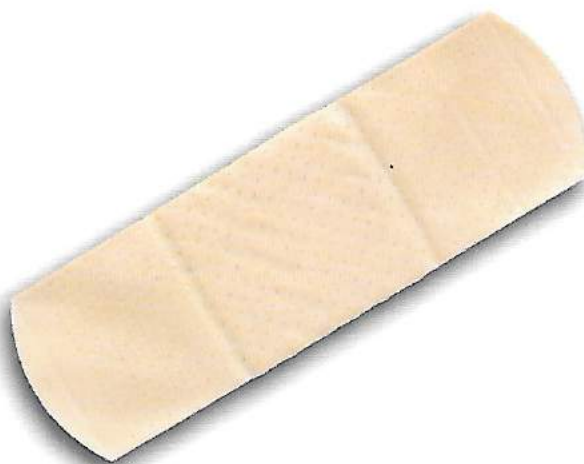
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Associate Members (Europe, Asia, Africa, and other services not involved directly with the moving business such as insurance companies, steamship lines, factory supplies, etc.)

I hereby state under oath that the information contained herein is true. I also declare and accept that which was established in the Association's General Assembly held in Nassau on October 1985, as to the publishing of the name of the member in default in the P.A.I.M.A. bulletin, without this causing any liability to the Association.

City and Date

Signature and Title



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Region - II
(West of Mississippi)
Mr. Edward T. Wickman

Ed Wickman's career in international shipping began thirty years ago shortly after completing four years service in the United States Air Force. His international experience began as operations manager for an IATA agent and later opened forwarding branches in Iowa, Chicago, and St. Louis. He became involved in air charters and cargo projects in Iran, Egypt, and Saudi Arabia traveling extensively to those areas from his San Francisco headquarters. In 1982 he joined the United Van Lines management team where he worked in various capacities for ten years prior to joining Atlas Van Lines International as the Director of Sales and Marketing. In 1997 he resigned that position to open Wickman Worldwide Services, Inc.



Region - III
(East of Mississippi)
Mr. Pat Toscano

My father came from Italy as an immigrant and was in the "ice" business. With a horse and wagon he went from house to house and sold ice. I remember as a little boy sitting on top of the wagon and helping to deliver the smaller pieces of ice to Poppa's customers who lived in a fourth floor walkup and beyond. That was the beginning of my learning how to take steps two at a time. It helped me as I got older and substituted ice for furniture. After the war, manufacturing started once again in America. Horse and wagons were out, and trucks were in. My father bought a truck, not a new one, a 1937, 10' Dodge van. My older brother was in the navy during the war, and many years later when he came out of the service, we decided to go into the moving business together. We started with one truck, one father and two sons, lots of ambition, lots of energy, and

very little money.

We started P. Toscano & Sons Moving Company in Brooklyn, New York. At that time we had some huge competitors in the New York City market: 7 Santini Brothers, Neptune Worldwide Moving, Bowling Green, and Fisher Brothers. These four companies collectively had approximately 1,500 trucks and grossed over 300 million dollars, more or less, in the moving industry. I remember calling on some of the large corporate accounts in New York City at that time. I felt like David fighting Goliath, but I persevered and, when I think about it, I added a new meaning to the phrase "ignorance is bliss." In my heart of hearts I knew that these guys were much bigger than we could ever be, but we did a better job. As small as we were, I was absolutely determined to make a mark in the international moving industry, even if I had to climb over these guys to do it.

These competitors are no longer in the moving business; they are no longer competitors; they do not exist; they are gone for ever. Why? This is the question I ask myself so many times. "God, if it could happen to them, it could happen to us." We are still here, and we are beyond a doubt the largest international mover in the tri-state area. We give Allied Van Lines International approximately 2,500 moves a year that we route through the Allied system, and we route an additional 1,500 moves agent-to-agent. In 1984, 1987, and 1991 I was named the International Sales Person of the Year. I am sure you know how good that made me feel.

My older brother retired several years ago, and my son, Peter, now runs the company. I am still involved in International Sales, doing what I like to do and doing what I do best. As a member of PAIMA I see all good things on the horizon for our organization and the members. I agree with our new President, Raphael...we must build up PAIMA, and we must build it up together by exchanging more business amongst ourselves.

