

# THE PORTAL

VOLUME XXXVIII The Journal of the Household Goods Forwarders Association of America, Inc.

MAY/JUNE 2006



## AFRICA

Forgotten continent ... or land of opportunity?

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# THE PORTAL

VOLUME XXXVIII

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**About our cover:** Africa is a fascinating continent that is our focus in this issue. Coverage begins on page 5. Cover design by Stephanie Sutherland, Glennan Graphics.

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## THE PORTAL

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By Terry R. Head  
HHGFAA President

### Still, or Sparkling?

Enter a restaurant in Europe and ask for water and you will most likely be given a choice of having “still or sparkling” (or perhaps “gas or no-gas”) water served to you. On more than one occasion I have overheard my friends here in the United States discussing which of the many choices of “bottled water” they prefer. One person went on to say he would never accept a particular brand of water - even if it were free.

Women in Africa sometimes walk 10 miles a day to bring water to their families, not to exercise a choice of from which well or water source to drink - but simply as an act of daily survival for themselves and their families.

The singer and celebrity Bono, who has become a major figure in the relief efforts of Africa, has stated “Making clean water available to Africans is a simple action that will produce great change...and is an idea not far-fetched. It’s possible and we can do it right now.”

The lack or scarcity of clean water and wells is not the only issue or challenge the African continent and the world must acknowledge and address. According to recent statistics, over 17 million Africans have died from AIDS. Last year alone, 2.3 million died from the virus. Studies predict there will be more than 15 million AIDS orphans in Africa by the end of the decade.

So, you think YOU have high credit card debt? Africa spends \$40 million each day repaying old debts to rich and developed countries. That equates to \$14 billion yearly, and Africa receives only \$12.7 billion in total aid. Africa spends four times as much on debt repayment as it spends on health care.

No doubt there are numerous other issues facing African nations and their people: civil war, governmental corruption, poverty, droughts and famine, a lack of infrastructure, a dire need for access to capital markets and foreign investments - the list goes on and on. But there are positives to consider as well.

Africa is vast continent - almost four times the size of the United States. Its geography runs the gamut from mountains, deserts, and rainforests to grasslands and seashores. Imagine the vast natural resources, including rich oil reserves, that lie within its boundaries.

For many parts of Africa, there is encouraging news of economic expansion and poverty reduction. Hopeful trends are evident in Africa on several fronts. At the political level, a profound transformation that has taken place in many African countries over the past decades, resulting for the first time in most Africans living under democratically elected governments.

It was interesting and educational, as well as challenging, for me to develop this issue of our magazine. I was concerned that our observations and coverage of Africa would be heavily slanted toward the negatives, of which we get a heavy dose in our new media.

However, I was most pleased to read the input from the Association’s own members who live and work in Africa. I think that as you review this issue of The Portal, you will feel, as I do, the positives emanating out of the profiles and articles submitted by your fellow members.

After reading this issue you will undoubtedly be better equipped to answer the question we first posed when advising of our intent to do an issue focused on this always fascinating part of our world:

Is Africa a forgotten continent, or a land of opportunity?

## ABOUT THIS ISSUE

There's a lot more to Africa than safaris and gold. A special issue of *National Geographic* last year carried the headline: "Whatever you thought, think again." The truth is that there's much to be learned about this fascinating continent, with its rich variety of cultures, economies, and landscapes. It is hoped that this issue of **The Portal** will whet your appetite to learn more about the many rewards that await knowledgeable professionals who successfully meet the challenges of doing business in a largely untapped and rapidly developing market. Contributors to this issue note that substantial opportunities are available in Africa — an environment that promises someday to be a major player in our industry. HHGFAA members in Africa are profiled, beginning on page 16. Yogesh Thakker, who as an AMMB member serves for HHGFAA members in the Middle East and Africa, offers his perspectives in "AMMB Outlook" on page 22. And throughout this issue you will find, we trust, much food for thought about this emerging "Land of Opportunity."

Throughout this issue, look for fascinating facts about Africa under the heading "Africa Facts." And check out the Web version of **The Portal** for even more interesting details about a continent that, day by day, is becoming ever more important to the world community.

# PORTAL FOCUS:

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# AFRICA

## Africa: The Continent of Challenge

By B. J. Joiner

Few forwarders of household goods see themselves as African experts, yet most will handle a few shipments each year with varying degrees of success or unfortunately failure. Failure means that the customer's expectations have not been met. Frequently it is because forwarders have not done an adequate job in helping define the customer's expectations in a realistic manner. This is particularly true when it comes to shipments to Africa. The intention of this article is to provide explanations of the realities of shipments to Africa so the readers may better assist in setting expectations for their African bound customers

First-time shippers to Africa are often shocked by the expense. One of the primary reasons in higher costs is ocean freight. Ocean freight pricing is driven by many factors. Lack of competition, imbalance in traffic flow, port congestion, transshipment requirements, and poor port handling facilities all contribute to the higher cost, but the US Government's requirement that 75% of all government paid shipments move on American flag vessels further exasperates the situation. A large portion of the goods going to Africa is related to food aid or development projects paid for by the government resulting in a higher volume of American flag traffic as a percentage of the total tonnage. The artificial demand created by the government increases rates which become benchmarks for other carriers resulting in higher prices overall. From a household goods perspective, few forwarders or NVOCCs have the volume in specific African traffic lanes to negotiate significantly lower rates with carriers. While higher ocean rates are fact of life for shipments to and from Africa there are some methods of lowering costs:

1. Seek NVOCCs and carriers with who specialize in Africa.
2. When seeking rates to landlocked countries make sure to compare various ports of entry. Often the inland transportation costs will offset ocean freight costs.
3. Remember that lower rates often mean longer transit times and transshipments. Make sure the routing is understood so that the shipper can choose between longer transit and lower price.

Transit times are frequently misunderstood and therefore misrepresented to the customers. Several ocean carriers transship, meaning that the containers are removed from the original vessel and set off at points in route. Some carriers will reload depending on the value of the freight to them, in other words higher rated cargo gets first priority. It is not usual for lower rated household

are complications due to inaccurate or incomplete paperwork the shipment may be delayed even further. Inquire about custom clearance time requirements with each rate quote, conditions change frequently. Published customs guides cannot be relied on. Western shippers will generally find that everything simply takes longer; the sense of urgency that drives western thought is simply not present with the dockworker, customs officials and others involved with the movement of freight.

Additional costs are not unusual. Demurrage resulting from customs and port delays is common. Port fees and terminal handling charges (THC) often change without notice or previously unknown fees may be added. Multiple THC may apply when both an arrival port and inland port are required in transit. Some agents claim to include THC in their rate quotes but apply the inclusion only to the port of debarkation. Make customers aware of potential cost increases.

Communication can be difficult. Phone systems are often sporadic, wet weather can stop telephone communication and because customer's overseas cell phone number. When e-mailing attached documents, spread the attachments over multiple e-mails to better ensure their receipt.

Africa is the continent of challenge. A recent food aid shipment from Mozambique through Zimbabwe to Zambia by Glenscare Africa was actually attacked by bull elephant. An alert (and frightened) driver and helper managed to chase the animal away by throwing stones and the shipment of wheat was saved. Such is not the challenge one would face with a shipment to Europe. **But in spite of it all, those who are involved daily with African transportation can see the improvements and feel the hope.**

There are new competitors, those who want to invest in their countries and improve infrastructure. There are those who are committed to training, certification and quality. An NVOCC is leading the charge to combine the African freight of other ocean

dependable port and customs procedures.

**Individuals moving to Africa are often going there because they want to help Africa succeed.** Some are returning to their homelands, some are associated with aid, religious and development organizations, others are government workers, but all deserve the best service our industry can provide even under the most challenging of circumstances.

# Africa: Forgotten Continent ... or the Land of Opportunity?

By Gloria Murphy

The “forgotten continent”? I don’t think so. There are many countries around the world that are very interested in Africa, whether their interests lie in Africa’s natural resources or its political and economic problems.

The continent is rich with metals, minerals, gems, oil, ancient artifacts, and many other natural resources, which have both a positive and negative effect on African countries. **Because the outside world wants these resources and is willing to pay for them, governments and people have become corrupted by greed.** Moreover, governments are constantly changing because of hostile takeovers or militant revolts. There is corruption within some of the area’s local infrastructures, so roads, housing, and health programs suffer. Some countries are lacking in economic development because the governments or their politicians keep their pockets lined, whereas the people just fight to survive. Also, people are slaughtered because of their religious beliefs, social class or tribe affiliations. All of which is why I feel the land of opportunity has been transformed into the land of corruption.

Having been a freight forwarder in the automobile export business for almost 15 years, I have seen the effects of the corruption. African governments make it very difficult to import cargo into their countries. They are always changing their rules, usually without notice. Some countries have imposed age restrictions on passenger vehicles, causing many of these units to be smuggled into the county by other means while other countries, aware of the smuggling, add a surcharge of sorts for cargo being transported across their borders. I have seen agents delay releases so that they can collect storage charges. African nationals do not trust other African nationals because they are aware of the corruption and do not want to be scammed. Things like this make it hard for an African to make money legally. They have families to take care of and must do all they can to survive.