I want to thank Abe Cohn for allowing me to write this article for PAIMA, and I am looking forward to a better 2003/2004.



Region - IV
(Mexico and Central America)
Mr. Fabian Ortiz

I was born in the city of San Ramon, one hour from the capital where I attended primary school. This zone is surrounded by mountains and is where I generated my passion for nature. I went to high school in San Jose. I am a biologist. I studied at the University of Buenos Aires, Argentina, in Louisiana at the State University in the United States and at the University of Costa Rica. My family is composed of my wife, Erika, and two children, Fabian and Gabriel. In spite of being a biologist, I like the business of moving, which motivates me to make the best things possible. This business allows relating with people of different regions and cultures which is very enriching. Finally, I enjoy many sports and trips to the beach and forest where I can practice biology as a pastime.



Region - V
(Argentina, Brazil, and Uruguay)
Mr. Alexander Azevedo de Souza

I am 35 years old, am single, was born in Brazil and live there now. I have experienced with the Company of Transquadros Mudancas E Transportes Ltda in the Administration and International Trade Department. I have worked in Transquadros since August 1998 in the job of International Account Manager. It is an honor for me to become Regional Director.



Region - VI
(Bolivia, Paraguay, Chile, and Peru)
Mr. Luciano Salazar

I have Chilean nationality, am sixty-one years old, am married, and have two daughters. I began in the international

Regional Directors

moving business in the year of 1973, first as an employee, then as Agent of Warehouse, subsequently as Operations Chief, later as person in charge of imports and exports, and finally as second man of the company.

In 1994 I became independent, developing my own company, SALPACK LTD., of which I am the majority partner. Much the office's plants such as the warehouse, besides the trucks, are my property.

It is important to mention that in this path I was accompanied and supported by several persons, with whom I continue working.



**Region - VIII
(Caribbean)
Mrs. Ruth Banderas**

Originally from Chile, I began my career in this industry in New York, USA, twenty years ago. I continued my experience in Los Angeles, California. In 1996 I relocated to Miami and joined La Rosa del Monte Express until the present.



**Region - X (Africa)
Mr. Dave Buchanan
Profile**

Dave Buchanan is truly an "international" moving man, and his September 2002 election in Florida to the PAIMA Board as the Associate's Representative highlights this.

Dave is Managing Director of Magna International Movers in South Africa. He was born and educated in Glasgow, Scotland, and in 1975 he moved to South Africa where he was General Manager of Scotpac P & O Removals for 8 years.

He bought into an established domestic moving company - Magna Movers - in 1990 and proceeded to open the international division, which now accounts for some 80% of Magna's business.

Dave has become a household name in South Africa due to his personal

presentation of Magna's regular seminars on international moving. This unique approach has defined Magna as an industry leader, as it enables clients to benefit both from Dave's wealth of knowledge as well as Magna's highly professional moving solutions.

Dave is married to Anne, and for the past 13 years, they have lived on a small countryside farm between Johannesburg and Pretoria, allowing them to enjoy peace and quiet while still being close to the city.

Although moving is his life, Dave has distinguished himself in other areas as well. He achieved 2nd Dan in the Japanese Martial Art of Aikido and was the South African instructor. When time permits, Dave's hobbies include model railroading (a fitting interest for a moving man), swimming and reading.



**Region - XI
(Middle East)
Mr. Arvind Joshi**

Clintus Network Limited was set up only 13 years ago when the husband and wife team of Arvind & Durga Joshi resigned their jobs in the fields of moving and nuclear power respectively, to dream of an Indian moving company which would strive to attain the top-most standards in excellence and not just quality alone. Very high standards were set as minimum and mandatory, and the pricing was kept competitive thanks to modern costing methods. The experiment took time to gather momentum because the initial marketing efforts were based mainly on customer referrals, but the management retained faith in their determination to be the best (or not be there at all). This attitude coupled with a steely resolve to solve problems for customers (rather than create them) resulted in the company making rapid strides in the mid-nineties which resulted in a whirlwind marketing thrust. The Clintus management visited over 200 movers' facilities worldwide to position the company and its philosophy globally and to learn still more from the other

major global players in the moving industry. "The learning process should never stop," says Joshi, "for when it does, so does the desire for improvement. Our ultimate high is when a customer (or an overseas mover) rates us the 'best in the business,' which has happened several times, and we hope the frequency keeps increasing."



**Region - XII (Far East)
Mr. Eric Lim**

He is the Chairman and Managing Director of Asian Tigers K. C. Dat Singapore. Eric joined K. C. Dat in 1975 and has made the company into the industry leader that it is today.

Eric has established the Asian Tigers network of moving companies throughout Asia. Working with leading relocation companies in several countries, he has developed a team of industry specialists who can provide relocation services to customers moving anywhere in the world.

Eric's influence is not limited to Asia. As current Vice President of FIDI and Regional Director of PAIMA, his associations within the relocation industry are unparalleled. From 1992-2000 Eric served as Chairman of FEMA. He has been an OMNI board member from 1987 to 1992 and again from 2000 to 2002. He was the Director of CETI from 1982 to 1986 and a past treasurer of the Singapore Freight Forwarders Association (1990-91). Eric has also been on the LACMA Coordinating Committee for the Far East since 1999 and is an Area Director for the American Movers Conference.

The recent recipient of numerous environmental awards, Eric and Asian Tigers K. C. Dat have also made a name for themselves in Singapore and beyond, for their responsible and forward-thinking practices regarding the environment.

If any member wants to contact any of the above Regional Directors, please contact the PAIMA office by e-mail: paima@cableonda.net

New Appointments

Wickman Worldwide Services Inc

Christina Wickman was recently nominated to the Board of Directors for a highly motivated organization in Evansville, Indiana - Young Evansville Professionals. The membership is comprised of young business professionals who have a voice in local politics, perform charitable works and network among themselves for business solutions. Christy is a graduate from the University of Southern Indiana with a bachelor of science degree in business. She is also active in the YP-35 with the HHGFAA.



**Christina Wickman - Manager
International Operations
Wickman Worldwide Services Inc. - Indiana**

Transworld International Movers in Brasil is strengthening its position in São Paulo as one of the major removal companies in that city. São Paulo is the biggest industrial state of Brasil, and 75% of all exports of household goods shipments have their origin in São Paulo.



We are pleased to announce the addition to our staff of Mr. Luis E. Di Giacomo as Commercial Manager for São Paulo and Mrs. Viviani Paviotti as Public Relations. Mr. Di Giacomo has been in the moving industry for several years always working in the commercial departments, including a couple of years in the U.S.A. He speaks fluent English. Mrs. Viviani Paviotti worked for several years in Public Relations for a major multi-national company. She also speaks fluent English.

Our aim is to export 400 shipments from São Paulo during 2003. Having Mr. Di Giacomo and Mrs. Paviotti on the Transworld team will be major factors in ensuring we achieve this objective.

*Submitted by Rita R. Capella - National
Commercial Manager*

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My Visit to Panama

By Leticia Moreno

Hi! I am eager to tell you about the very pleasant experience we had last October when we visited the beautiful country of Panama.

No matter what I tell you, I can assure you that you will marvel at this beautiful small country that joins the Americas. It more than exceeded our expectations.

We visited the eighth wonder of the world; of course, I am referring to The Panama Canal. The engineering work regarding how the locks are opened and closed to let huge ships go through is admirable. You have to see it to believe it.

Of course, I also have to mention the hospitality and friendliness of the Panamanian people, their happiness and helpfulness, that make you feel as if you were home, which I think is very relevant because not always when you visit a foreign country do you feel that pleasant and rewarding experience.

To be admired is the skyline of the city with its majestic skyscrapers contrasted against the deep blue waters of the ocean.

For handicraft lovers, there are beautiful ones. You can find them in The Valley or closer to the city in

Amador. You can also find whatever you can think of, from all over the world, in the many duty-free stores, like Swiss cuckoo clocks.



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K.C. DAT (Singapore) Recognized Locally For Its Efforts Towards Environmental Preservation and Protection

2002 has been a busy year for K.C. Dat-Singapore's environmental calendar. Having already won three industry environmental awards, namely the Tetra Laval Environmental Award 2002, the inaugural FIDI Club-35 Environmental Award 2002 and PAIMA's Juan Peralta Ecology Award 2002, it was invited to participate in the Green Leaf Award 2002 and Singapore Environmental Achievement Award 2002.