Even though imports and exports have increased in Africa over the past few years, few improvements have occurred. But there is hope that some of these issues can be resolved and the African community can come together on the global market. **Changing the “Land of Corruption” into a “Land of Opportunity” can benefit the African continent as well as the rest of the world’s economies.**

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*Gloria Murphy is European and African division manager at Penbroke Marine Services in Linden, NJ. Penbroke is a freight forwarder with two direct sailings a month to Africa (via Ro/Ro) for cars, trucks, and buses. Website: [www.shippingmycar.com](http://www.shippingmycar.com).*

## Speed, Efficiency Are Key to Minimizing Criminals’ Access

The Cold War has also been blamed for many of Africa’s problems. Vast quantities of arms came into Africa during the Cold War, fueling African conflicts. Most of these arms came from the Soviet Union and its allies, and went to self-proclaimed Marxist regimes in Ethiopia, Angola, and Mozambique. In response, the United States provided far fewer weapons, but focused much of its economic assistance on regimes that were perceived as anti-Soviet. This competitive Cold War involvement, critics maintain, tended to strengthen governments on both sides that were anti-democratic and following inefficient, state-oriented economic policies, often marked by considerable corruption.

Indeed, with respect to shipping to Nigeria, West Africa, the major problem would be corruption, which runs rampant. The Nigerian community is a very close one where everyone talks to — but does not trust — one another. We find that once a Nigerian books his cargo with us he contacts us to ensure that the vehicle has sailed.

Our day-to-day dealings with our customers are focused on service. Our customers ship their cars on Original Bills of Lading. We need to get the customer these OBL’s as soon as possible so that the cars can be sent overseas and so that consignees can retrieve their vehicle as soon as it is offloaded from the vessel. If the vehicle sits in the port of discharge for too long (24-48 hours), the chance for pilferage, vandalism, theft, and corruption increase exponentially.

In spite of this, the volume of vehicles being shipped to ports in West Africa has increased greatly in the past 3 years.

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*Michael V. Lewis, a YP-35 member, is senior customer service account manager at Penbroke Marine Services in Linden, NJ.*

## AFRICA FACTS



**Percent of world’s total landmass:** 20  
**Population:** 900 million, 14% of world total  
**Percent of population under age 25:** 71  
**Annual rate of growth in Africa’s urban population:** 3.5% a year  
**Most populous city:** Lagos, Nigeria, with 16.9 million  
*SOURCE: National Geographic*

## AFRICA FACTS



Modern man first appeared in Africa nearly 200,000 years ago.

*SOURCE: National Geographic*

# Africa: My Treasure Island

By Amobi Osuizugbe

I traveled about 9,000 miles last fall to attend the HHGFA Annual Meeting in the United States. It takes me less than 30 hours to make the trip, thanks to modern technology and the airplane.

Whenever I think back over the years since my company, Fidepat International, joined the HHGFAA, I realize that the Annual Meeting offers unique, fun, and rewarding experiences that promote growth and improvement for each and every member of the association. The gathering provides wonderful opportunities for us to get to know each other better, appreciate the oneness of humanity, and cultivate goodwill, fellowship, and mutual understanding of various issues that affect us because the task of making the world go round can neither be restricted to one continent alone nor left to contemporary globalization.

I am perplexed by the role of United States on the African Continent. The U.S. is assuming some responsibility for the development of Africa, and we are profoundly gratified that such a great nation recognizes the urgent need for various economic, social and political programs. President Bush's African Growth and Opportunity Act (AGOA), the good works of the Corporate Council on Africa, former President Bill Clinton's fight to end AIDS, United Nations agencies' activities in Africa (such as WHO), and the various American NGOs are all leaving their footprints on the sands of time in Africa.

The fact remains, however, that although our cultures and languages are many, we are certainly a force to be reckoned with. As a diverse population who belong to one continent, we believe that the factors that led to the building of America, Canada, Switzerland, and other world powers are also at play in Africa, and we are optimistic that, other things being equal, history will show that our similarities outweigh our dissimilarities.

**I am becoming more convinced each day that a "New Africa" is now becoming a reality and no force under the heavens can stem its crystallization.** In the New Africa there exist reascent Africans — literate and illiterate, poor and wealthy, just as in any other civilized society; but the world has been misled by the media — film, radio, the press, and so on — to regard people of African descent as backward, primitive, uncouth, boisterous, and ignorant, consequently creating a collective, stereotypical image of every



**“Although our cultures and languages are many, we are certainly a force to be reckoned with.”**

**—Amobi Osuizugbe**

African. This is a misplaced identity.

The press and journalists of Western democracies need to display statesmanship and be more objective in analyzing the internal problems of Africa and not to exaggerate them, since these differences are not unique or peculiar to us but also exist among peoples of other Continents who have ultimately resolved them and made progress.

I believe in the God of Africa  
I believe in the black people of Africa  
I believe that it is not the will of God of Africa to sentence the black people of Africa to servitude or intimidation in any form, shape or manner.  
I believe that by a firm resolve, black people of Africa — unaffected by ostracization or victimization or persecution — will continue to live in freedom and liberty and attain total emancipation.

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*Amobi Osuizugbe is with Fidepat International Nigeria, which has offices in Port Harcourt, Lagos,, and Abuja. E-mail: [fidepat@phca.linkserv.com](mailto:fidepat@phca.linkserv.com)*

## AFRICA FACTS

**US used-clothes exports to Africa:** \$60 million in 2003  
**African textile and apparel exports to US:** \$1.6 billion in 2004, up 95% from 2001

*SOURCE: National Geographic*

# Chad May Soon Regain Access to Its Oil Funds

*By Paul Blustein, Washington Post*

Four months after suspending all aid to Chad and freezing the country's oil revenue in a high-profile move against corruption, the World Bank reached a compromise that would restore Chad's access to some of its oil funds while requiring the country's leaders to spend much of the money on anti-poverty projects under close supervision.

The move defuses, at least temporarily, a confrontation between Paul D. Wolfowitz, the World Bank's president, and Idriss Deby, Chad's president, that has emerged as one of the first major tests of Wolfowitz's determination to take a hard line against corrupt governments.

**At issue is a 650-mile pipeline that the World Bank agreed to help finance in 1999, enabling landlocked Chad to export its oil.** The bank trumpeted the project as a showcase for how it could help poor African nations use their natural-resource wealth honestly and effectively by establishing an elaborate system to keep the money from being stolen or squandered. Most of the revenue went into a special fund in London, where it was earmarked for projects such as schools and health clinics.

But late last year, the Chadian government unilaterally amended the law governing the use of the petrodollars, saying it needed the funds to beef up its security forces amid a growing refugee problem on its border with Sudan. That presented Wolfowitz with a painful dilemma, because failing to crack down would undermine his anticorruption campaign, while taking too tough a stance risked a collapse of the Deby regime that could turn Chad into a failed state and a haven for terrorists.

On Jan. 6, Wolfowitz announced that he was suspending about \$124 million that was due to be disbursed on projects in Chad over several years, and — more important to the Chadians — he effectively blocked the government's access to the funds in London.

In recent weeks, the security situation in Chad has deteriorated further, with Sudanese forces reportedly invading eastern portions of the country and rebels in the capital staging an attempted coup. Meanwhile, Chad was missing out on more than \$100 million in royalties and dividends that it would have gotten under the original arrangement, a source of enormous frustration to Deby, who threatened at one point to stop the flow of oil through the pipeline.

The agreement would give something to both sides. For each of the next 3 months, Chad would get access to a portion of its frozen oil revenue, while the government would have to take steps to ensure that it was honoring the spirit of the original agreement to channel much of the money into anti-poverty projects.

Chad wanted to double, to 30%, the portion of the oil revenue that it could use for whatever purposes the government wished, and the bank will go along on that issue. But Deby is retreating on some positions as well. Before getting any money, the government must revise its budget law to show how it will devote the remainder of the funds to projects benefiting the nation's poor. Chad's government also agreed to improve its public finances, including stricter audits of oil revenues.

"Our aim has always been to help the Government improve the basic services Chad's people desperately require," Wolfowitz said in the statement. "Suspending aid was a difficult decision but one the Bank had to take . . . to ensure that resources went to benefit the poor people of Chad."

Although a final agreement has yet to be reached, he added, "We believe the steps outlined in this accord provide a way forward to ensure that the people of Chad see the benefits of the aid and oil revenue their country receives."

The deal leaves some issues unresolved, notably whether Chad would restore a "future generations fund" that was established under the original agreement with the World Bank, the aim being to make sure that the country has money left over after its oil runs out.



## **Bush Calls for More Muscle in Darfur**

**T**he *Washington Post* reported that President Bush wants to double the number of international troops in the war-ravaged Darfur region of Sudan and a bigger role for NATO in the peacekeeping effort.