The Green Leaf Award is awarded by the National Environment Agency annually to recognize organizations that have shown exceptional improvement in their environmental performance. This year there were 95 applicants for the organizations category. This is a record number of applicants and shows an increasing trend amongst organizations to be conscious of their environmental performance. On 5 Nov. 2002, K.C. Dat-Singapore was awarded the Green Leaf Award 2002.

The very next day, it was awarded a Merit Award by the Singapore Environment Council, for the Singapore Environmental Achievement Award 2002. The Singapore Environment Council is an independent non-governmental organization (NGO) that recognizes the efforts of business organizations in their environmental performances. The Singapore Environmental Achievement Award is Singapore's most prestigious environmental award.

There were two finalists for this award, namely K.C. Dat-Singapore



and Alexandria Hospital, out of 14 short-listed candidates. Judging for this award was stringent, and several on-site audits of the 2002 finalists were conducted. K.C. Dat-Singapore came in a close second to win the Merit Award. Alexandria Hospital, a government funded hospital, won the main award.

Eric Lim, K.C. Dat-Singapore's Chairman and Managing Director received both the awards on behalf of the organization. He said, "The achievements we have made to date in our environmental efforts are tremendous, and I thank all the staff members that have contributed so passionately to us

winning these awards."

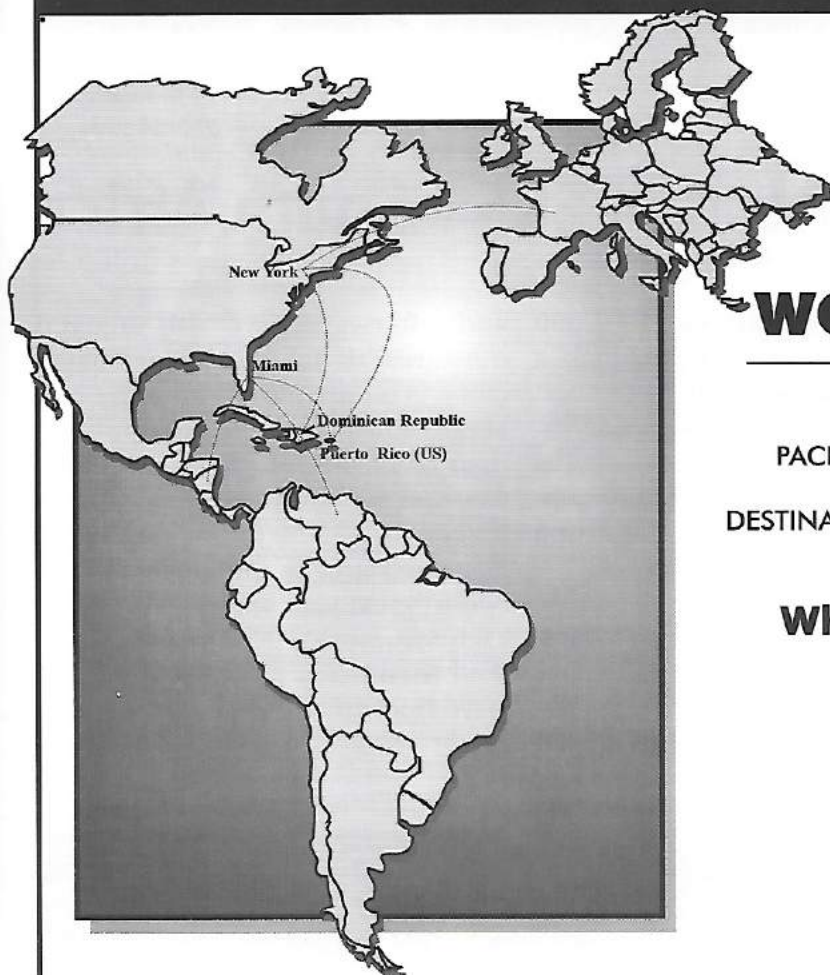
Explained John Lim, Senior General Manager of Quality and Operations, "The five awards we have won are recognitions for all the hard work we have put in. Today, we have set a benchmark for the industry both locally and internationally. These awards affirm that we are on the right track and doing the right thing. The journey towards environmental protection and preservation requires perseverance and commitment from all in K.C. DAT. Though it is only the beginning, we are confident that with the quality of the people we have and the innate cultures they possess, we will be able to see each new journey through."

K.C. Dat-Singapore hopes that more organizations will follow its lead and make a more conscious effort to be responsible for their environmental performances. For more information on K.C. Dat-Singapore's environmental activities or to partner these activities in some programs, please send an e-mail to Dinesh@asiantigers-kcdat.com

Prepared by: Dinesh K.



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MAGNA INTERNATIONAL MOVERS - South Africa

The Johannesburg office recently participated in a "bed race" to raise money for charity and to donate hospital beds to needy hospitals and AID's clinics.

Competitors "bought" hospital beds and decorated them in whatever manner they preferred.

We made our bed look like a small Magna truck. The designer and construction foreman was Silas Naidoo, our warehouse manager.

A team of four young Magna staff members then raced around

Kyalami Race Car Track against 300 other teams. The race included a section where they pushed the bed through various obstacles. Another member of our staff had to sit on the bed for the whole trip. Needless-to-say, a very light young lady was chosen for this!

On race day we came in sixty-fourth out of the racing complement of 300. Not bad for our first try!

There were plenty of Magna staff members cheering on our team,

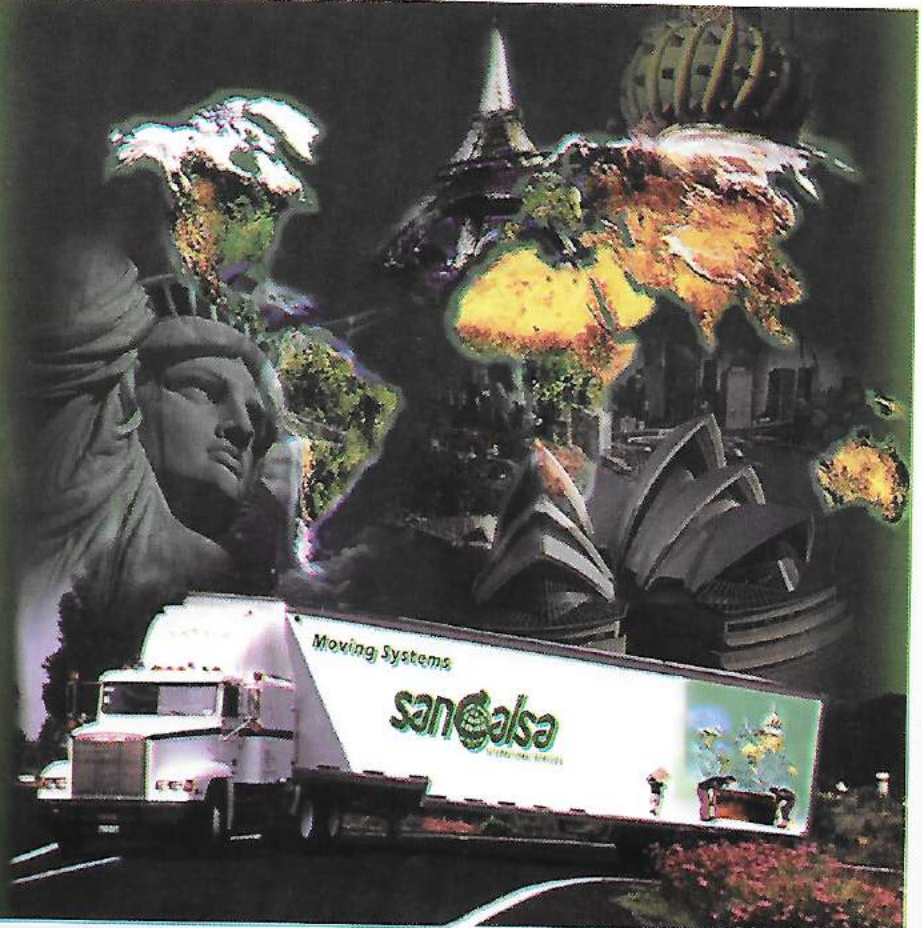
and afterwards we all enjoyed ourselves at the Magna hospitality table. The people pushing the bed almost finished the beer supply on their own! To push in thirty degree Celsius weather is hard work indeed.

Plans are already underway for the bed for next year's race!