Bush has concluded that peace talks would not halt the violence that has left tens of thousands dead and more than 2 million homeless in Darfur and that a more muscular military response is required.

Bush wants an additional 7,000 or more troops to be placed under U.N. command, along with the 7,000 African Union troops already there; such an expansion would be the quickest way to intervene in the conflict and stop the killings that Bush labeled genocide. US officials had pressed Sudan to rein in the militias, but the violence continued.

There have also been growing fears of a military clash between Sudan and neighboring Chad, where several hundred thousand refugees from Darfur are living in camps.

The latest conflict began in early 2003, when two Darfur rebel groups took up arms against the Arab-led Islamic government in Khartoum, citing discrimination against the region's black tribes. The Sudanese government armed and organized a local Arab militia, known as the Janjaweed, to target local communities that were suspected of sympathizing with the rebels. As many as 200,000 people may have been killed by violence and disease as a result of the attacks.

White House adviser Michael J. Gerson and others have been lobbying for more assistance to Darfur. He also proposed \$500 million for Darfur as part of a larger special budget request to Congress.

The US military supported several missions in the region in 2004 and 2005, using C-130s and contract aircraft to bring 2,500 Rwandan troops and more than 75 tons of equipment and supplies to Darfur.

Previously, the United States had helped send Nigerian troops and Rwandan civilian police officers to Darfur, along with providing about \$190 million to build and operate 34 camps to house, train and equip African troops, according to the Pentagon. A U.N. or NATO mission supported by the United States would probably include more airlift capabilities, planners and logistics specialists, as well as leadership contingents, according to military officials. It was unclear how many US ground troops, if any, would be included in such an effort.

*SOURCE: Washington Post*

## Liberia's Recovery at Risk Because of Abuses, Says Report

Sexual exploitation of young girls is rife in refugee camps and communities in war-ravaged Liberia and threatens the country's recovery after nearly two decades of conflict, according to a recent report by Save the Children UK.

The group said an alarming number of girls as young as 8 were having sex with older men, including policemen, teachers, aid workers and U.N. peacekeepers, in exchange for money, food or favors such as a ride in a car or watching a film.

The organization called on Liberia's new government, U.N. agencies, and donors to set up an ombudsman's office to ensure that cases of sexual exploitation against children are investigated and to promote a policy of zero tolerance. Such exploitation, said the report, undermines the economic and social recovery of the country.

Liberia's 1989-2003 civil war caused an estimated 250,000 deaths in the country of 3 million. About 1.3 million people were forced from their homes into camps around the capital, Monrovia, or abroad.

International donors, aid agencies, and nongovernmental organizations should ensure that their own staff and those of any local partner organizations enforced a strict code of conduct, the report said, and countries that contribute troops to the U.N. force should remove soldiers found guilty of sexually exploiting children.

*SOURCE: Reuters*

## PanAfrica: Heads of State Score Poorly On Taming Killer Diseases

*By Gichinga Ndirangu*

**A**n summit of African heads of state that was convened recently to review progress in the fight against HIV/AIDS, malaria, and tuberculosis ended in the Nigerian capital, Abuja, amid fear of flagging enthusiasm for committing fresh funds against the epidemics.

The heads of state, led by the current chairman of the African Union, Denis Sassou Nguesso, were presented with a disappointing scorecard on the three diseases. **Last year, an estimated 2.8 to 3.9 million people were infected with the HIV virus in sub-Saharan Africa, while a further 2.4 million died of AIDS.**

The HIV/AIDS epidemic had also contributed to a resurgence of tuberculosis, with most African countries reporting a fourfold increase in new cases. "Approximately 35% of all TB patients in Africa are HIV positive," warned the *African Union*.

It was also reported that the continent bears a disproportionate burden of malaria deaths, mainly among poor people living in substandard housing and with limited access to medical services.

Of the half-billion malaria cases recorded annually, 90% occur in Africa. Every 30 seconds a child dies from malaria in Africa, said the African Union.

This year's summit was a pale shadow of its 2001 precursor, where a galaxy of Africa's leaders were joined by former US President Bill Clinton and UN Secretary General Kofi Annan in pitching for renewed global commitment to Africa's health challenges.

The summit led to the creation of the Global Fund, initially dedicated to HIV/AIDS under the aegis of the World Health Organization. It is credited with motivating many African countries to make HIV/AIDS a priority in national health plans to take advantage of new funding initiatives from the US, G8, and multilateral institutions like the World Bank.

But while Africa's leaders agreed to devote 15% of their national budgets to health programs with an emphasis on HIV/AIDS programs, the majority missed the target.

Experts believe that leveraging new resources domestically is key to reversing the devastating social and economic impact of the three epidemics.

*SOURCE: The East African*

## **Aid Should Be Given to Governments, Not Projects**

*By Paul Redfern*

A new study of aid given to seven developing countries — including Uganda and Rwanda — has concluded that it is generally better to give financial support directly to governments than piecemeal through aid projects.

The report, which was requested by the Organization of Economic Co-operation and Development (G-8) and carried out by a Birmingham University team, looked into how budget support is spent in Burkina Faso, Malawi, Mozambique, Rwanda, Nicaragua, Uganda, and Vietnam.

Only in two unspecified countries did the direct budgetary support not go into improved public services, according to the report. However, it is known that Britain has cut off aid to both Uganda and Ethiopia over human rights abuses and currently backs only specific projects such as AIDS programs. Hilary Benn, Britain's Secretary of State for International Development, acknowledged that several donor countries do not agree with the proposal for increased direct support to developing country governments because of corruption concerns, but he said that the evidence showed that in most cases it worked.

**At present, only around 5% of total aid — about \$5 billion — is paid directly to developing country governments, the rest coming with strings attached.**

In particular, the report found, as many African governments have been saying for some time, that direct budget support cuts the time spent by overstretched bureaucracies dealing with complicated reports for donors on individual projects.

Britain spends a large percentage of its overseas aid (compared with other Western governments) on direct budgetary support.

The key aspects of the report, according to The Guardian newspaper, is handing money to the treasuries of poor countries makes flow of overseas aid more predictable and helps governments plan long-term anti-poverty programs.

### **Hot Off the Presses!**



**Watch your mail — the 2006–2007 HHGFAA Annual Membership Directory is on its way to your mailbox. This is a resource HHGFAA members use every day, so keep it at your desk for handy reference.**

## 40,000 East African Children Face Death in Drought-Stricken Horn of Africa, UN Warns

Some 40,000 children in the Horn of Africa are facing the “very real” prospect of a slow death by starvation in the months ahead in one of the world’s most inhospitable regions where, despite recent rains, a two-year drought has already killed half the livestock, the United Nations Children’s Fund (UNICEF) warned recently.

The Agency’s new report — *Child Alert: Crisis in the Horn of Africa* — called for relief efforts to adapt to the nomadic way of the drought-stricken pastoralists, especially in Kenya, Somalia and Ethiopia.

**The report came just days after UNICEF announced that it faced a \$54-million shortfall in its \$80 million appeal to scale up its operations in the region where 8,780,000 people, 4,445,000 of them children, are seriously affected by the drought.**

“We need to think like pastoralists, rather than insisting that they adapt to the fixed location services usually offered to them,” said UNICEF Deputy Executive Director Rima Salah. “If people can live and raise cattle in desert zones in the other parts of the world, they can do so in the Horn. They’ve been doing it for thousands of years.”

UNICEF, other UN agencies and partners in the region have already begun adapting programs to better suit the pastoralist way of life. Two examples are mobile therapeutic feeding centers for young children and the funding and training of teachers who can travel with families as they move throughout the region searching for water and food for their herd.

Principal points raised by the *Child Alert* report include these:

- Some 40,000 children face the prospect of death from malnourishment.
- Rainfall, when it came, actually worsened the crisis in many areas, killing livestock, bringing malaria and other diseases, washing away young crops, and polluting scarce water sources.
- The vast majority of affected children are those of the huge pastoralist community of the Horn of Africa.
- The repetitive cycle of crises in the region can be broken with consistent access to mobile services that support the pastoralist way of life.

In the past few years, the region has been drained by increasingly severe drought. In 2000, almost 100,000 people died. The vast majority of those affected are the 16 million nomadic pastoralists who straddle the borderlands between Kenya, Somalia and Ethiopia. Around half of those have been seriously affected and are in need of assistance, including 1.6 million children under five.

Another report noted that in West and Central Africa undernutrition is the cause of over 50% of the about 5.6 million child deaths per year.

*SOURCES: UN News Service and Concord Times*

### Should Africa Look to Latin America?

Both Africa and Latin America are rich in natural resources and have had a history of coups, but do the parallels stop there? And what can Africa learn from its neighbors across the Atlantic Ocean?

Unlike in Africa, a political change in Latin America has seen a number of left-of-center parties achieving success at the ballot box.