Your friend,
Dave Buchanan

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Knight of the National French Merit Order

On the 3rd of September 2002 at the Senate in Paris, a group of Joel Doglioni's friends together with his wife, Karin Knappstein de Doglioni, gathered to celebrate the ceremony where Monsieur Doglioni was presented with the insignia: *Knight of the National French Merit Order*. Monsieur Doglioni is President of the Union of French Citizens Abroad in Colombia.



From L. to R. Mr. Joel Doglioni, General Manager Transpack LTDA., Mr and Mrs. Guy Guermeur, member of European Parliament, Mrs. Karin de Doglioni, President of Transpack LTDA.

Amidst this gathering of friends were also numerous parliamentary members of the French Cabinet who all witnessed Monsieur Doglioni's uncompromised commitment to a particularly dynamic life. Senator Paulette Briseperre, representative of the French Citizens Established Abroad, made a speech commending the merits and achievements of Monsieur Joel Doglioni.

Monsieur Doglioni was then invested with the insignia of Knight of the National French Merit Order by Senator Paulette Briseperre. This insignia is one of few that the French President Monsieur Jacques Chirac awards each year for outstanding achievement.

To commemorate this ceremony, a champagne cocktail was offered.

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Founded in 1986, DE MARTI, S.A. INT'L MOVERS is an international moving and storage company that performs business in Spain and worldwide. José de Martí, president, has more than forty-five years of experience in the industry, twenty-five of which he spent managing Gil Stauffer. During his tenure, Mr. De Martí reached the level of executive vice-president where he remained for over ten years. Upon Mr. Gil Stauffer's death, José de Martí decided to return to his roots. Through hard work and a job well done, the company joined world renowned organizations such as FIDI, PAIMA, LACMA, HHGEAA, and SCANVAN. In 1991, after considerable recommendations from international colleagues, a second office was opened, this time in Madrid by Enrique García who also has long experience in the removal industry. He also had several responsibilities in Gil Stauffer: being branch manager in Málaga and other important cities in the Mediterranean area and working closely with José de Martí. Since

its opening, DE MARTI, S.A. - MADRID has prospered. Actually, Mr. García is vice-president of DE MARTI, S.A. INT. MOVERS and coordinates targets and mutual relationships in both offices in Barcelona and Madrid. Both offices possess state-of-the-art equipment, ample warehouse space and a fleet of vehicles adaptable to any circumstance, as well as additional equipment such as outside escalators, fork-lifts, carpentry machinery, etc. The heart of the company, however, lies in the professionalism of its employees and its experienced leadership. The valuable cooperation with European peers and excellent communications with maritime offices and customs officials are some of the keys to the company's success. These factors ensure not only secure transport but competitive prices as well. DE MARTI, S.A. services all of Spain, including the Balearic and Canary Islands. Thanks to the continuously good relations with the island counterparts, removal and deliveries are made fast and

easy. The company also conducts business in Gibraltar and Andorra with its own fleet of vehicles which channel inbound and outbound services in these small countries. Recently, DE MARTI, S.A. has been awarded RIM and FAIM qualifications making it the only company in Spain with these titles. DE MARTI gives communication with colleagues and clients an absolute priority. Every year advanced equipment is added to cater to the needs of an expanding market with new challenges. The company measures its performance based on the satisfaction of its customers who are the best indicators of quality and a job well done. As a young company, DE MARTI, S.A., looks brightly to the future, adapting to a changing world without losing its sense of a detail-oriented family business.



Trading Places

Four and a half years ago, I joined La Rosa del Monte Express at the Puerto Rico office. After more than twenty years working in international logistics and distribution for another type of business, I feel like I am at home again. Many times I have heard expressions from colleagues such as, "Once you are in, you don't want to get out of it." It becomes part of a personal goal you want to achieve. The dynamics involve you day after day, not to mention the many international contacts you get to have. This fills you with a feeling of satisfaction that generates from the interchange of communications among the people involved. This again is reaffirmed when we have the opportunity to meet in person, face to face, at the yearly conventions. It's a wonderful opportunity to meet other people who in the past and future, have been and will be your links to complete the valuable service circle we need to attain. These are the memories I share with you today.

Here in La Rosa, we are learning new things every day. We share the knowledge acquired through years of experience with so many of you. Sometimes it becomes a theme of conversation within our management team whenever we meet to discuss our international business matters.