Its leaders are demanding a greater say in the wealth created by their reserves of gas and oil. In Bolivia, President Evo Morales has moved to nationalize the country’s gas industry.

In Venezuela, President Hugo Chavez has insisted that the country have a greater say in the oil industry and is spending oil money on a number of social projects.

Many Latin Americans are critical of the changes the continent is undergoing. Should Africa be following the South American experience? Or are the two continents too different to make comparisons?

## UNICEF: Uganda Must Improve Children's Lives To Consolidate Its Progress

Uganda has become a model for development, but must now make a commitment to uphold the rights of the more than 3 million children who remain vulnerable to poverty, disease and insecurity, the United Nations Children's Fund (UNICEF) said as President Yoweri Museveni's new government took over.

Speaking at Museveni's inauguration to his third term as elected President recently, UNICEF Representative in Uganda Martin Mogwanja praised the policies and legislation that had resulted in an increase in primary school enrollment from 3 million in 1997 to 7.3 million in 2005.

He also hailed the reversal in HIV prevalence from a high of over 20% in 1995 to 6.4% last year, and the rise in immunization coverage, although malaria remains the largest single cause of child mortality.

Today, however, approximately 3.3 million children living in 19 disadvantaged districts where health, education, safe water and other indicators are consistently lower than averages for the other 50 districts.

In the north, the 20-year armed conflict has displaced 1.7 million people, including 935,000 children, from their homes into approximately 230 camp settlements.

UNICEF has received just over two thirds of the \$16.8 million for its programs to benefit Ugandan children this year.

*SOURCE: UN News Service.*

## Campaign to Cancel Africa's Debt

Africa's debt continues to be one of the biggest obstacles to poverty eradication and the fight against HIV/AIDS and other devastating health concerns on the continent. It has been rewarding to monitor last summer's debt deal that canceled the debt of 14 countries in Africa. Recipient countries like Zambia have already launched universal health programs and committed to dramatically increasing the number of people on treatment for HIV/AIDS. **Despite recent progress, the crisis remains for the 40 countries in Africa that have been excluded from the debt deal**, draining desperately needed resources from already strapped economies. Africa remains saddled with over \$200 billion in debt and harmful economic conditionality continues to be imposed by the International Monetary Fund (IMF) and the World Bank.

The IMF expanded the number of countries eligible to receive debt cancellation and the World Bank conceded to demands to speed up debt cancellation by cutting its timeline in half! Since the Group of 8 (G8) debt deal made in the summer of 2005, the IMF and the World Bank have been trying to change the terms of the agreement.

*SOURCE: Africa Action  
<http://www.africaaction.org/>*

### AFRICA FACTS

Sub-Saharan Africa's biggest oil producers are Nigeria and Angola. Oil from Africa is exported to the United States and Canada (38%); Asia-Pacific (35%); Europe (20%); and Latin America (5%); just 2% of the oil produced in Africa is used in Africa.

*SOURCE: National Geographic*



# In Africa, Most Common Complaints about Phone Service Are Price, Quality and Access

By Russell Southwood

The three main areas of complaints from phone consumers are high prices, quality of service and getting access to the service, according to a new report published by Balancing Act.

The report, *Assessing consumer activity in the telecom and Internet sectors in Africa*, is based on a survey of 30 countries in Africa and includes three detailed case studies of Kenya, Senegal, and South Africa.

The report notes, "Because of the speed of growth of Africa's communications markets, it is hardly surprising that investment has sometimes lagged behind demand. As a result of this and other factors, quality of service (in both the telecoms and Internet sectors) has not always been what it should be. But again, as with price, the time is now right for policymakers, regulators and consumer organizations to focus on getting improvements in quality of service." It also focuses on the need to continue to lower prices and extend access to new users through further technology innovation.

Most regulators set up to protect the consumer interest in this area have been given a twofold mandate of creating a level playing field in the industry as well as looking after the consumer interest. As most regulators are relatively recent creations, it is hardly surprising that most have concentrated their efforts on getting the restructuring of the industry right and have only recently begun to consider the interests of the consumer.

Of all the services on offer, mobiles are the most widely used by African consumers. In the initial growth phase of these markets, mobile operators set new standards for availability, pricing and service. But in many African countries, there are very low levels of price competition and mobile charges are considerably higher than fixed line services. Responsiveness to consumer complaints about issues like network congestion varies considerably from country to country: Some countries have begun to tackle these kinds of issues whereas in others, there are no effective processes in place to deal with complaints.

The mobile operators now control the majority of the voice market by value and run the danger of themselves becoming the new incumbents: They are large operators with relatively low levels of price competition and some appear unwilling to be judged on their service performance. With notable exceptions, most operators were not very forthcoming about the exact number of complaints they receive.

The report highlights the approach adopted by the Indian regulator TRAI that publishes quarterly information on service levels from almost all operators and puts this information on its Website. This enables Indian consumers to see whether the operators are meeting the service standards set by the regulator across a range of benchmarks.

Both regulators and operators acknowledge that the interests of the African consumer are central to what they do but not all of them have yet found a way of converting this commitment into practical action. The most striking examples of responsiveness to consumers are two of Africa's larger regulators, the Nigerian Communications Commission and Egypt's National Telecommunications Regulatory Authority.

Very few regulators have any information about consumer attitudes. Exceptions include Botswana's Telecommunications Authority, which conducted a survey to see what its consumers think of the telephone and Internet services on offer.

There have been lively independent consumer campaigns in a number of African countries tackling the three key complaint areas. Nigeria, Senegal, and South Africa all have consumer organizations that have addressed these issues but these are not yet taken as seriously by regulators as they might be.

However, this is almost certainly changing and a number of regulators (including those in Zambia and Malawi) are forming partnerships to address consumers and are using media such as radio and television to reach those who have limited literacy. As most acknowledge that African consumers are largely unaware of their rights, creating awareness through education is an important role of regulators.

In March 2006, the Association of Regulators of Information and Communications for Eastern and Southern Africa (ARICEA) adopted a motion that stated that regulator-members should facilitate the establishment of a consumer body; establish mechanisms to protect and safeguard consumers interests; and take necessary steps to educate consumers on their rights and obligations.

SOURCE: *Balancing Act*

## A Prince is Born!

By Howard Leff

In the early 1980s, I ventured to the unknown continent to visit with our Nigerian agent. Upon arrival in Lagos on an Alitalia flight from Rome, I was greeted at the bottom of the mobile stairs by Dr. G. Adeoba, Yemi Adeoba, and “The Assistant Minister of Transportation”! There were two old Mercedes limos parked next to the plane and we were all driven a very short distance to a sort of quonset hut that was air-conditioned. My passport and baggage claim receipt were taken and I was offered a soft drink and effusively welcomed to Nigeria as an honored guest.

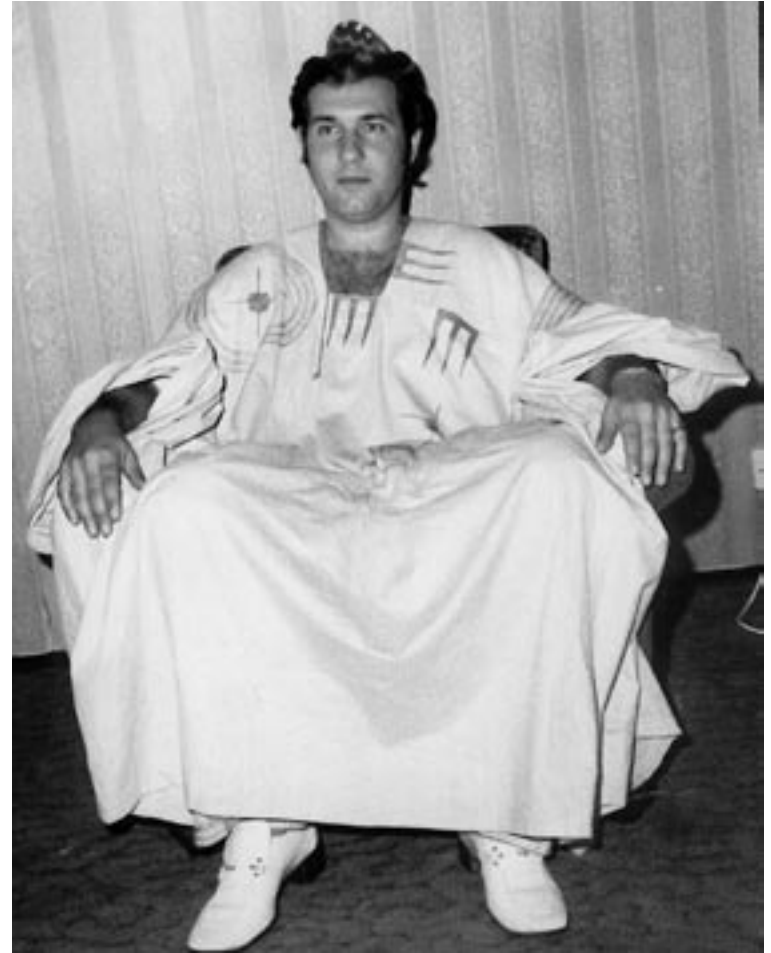
About 15 minutes later, my passport was returned with an entry visa for a 30-day visit and I was told that the bags were in the car and we were ready to go. The road into Lagos was filled with people, animals, dust, overladen vehicles, buses, and cars bellowing smoke and soot into the air. Upon arrival at the Ikeja Hotel, I was given a “VIP” room, which was actually quite nice. I ran the tap water and filled a pitcher with it. Next, I added prescription tablets that were supposed to purify the water.

After a dinner that included things that crawled, swam, and flew in sauces that were unrecognizable, I went to my room for a good night’s sleep before an early morning flight to Port Harcourt. When I looked at the pitcher, I saw about an inch of sediment that had collected at the bottom. So much for drinking the water!

Having slept fitfully for about 5 hours and finally fallen into a deep sleep, I was jolted awake by a clanging telephone. After brushing my teeth with my toothpaste and rinsing with Coca-Cola, I had a quick cup of warm brown boiled water that was identified as coffee. The journey back to the airport in the morning rush hour was chaotic, crowded, and curious as the previous day’s inward voyage.

The domestic side of the bustling airport was jammed with people and huge strapped bags carrying personal effects, food, stoves, pots, and many, many items that were beyond my comprehension. After a cumbersome boarding process from the non-air-conditioned side of the field, we boarded a Nigerian Airways 727 for an uneventful flight to Port Harcourt. Having survived the journey, which took less than 2 hours, we disembarked and were greeted by several individuals employed by the Adeoba family in the local office. We were driven to the best hotel in the Rivers State and told of the coming evening’s schedule, which included a gala cocktail party with the majority of city and state officials to be in attendance.

Wearing a suite and tie, I entered a nicely constructed tent to join about 100 invited guests, as we all enjoyed the 90-plus humidity and equally high Fahrenheit air temperature, drinks, hors d’oeuvres and lively British-accented conversation. I was taken around and introduced to all of the notables, including the Sergeant-Major who was the military head of the state and city governments. Just behind him were several locally attired ladies. As my lower jaw fell to the dirt floor, I was introduced to Mrs. So-and-So, another Mrs. So-and-So, and yet another Mrs. So-and-So. And thus I had my first encounter with polygamy! For some reason I still don’t understand, The Sergeant-Major took a liking to me. As a matter of fact, as his alcohol consumption increased, so did his gregariousness and camaraderie. By the time the reception was winding down, my newfound friend “promised,” with sprawling gestures and effusive verbiage, to make me a “Prince of Nigeria.” As he and his entourage departed in four brand-new Mercedes sedans, I meekly waved, looked up and whis-



**Above: The author sports his princely regalia during a visit to Nigeria in the early 1980s. At right, a close-up of the hat he is wearing in the photo.**



pered, “Thank you.”

At the hotel the next morning in the calm breakfast room, I was interrupted as the Sergeant-Major and a full contingent of attendants made a triumphant entrance. With grand, sweeping movements they arrayed me in a local full-length tunic-type garment and a multi-colored tribal hat that was the official weave of Nigeria. Suddenly, a photographer appeared and after bulbs flashed and blue dots floated throughout the room, I was a NIGERIAN PRINCE!

I learned several years later that the fellow who befriended me was shot to death in an abortive coup attempt. My subsequent visits to modern Nigeria have been quite different and serene. But as the saying goes, “You always remember the first one!”

*Howard Leff works at 7M Transports in Houston, Texas.*

## Thomson International Movers

Thomson International Movers was established in May 1987 by Robin Thomson and Trevor Thomson, industry veterans with many years of experience in the removal industry. Their aim was to establish a company involved exclusively in overseas moving, storage, and fine art packing. After purchasing their first pantechicon and renting a 750-sq.-meter warehouse, their business flourished by providing a high-quality packing service and door-to-door shipments by sea and air throughout the world.

In 1994 the company expanded into larger premises in Johannesburg and a decision was made to purchase land and build a 3000-sq.-meter warehouse with a two-story office block.

In 1997 Thomson International Movers opened a fully operational office in Durban. This move was motivated by the company's need to handle all clearing and forwarding matters, in house as well as to offer specialized door-to-door removal services in Kwa Zulu Natal.

Today, Thomson International Movers offers international removal services to multinational companies, foreign embassies, and aid organizations that transfer staff members and their families to and from Southern Africa. Thomson's services include pre-move survey and counseling, packing (including electronics and high-value items), shipping, and door-to-door delivery services throughout the world, both out of and into Southern Africa. The company provides tailor-made crates for fragile items and motor vehicles. Thomson also covers every aspect of transferring pets, such as managing any relevant customs regulations and travel requirements, to ensure their

safe transportation. Its fully-owned warehouses feature bond storage, firearm safe and storage (approved by the South Africa police services), closed-circuit TV, and smoke detectors. Its fleet, all designed for removals, are equipped with satellite tracking devices for added security of shipments. The company has a dedicated in-house clearing and forwarding division, based in Durban, that also services the Johannesburg office.

Clients are assigned a single point of contact, to foster long-term business relationships by ensuring day-to-day customer fulfillment. The contact is responsible for managing the client relationship and all



## HHGFAA Member Profiles

related client reporting, contact, and support services.

The company's success has centered on its attention to quality of service, with emphasis on "getting it right first time." Thomson has dedicated, experienced, long-serving staff members who are trained to meet international standards set and audited by Ernst and Young for FIDI. The company holds FAIM accreditation. Its employees, says the company, are an important component of its success. Customers are encouraged to complete a satisfaction survey after their move is completed; this practice provides a continuous look at how well Thomson is meeting its clients' expectations and needs.

Earlier this year, Robin Thomson and Trevor Thomson sold 26% of their shareholding in Thomson International Movers to Victor Matsimela, a dynamic young business man with 8 years of banking and 6 years of professional project management, entrepreneurship, training, and business development experience. The Thomsons are confident that Victor Matsimela will add enormous value to the management development of the company in the future.

Thomson's fine arts division handles some unusual items from time to time, but none so unusual as a herd of life-size elephants. Thomson International and Putters, a Dutch company, were recently commissioned by the Beaufort Art Museum to move these works of art from Durban to the Netherlands — a daunting task by any measure. The Thomson International team in Durban packed them up and shipped them all safely.

Thomson International Movers is a shareholder of the Unigroup Worldwide UTS organization. The company is an active member of several professional organizations, such as HHGFAA, the South African International Movers Association, Road Freight Association of South Africa, British Association of Removers, and FIDI. Thomson actively pursues participation in these groups to learn and advise on best practice approaches, and to identify emerging trends and solutions for its clients.

Robin Thomson, one of the founding members of Thomson International Movers, was recently in Beijing at the annual UTS shareholders meeting to receive an award for the most outstanding service in the Group.



### Thomson International Movers

E-mail: [sales@thomsoninternational.co.za](mailto:sales@thomsoninternational.co.za)

Website: <http://www.thomson.co.za>



## AGS Frasers

**A**GS Frasers specializes in the door-to-door relocation and storage of household and personal effects, and offers services to and from anywhere in the world. All its offices offer facilities and equipment for packing, storing, and carpentry, as well as the storage and movement of steamship containers. Its staff are highly skilled and qualified and receive continual training.

The group has experienced a rapid expansion over the past decade. In a family-run business like AGS, decision-making is fast and effective, as it involved only the nucleus of senior management.

Since 1974, the AGS Group has built up a global network of wholly owned subsidiaries in most of Europe, Africa, and, most recently, Asia. In fact, the Group now has 15 offices in Eastern Europe; 6 offices outside France in Western Europe and the United Kingdom; 18 offices in France; 7 offices in the French Overseas Territories; 4 offices in Asia; and 49 offices in Africa.

In countries where AGS does not have its own offices, it has selected overseas partners using strict criteria and credentials in order to ensure that consistent quality standards are applied worldwide.

The company says that it bases its mission on the “soft” success factors in business: reliability, courtesy, credibility, empathy, responsiveness, and communication.

AGS Frasers operations in Africa are coordinated from a specialized department, the Africa Desk in Cape Town, South Africa. Its goal is to deliver flawless services, even to difficult destinations, and more complete coverage of the African continent than any other removals network.

The company has 30 years’ experience in dealing with customs offices in every country. As its branches are based either near shipping ports or inland airports, AGS Frasers has developed good working relationships with airlines and clearing agents. Each of its branches is equipped and experienced to facilitate the clearing and forwarding of household and commercial cargo.

Having developed its own packing material, which is distributed to all its branches, the AGS Group has negotiated the entry of this material with the customs divisions of each country; the materials are exempt from taxes as they are to be used only to protect the goods of its clients and then re-exported. This serves as another tool to monitor quality throughout the company’s network, and saves clients money.

Each branch has its own in-house carpentry workshop, which can build custom-made crates for fragile ornaments or furniture.