We, at La Rosa Del Monte, are focused on our main objective: customer service of the highest quality and efficiency possible. I know this is true for your companies too. It is a very important part in completing the customer's circle of satisfaction. It is right there within ourselves, the moving companies, when we successfully put in the final link at the destination point. Yes, we become a winning team when we hear our customers say, "We are happy and satisfied with the outstanding service provided by your company."

I am also sure, many of you have heard and shared this compliment before. Let's make a joint venture to keep listening to those same words



after every service we provide, removing any negative effects in our service circle.

Please receive my warmest and best regards to all of you, our friends and colleagues, that together we make in every move, the best endeavor to **supercede** the quality of the previous one.

By Roberto Martinez
International Division Manager
La Rosa del Monte Express, Inc.
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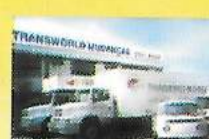
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Customs Clearance of Household Goods-Brazil

a) The following articles may be imported duty free: clothing, furniture, chinaware, appliances, in short, any kind of USED household goods and personal effects. New articles will pay 50% import duty. Only foreigners holding a temporary visa or foreign diplomats may bring new articles duty free. If you have any question or are in doubt concerning any specific article, please contact the nearest Brazilian Consulate in Brazil.

b) Though beverages, food and tobacco are not prohibited, we strongly recommend that such articles are not included in your shipment. If the shipment enters Brazil on a temporary admission, these can be the cause of delay for customs clearance and high port/airport storage charges. If shipper has a temporary visa, any perishable article will pay a heavy import duty. All goods imported by a foreigner holding a temporary visa will have to leave the country before the permission expires, otherwise high import duties will be charged. Should the temporary visa be changed to a permanent visa, the bond will be canceled.

c) Any goods imported to Brazil, including pets, must be described in the declaration of goods (DSI) to be presented to the Brazilian Customs Authorities. This specific form must be very detailed concerning brand names, models and serial numbers of electric/electronic appliances. It is mandatory that the shipper indicates individual value (in US\$) for each article or group of articles. Since both port/airport storage charges are based on the declared value of the shipment, preparing the declaration of goods with very low values is

recommended.

The declaration of goods (DSI) should not be the same as the packing list, and neither indicates the same values as the insurance list. The best way is to use the insurance list as a basis for the declaration of goods, indicating very low values. It is very important to bear in mind that in case of temporary import, all the articles will have to be exported, so it is strongly recommend that the shipper meet with the agent before presenting the declaration to the customs authorities. Please bear in mind that foreigners holding permanent visas and returning Brazilians must prepare two lists of goods, one for the new articles and the other for the used articles.

d) Shipments must arrive in Brazil no later than 180 days after shipper's arrival in Brazil, as per copy of the flight ticket. Customs authorities will, however, accept shipments arriving over 180 days after

shipper's arrival if there is a plausible reason.

e) Returning Brazilians or foreigners holding permanent visas (who have already established residence in Brazil in the past) must present to the customs authorities a letter from their employer abroad, confirming annual salary and residence in case it is not possible to get a declaration given by the nearest Brazilian Consulate confirming their stay abroad. Copies of phone/electricity bills for the last twelve months will be accepted by customs as proof of residence abroad. Duty free will be give only after twelve months abroad.

f) Foreigners with no visa (temporary/permanent) bringing a household goods shipment to Brazil must pay 50% import duty.

g) Only foreign members of international organizations, like UNO, and foreign diplomats are authorized to bring a vehicle.

Documents Required for Customs Clearance

- 01) 2 copies of identification card or application
- 02) 2 copies of the CPF card - income tax card or application
- 03) 2 copies of ALL pages of the passport
- 04) 4 declaration of goods forms (DSI)-signed (ONE FOR NEW ARTICLES, THE OTHER FOR USED ARTICLES)
- 05) 2 declarations of residence abroad - signed (given by agent)
- 06) Proof of residence in Brazil
- 07) 2 powers of attorney - signed by shipper
- 08) declaration given by employer
- 09) Copy of the last flight ticket and boarding ticket to Brazil
- 10) Copy of the publication of the visa
- 11) Guarantee Form (to be prepared and given by agent)

All documents must have signatures notarized, and copies must be legalized. Please never sign or legalize fax paper.