AGS Frasers operates an online shipment tracking system that allows the client and staff to view the status of the move and make inquiries from anywhere via the Internet by using the tracking system.

The company carries FAIM and ISO 9001:2000 accreditations. Satisfaction surveys completed by customers after each move allows the company to monitor the quality of its services.

### AGS Frasers

Website: [www.ags-worldwide-movers.com](http://www.ags-worldwide-movers.com)

## AFRICA FACTS

Nairobi, Kenya, was founded in 1899 at a water hole as a camp for workers building the Mombasa-Uganda railroad. In Maasai, the word “nyrobi” means “cool water.” Since Kenya gained independence in 1963, the city’s population has grown 800%, from 350,000 to 2,818,000 in 2005.

*SOURCE: National Geographic*

# Glenscare Africa LTD

By Matt Elliott

For many years HHGFAA members Phibion Makoni of Glens Removals of Zimbabwe and John Roller, then employed by McCollister's Transportation Systems, would enjoy each other's company at the HHGFAA conventions. Each meeting would renew Phibion and John's mutual dream of creating an organization of African movers, each locally owned and operated, throughout the continent.

If such an organization could be developed and globally marketed, they reasoned, it would increase the prosperity of each African nation by attracting household goods and other transportation and logistics business to locally owned companies. Individual company growth through a combined effort would enable the agency owners to hire locally, train and promote native peoples, and to invest in their individual country's transportation infrastructure. Through mutual goals, continual training and quality control, something great could happen. The altruistic objective of creating wealth and employment in the African nations could be reached while decreasing cost and improving service for the shippers to, from, and among the Africa nations.

In early 2004, Roller said goodbye to McCollister's and began planning his first trip back to Africa with the building of the yet unnamed organization in mind. In April John arrived in Harare, Zimbabwe to find Phibion's assistant waiting with a ticket to send John on to Johannesburg, where Phibion was waiting to begin selling the concept to an large American Non-Governmental Organization (NGO).

The initial account call proved that there was great interest in dealing with locally owned companies and genuine excitement about the dual concept of providing assistance to the African nations through the development of locally owned transportation companies while enjoying lower cost and improved service.

Encouraged by the first call, Makoni and Roller spent two filled weeks calling on prospects and visiting Phibion's operations in South Africa, Mozambique, Malawi, Zambia and Zimbabwe. Each prospect validated the concept. If we would build it, they would use it! Roller left Zimbabwe excited about the future and astounded by the challenge; there were many questions to be answered, help to be found, and an organization to be built from scratch. Phibion's companies would

serve as an African base and become the first of the African agents. An operations center at Phibion's Harare, Zimbabwe, headquarters would serve shippers in Europe and Asia, John's Virginia base would provide operations for the Western Hemisphere and sales to the American forwarders and humanitarian industry. The organization was still unnamed.

Once back home, John incorporated The Roller Group, LLC, brought in long-time operational expert B.J. Joiner and experienced international sales representative Matt Elliott. B.J., Matt, and John as partners in The Roller Group would anchor the US efforts. The Roller Group would become the American shareholder in the African company.

Through continued and constant communication between the Zimbabwe and Virginia offices the organization began to take shape. It would be called Glenscare Africa. The Glens and Glenscare name enjoyed a long reputation for quality in southern Africa. The name, recognized and respected by reputable movers around the world, would become the brand name for the new organization. Glenscare Africa was officially incorporated in Mauritius, an African offshore banking nation, in 2005. Glenscare Africa would pattern itself after Asian Tigers, Atlas, UniGroup and UTS in that it would become agency owned. As the organization developed and the individual agents grew, they would acquire shares in Glenscare Africa, and will become its majority owner and directors.

Agency recruitment became the next agenda item, the principal criteria being that the agencies are small or medium-sized and owned by African people. Agency owners must share the Glenscare Africa vision, have an entrepreneurial spirit, and a strong desire to provide quality service through personal attention to shipment details. African NGOs, US government agencies, banks, transportation companies, and embassies were contacted for referrals. Qualified candidates were contacted, vetted, and recruited. The word began to spread. Laurent Bechetta of Burkina Faso became one of the early enthusiasts; he contacted and organized a meeting of interested agents from Benin, Cote D'Ivoire, Mali, Niger, Senegal, and Togo.

In early 2005 Roller met with those agents in Bamako, Mali. Concepts were further developed and Glenscare Africa gained representation in West Africa. From that meeting leadership began to develop, and Ali

Djimba of Niger and Thomas Sossa of Benin became early African shareholders.

Sally Dako of Ghana, Amobi Osuizugbe of Nigeria, and Stephan Ngatcha of Cote D'Ivoire soon became shareholders. The shareholders formed the organization's board of directors with Phibion Makoni as chairman, Ali Djimba as vice chairman, Sally Dako as treasurer. John Roller serves as president, with Stephen Ngatcha and Amobi Osuizugbe serving as permanent committee chairs.

The October 2005 HHGFAA meeting in Washington D.C. became the watershed event for Glenscare Africa. As Bronze Sponsors, Glenscare Africa had what it believed to be a choice spot in the exhibit hall. With Africa artifacts and handicrafts brought by Glenscare Africa agents from 17 African countries for giveaways, the Glenscare Africa booth became a popular spot for the 2005 HHGFAA meeting attendees. The Glenscare Africa agents, uniformly dressed in red company shirts, passed out cards and handicrafts while making new friends and customers from around the world. Phibion and John's dream came to fruition - Glenscare Africa had arrived.

Now represented by Glenscare Africa agents in 32 of the 53 African nations, Glenscare Africa continues to grow. It currently provides service through Glenscare Africa and vendor agents in 51 of the countries. Household goods shipments are a core business for the organization, but Glenscare Africa also serves the food aid and humanitarian services communities. It recently completed large shipments of rice, bulgur, wheat, and vegetable oil into communities in Guinea Bissau, Niger, and Zambia, and is handling hundreds of containers of gifts, relief goods, books, wheelchairs, and medical equipment throughout the continent.

The challenges are great; there are setbacks, frustrations, and cultural issues. Dealing with expensive ocean freight, unreliable transit times, African ports, and customs rules and fees that change without warning sometimes try the patience of the organizers. Yet when asked, "Why Africa?" by many in our industry, both Phibion and John answer the same: "It seems the right thing to do!"

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*Matt Elliott is vice president-sales, Glenscare Africa LTD. E-mail: [maelliott@glenscarefrica.com](mailto:maelliott@glenscarefrica.com).*

## **Packtra PLC**

**P**acktra PLC, headquartered in the heart of Addis Ababa, Ethiopia, has 129 employees and three storage facilities totaling 2,500 cubic meters, as well as a 7,000 cubic-meter container depot area.

The company packs, ships, and forwards household goods and personal effects, general merchandise, and project cargoes. Packtra receives inbound shipments from all over the world through its airport and seaport branch offices in Djibouti, Berbera, and Mombasa. Its services include packing, moving, shipping, transportation, heavy lifting, warehousing, insurance representation (Nile Insurance in Ethiopia, Executive Insurance in Dallas and Florida), clearing and forwarding.

Packtra has a skilled contingent of 95 men trained locally and abroad in the field and packing, shipping, documentation, clearing and forwarding, and cargo transport, including handling of dangerous and hazardous goods.

The company workshop, fitted with modern equipment, is able to perform wood and metal work (such as making special containers), as well as vehicle and truck maintenance. The company owns its fleet of 30 vehicles, including special trucks with 70-ton capacity trailers. Packtra also owns forklifts and cranes for loading and unloading.

Packtra has a 2,200-square-meter wall-to-wall concrete warehouse and a 7,000 square meter container terminal.

An IATA cargo agent, and a member of HHGFAA, FIATA International and other professional organizations, Packtra is able to provide its customers worldwide door-to-door service.

### **Packtra PLC**

E-mail: [packtra@ethionet.et](mailto:packtra@ethionet.et)

Website: [www.packtra.com](http://www.packtra.com)

## **Biard Algiers Relocation**

**B**iard Algiers Relocation, headquartered in Algiers, Algeria, offers a full range of origin services, including premove survey and reporting, export, packing/crating, antique export processing, export customs clearance, air and sea shipping arrangements, and all necessary documentation. Its destination services include preparation of import documentation, customs clearance, delivery, unpacking, furniture assembling, and cleaning up of packing debris. Value-added services are available for specific needs (handyman, piano tuning, maid service, etc.).

The company provides long-term storage services as well as transit records storage.

Biard's menu of relocation services includes general assistance such as welcoming, orientation, home finding, schooling information, and adjusting to life abroad. A guided tour offers opportunities for cultural orientation, a day to discover Algiers through country presentations and an introduction to the local lifestyle.

### **Algiers Relocation Biard Group**

E-mail: [algiersrelocation@yahoo.fr](mailto:algiersrelocation@yahoo.fr)

Website: [www.biard.net](http://www.biard.net)

## Fidepat International

Nigeria-based Fidepat International, with offices in Port Harcourt, Lagos, and Abuja, has been in business since 1987 and incorporated in 1990. Its services include domestic and international packing and removal of commercial, household goods, port consolidation, and integrated logistics solutions. The company has a network of agents worldwide assisting at origin and destination points to ensure seamless moves.

Among Fidepat's client base are international organizations, corporations, and individual families. Its stated mission is to serve those clients by meeting their various expectations and earning their satisfaction in a timely and professional manner.

Fidepat promotes professional ethics and high quality standards, and provides continuous training, growth and professional development of its staff. Employees receive regular training to reinforce best practices, quality, health, and safety standards. It also places a high premium on environmental friendliness to the communities it serves.

With its fleet of vehicles and moving equipment, Fidepat International is able to offer a full menu of services to its domestic and international clients. The company continually invests in warehouse and storage facilities improvements to ensure that customers' goods are safe and secure.

Fidepat prides itself on being customer-oriented, offering free pre-move surveys and professional advice, offering up-to-the-minute tracking information, using quality packaging materials, handling complaints and claims promptly, and paying constant emphasis on quality.

Special services offered by Fidepat include importation of heavy equipment, handling oversize, overweight, or hazardous cargo, pre-clearance and customs tasks, and others as required. Fidepat International has cultivated relationships with the Nigerian immigration authorities to facilitate the entry of foreign nationals and immigrants into Nigeria. Upon request, newcomers to Nigeria will be met at the airport by Fidepat staff, who can arrange comfortable accommodations at quality hotels. The company also can help new arrivals settle in and locate temporary or permanent residences and offers an introduction to Nigeria's cultural, government, education, and social resources. For clients who are leaving Nigeria, Fidepat offers packing and shipping services, account settlement, and will even make flight arrangements upon request.

Fidepat is an active member of HHGFAA and a number of other professional organizations.

### Fidepat International

E-mail: [fidepat@phca.linkserv.com](mailto:fidepat@phca.linkserv.com)

Website: [www.fidepat.com](http://www.fidepat.com)

## WSH Logistics Limited

The Nigerian firm WSH Logistics Limited, headquartered in Lagos, has a high quality and functional warehouse staffed by a proactive workforce to meet clients' delivery needs.

Motto: "We move the world."

### WSH Logistics Limited

E-mail: [ureogoo@yahoo.com](mailto:ureogoo@yahoo.com)



### AFRICA FACTS

**Number of languages spoken:** over 2,000

**Number of democratic governments:**

19 of a total of 53 nations

## Biddulphs International

Biddulphs Removals was established by the late Fred Biddulph in 1928 in Harare, Zimbabwe. In 1966 the company established a South African operation based in Pretoria. Since then the operation has been expanded to all main centers in South Africa, and Biddulphs now has nine branches in South Africa, three in Zimbabwe and one in Botswana. All branches have fully staffed offices, vehicles and modern warehouses.

Biddulphs has separate International Divisions that provide a range of specialized services for clients who are relocating. The company also can arrange an introduction to the destination where a client would be relocating at the customer's request.

The Biddulphs fleet consists of 175 vehicles, and its modern storage facilities are palletized. The Johannesburg, Durban, and Cape Town warehouses have bond facilities, and all have 24-hour security and alarm systems and are regularly treated for pest control.

CEO Peter A Farmerey noted, "Biddulphs International's commitment to our clients goes far beyond moving them into their new home and delivering the usual standard services associated with international moving."

### Biddulphs International

E-mail: [biddulphs@biddulphs.co.za](mailto:biddulphs@biddulphs.co.za)

Website: [www.biddulphs.co.za](http://www.biddulphs.co.za)

## **SHIPPING UPDATE: SYRIA**

### **US Sanctions on Syria Not Applicable for HHG/Personal Effects**

*Sueli Montilha, business development manager at Nazha Freight Services, recently sent HHG-FAA the following update concerning shipments to and from Syria.*

For a long time now there has been a widespread confusion over what can be shipped to Syria from the United States. During this time, we have suffered losses due to the lack of a concrete and final explanation from the US authorities to clarify whether household goods were among the sanctioned items, bringing uncertainty to potential clients and difficulties for US removals companies and freight forwarders in Syria.

However, the uncertainty seems to be over. We have now received a confirmation from the Department of Commerce, Bureau of Industry and Security (BIS), which sheds light on the whole matter. On our behalf, and with great effort, Boris Populoh of HHGFAA, through the office of the General Counsel, contacted several US agencies to get an answer from BIS, and here is what he came up with:

*“We have determined that the Dept. of Commerce, Bureau of Industry and Security (BIS), is the agency with responsibility for licensing exports and its Export Administration Regulation has an exemption which permits shipments of household goods and personal effects from the United States to Syria for personal use under 15 C.F.R. Part 740, License Exception.(...)The specific regulation is 15 C.F.R.§740.14, Baggage (BAG), which permits persons leaving the United states to ship (1) personal effects, (2)household goods, (3) vehicles and (4) tools for trade as long as the items are owned by the shipper or his family, are for personal use, and not for sale or other disposal...This is a general license exception which does not require any special agency approval. This exception **does not apply to import shipments from Syria.**”*

We are delighted with the outcome, and hope that the difficult times will be over and we are looking forward to resume our commercial activities with our US counterparts. For more information, or a copy of the legislation, contact Ms. Sueli Montilha at [smontilha@nazhagroup.com](mailto:smontilha@nazhagroup.com).

## AFRICA: On a Par with with the Rest of the World

*By Yogesh Thakker*

**H**as Africa been forgotten by the rest of the world? No. Paul Wolfowitz said in his first week as the president of the World Bank that the greatest challenge facing the bank is to get the developed world to focus on Africa, where more than 750 million people face increasing poverty.

When Wolfowitz's predecessor, outgoing President James Wolfensohn, was asked what he considered to be his failures during his 10-year tenure at the bank, he said his biggest regret was his inability to convince rich countries that Africa needed urgent attention.

"I don't know why it is that in the developed countries, African lives are worth less than lives in Asia or the Middle-East," Wolfensohn said. "That has to change or the world will face a disaster in Africa."

The British Prime Minister, Tony Blair, has said that poverty and the threat of failed states in Africa represents the "fundamental moral challenge of our time."

The main problems that face Africa are poverty and HIV. But all is not lost — there is much opportunity on the economic front that is seen by many people in Africa and outside it.

Business opportunity in Africa abounds — provided you can navigate around the developing infrastructure and political instability. The real challenge lies in changing people's ideas about what is possible on the continent.

**Despite the roadblocks posed by a still-developing infrastructure and bouts of political instability, opportunities in Africa abound.** The difficulty lies in expanding the world's understanding of a culturally diverse continent that is in the earliest stages of exploring

high-tech sectors such as e-commerce and telecommunications.

"Africa is a blank canvas where anything can be done," says an executive director of a bank. Less than 2% of the population has access to telephone lines, he said, leaving the door wide open for those who want to enter the wireless market. The banking industry is virgin territory, too, he points out. "There isn't the same card culture in Africa yet. People don't use ATM, debit, or credit cards as much as in the other parts of the world."

There is need to foster a stronger entrepreneurial culture in Africa. Technology is not difficult to deploy, but a more established infrastructure is necessary to support these advances.

"I know someone who is working on an eBay model in Nigeria," says a local resident who moved back to that country. "There is a lot of demand for something like that, but DHL — which costs around \$12 — is the only means of shipping goods reliably."

Meanwhile, the world has witnessed an ideological revolution on the African continent: "We have arrived at a crossroads in Africa," said a media executive, who says that the only limits lie in preconceived notions that Africa lacks opportunities for growth. "In addition to an information revolution, Africa needs an ideological revolution that will change people's ideas about what is possible here."



Part of that change comes when foreign-educated Africans return home. It's easy to live a comfortable life in the United States, but there's a huge need for all of those expatriates, who are well positioned to exploit the opportunities that are available in Africa now.

Technology will play an increasingly important role in Africa's economy, with telecommunications and software being two sectors with particularly bright futures. Investors based in New York, Washington, D.C., and London need the specialized, local knowledge required to succeed in Africa.

Those investors need to know local people. For Africans who have had a taste of life in the West, it takes a little courage to go back, but doing business in Africa is fulfilling, and makes you feel good inside.

What will it take to stimulate further growth in the region? Is it necessary to create a pan-African organization to attract big-league investors? There are 300 languages and dialects in Nigeria alone. An organization that involves the regional clustering of countries seems most realistic.

Any one country may not be large enough to attract the capital needed for big projects. It depends on the business in question, and how dependent it is on economies of scale. Laying fiber-optic cable, for example, requires a \$1 billion to \$2 billion investment and demands the cooperation of more than one country.

Integration makes sense, particularly for Internet-related ventures. Perhaps some form of organization will be realized eventually, but it will take time to make this vision a reality — just look at Europe!