For Brazilians/foreigners holding old permanent visa:..... docs 1 to 9

For foreigners holding permanent visa given recently: docs 1,2,3,4,7 & 9

For foreigners holding temporary visa:..... docs 1 to 11 excl. 5,6 & 8

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The Editor

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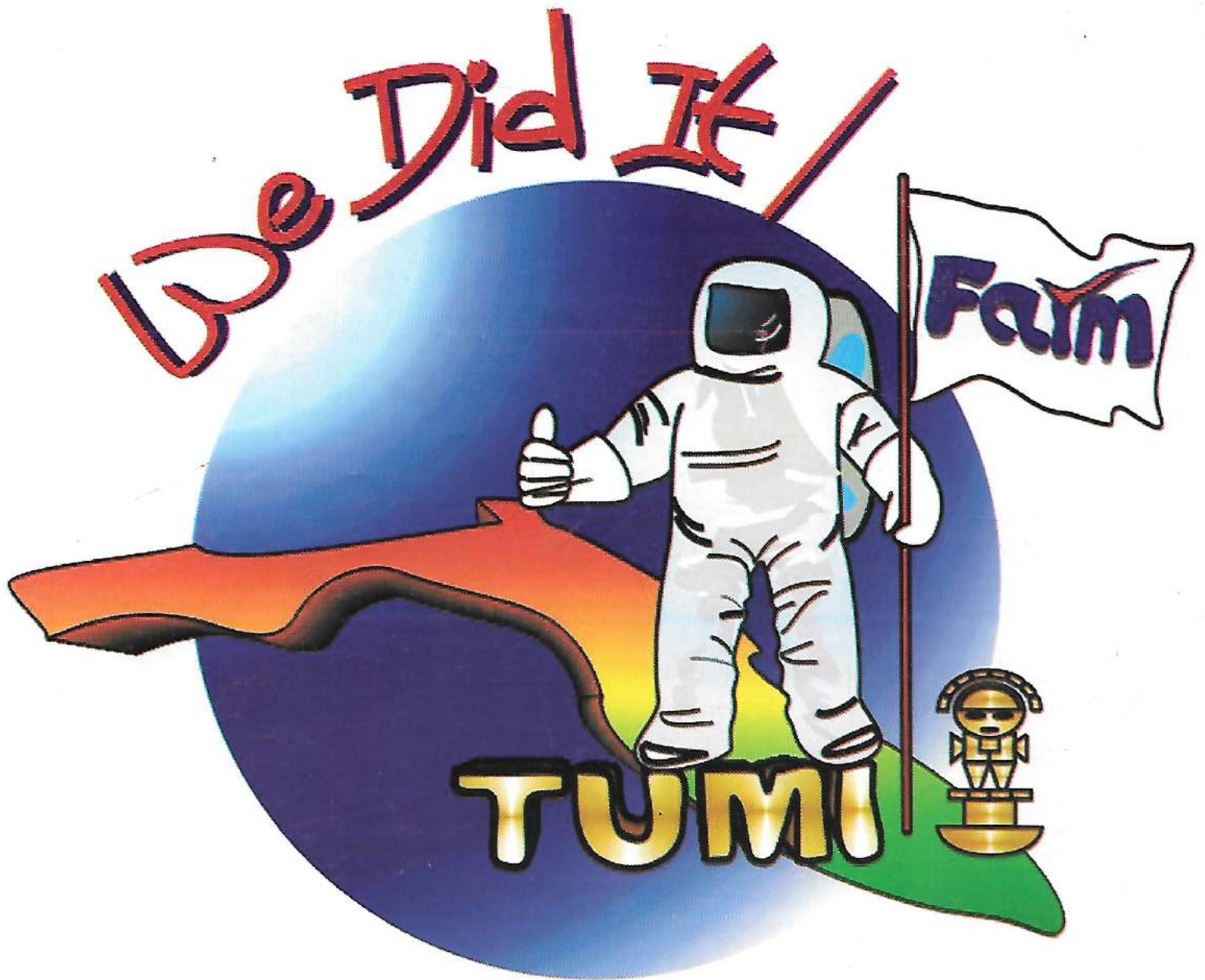
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