And what about the issues of political stability and investment risk? How can these perceptions — some based on unfortunate realities — be turned around? It's important to get away from the idea of an "Africa risk." Many such fears derive from expatriates who couldn't succeed for cultural reasons. There are risks in Africa, just as there are anywhere, but we need to explain and quantify them better and demonstrate the high returns associated with them.

There's nothing like an FDIC yet, and there probably won't be in the future — but there needs to be some sort of investment support.



**Images provided courtesy of Yogesh Thakker.**

Unfortunately, that probably won't happen for a while. One way to mitigate risk is by having credible local partners.

Making progress within Africa — particularly when it comes to building successful high-tech businesses — requires on-the-job management experience. Some of the successes are giant multinational corporations in Africa such as Shell, Schlumberger, and Unilever. Whatever progress has been made in Africa, most investors and multinational organizations remain too wary to invest in any but the safest sectors, such as oil. FDI is all well and good, but real change will occur from within the country. Africans, I contend, will have to build Africa.

(NOTE: The views expressed in this article are purely my own. My research was done via the Internet and from various articles published on the Web.)

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*Yogesh Thakker, who is with 21st Century Relocations in Mumbai, India, is the Africa and Middle East Representative serving on HHGFAA's Associate Members Management Board.*

## HHGFAA Holds Cargo Security Forum: Attendees Exposed to Technological Advancements, Critical Information

By Boris Populoh

The Household Goods Forwarders Association of America, Inc. held a forum in Hong Kong, China on May 5–6, 2006. The event, entitled the “HHGFAA Forum on Cargo Security for Single Event Shipments,” focused on issues pertaining to the increasing unpredictable nature of single event and non-repeat international containerized goods and commodities shipments as a result of progressively stringent security regimes being employed in the United States and around the world.

The meeting revolved around technologies currently being developed and deployed with respect to efforts to better protect the international supply chain and associated infrastructure. Attendees had the opportunity to visit one of the most advanced port terminal operations in the world. ModernTerminals Limited of Hong Kong gave the forum attendees a behind-the-scenes tour of their operations, and shared their experiences with the Integrated Container Inspection System (ICIS).

The ICIS project is part of a collaborative effort between Science Application International Corporation (SAIC) and ModernTerminals to study the feasibility of 100% container scanning by the port operator.

The port tour was followed by an afternoon of presenters and speakers who are at the top of their respective fields. Presenters covered a broad range of topics; however, all related to the issue of reducing the potential security threats of international containerized goods shipments.

Greg O’Brien, regional manager for Asia/Pacific with SAIC, discussed the system currently being tested at ModernTerminals and provided information on the current capabilities of the system and the its future potential.

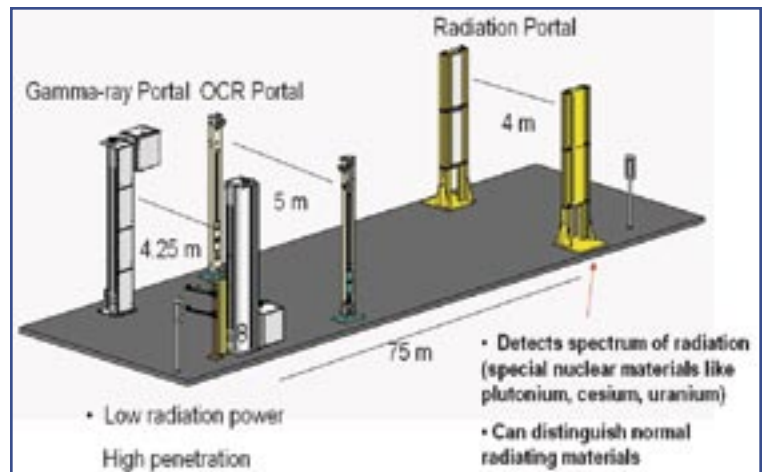
Speaking on cargo threat and risk prevention, Richard Hancock, executive vice president for asset protection and enterprise security with Hill & Associates, reviewed threat and security parameters for the international cargo transportation industry and offered proactive operational and procedural solutions to address the new threat environment faced by all industry participants.

Providing additional in-depth information on the state of RFID technology implementation, Marty Adickes, PhD, the principal RFID solutions architect for Symbol Technologies, gave attendees an inside view of his company’s current projects, including a \$50 million implementation project at the Hong Kong International Airport to track passenger baggage as it makes its way to and from arriving and departing planes. Adickes offered “a glimpse of the future” of RFID technology.

Continuing the theme of RFID implementation were David Hope with American Red Ball International and Don Robinson of RFID Decisions. They presented an overview of American Red Ball’s efforts to achieve greater in-transit visibility of international household goods shipments through the use of RFID technology. Hope and Robinson provided background information on a recently completed pilot study that tracked shipments between selected locations in Europe and the



Forum attendees in front of SAIC's Integrated Container Inspection System (ICIS).



from left: Greg O'Brien, Science Application Int'l Corp.; Richard Hancock, Hill & Associates Ltd.; and Marty Adickes, PhD, Symbol Technologies.





**From left: Robert Cormier, Santa Fe Relocations; Catherine Chow, ModernTerminals; and Gari Lai, Jardine Shipping Services.**



**Don Robinson of RFID Decisions (left) and David Hope of American Red Ball International at the HHGFAA Cargo Security Forum in Hong Kong in May.**

West Coast of the United States using RFID.

Discussing the impact of the continually changing industry landscape as a result of these changes in technology and operational protocol were Robert Cormier of Santa Fe Relocations, Catherine Chow of ModernTerminals, and Gary Lai of Jardine Shipping Services. All three provided forum attendees with information on their respective companies' efforts to address and deal with the "new normalcy" that is part of doing business in a security-intensive transportation environment.

HHGFAA plans to continue to provide forums where our members can discuss the industry trends, challenges, and opportunities that are sure to be plentiful in the years to come.

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*Boris Populoh is HHGFAA's director of programs and education.*



## **AFRICA FACTS**

**Average income:** 50% of Africans live on less than \$1 a day

**Richest nation:** Mauritius, with a per capita GDP of \$12,800

# A World of Spies Has Its Eyes Trained on the US

*By John Diamond. USA Today*

**S**pying on the United States is a growth business.

Last year alone, US Immigration and Customs Enforcement (ICE) investigated 2,500 cases of alleged illegal export of US munitions and sensitive technology, arrested 101 suspects and convicted 86, according to agency statistics.

The FBI has counterintelligence teams working in all 56 of its field offices across the country and has established a liaison program with four major defense contractors designed to prevent theft of restricted military technology, said Timothy Berezney, the top FBI counterintelligence official.

“We’ve positioned the FBI to respond to counterintelligence threats anywhere in the United States,” not just in Washington and New York, Berezney said.

Spying in the United States still includes traditional embassy- and consulate-based espionage, in which foreign agents under diplomatic cover collect sensitive information and try to recruit knowledgeable sources. Such activity is often centered in New York and Washington.

Fifteen years after the collapse of the Soviet Union, Russia still has the largest network of spies in the United States under official cover, Berezney said. Cuba also has a growing network of agents in the United States, mostly in New York and South Florida, to keep Fidel Castro apprised of US policy and possible threats.

The rapid growth, however, is in industrial espionage, which is aimed at acquiring not only weapons technology, but also manufacturing processes that can be used for profit.

The FBI and ICE are tracking efforts by Iran to build a spy network, said Berezney and Stephen Bogni, supervisory special agency with ICE. Iran, they say, is also seeking arms technology through Iranian expatriates and middlemen to conceal the Iranian regime’s role.

Before its Islamic revolution in 1979, Iran bought advanced US weapons systems, including F-14 fighters, Bogni said. “They’re constantly looking for spare parts,” he said. Sanctions imposed on Iran after the revolution have prevented the regime from maintaining and updating its weapons.

Congress is paying attention. The House Intelligence Committee, in a report accompanying the just-passed bill authorizing intelligence spending for fiscal 2007, expressed concern that 10 espionage suspects “face relatively light sentences if found guilty” because they are not being prosecuted under laws barring the transfer of defense information to a foreign power.

“The penalties facing these accused spies are not an effective deterrent to espionage,” the committee said.

Rep. Michael Rogers (R-MI), who chairs the House Intelligence policy subcommittee, said there’s more spying aimed at the United States now than there was during the Cold War.

*SOURCE: USA Today*

## IMO Wants Satellite Tracking of Ships

**T**he UN’s International Monetary organization is studying proposals to track ships by satellite to fight terrorism.

IMO’s Maritime Safety Committee (MSC) was scheduled to discuss the proposed adoption of new regulations on Long-Range Identification and Tracking (LRIT) of ships, in a meeting at the organization’s London Headquarters for its 81st session, May 10-19.

The MSC was to consider, with a view to adoption, draft proposed regulations for the Long-Range Identification and Tracking (LRIT) of ships together with associated performance standards and functional requirements. These have been developed by the Sub-Committee on Radiocommunications and Search and Rescue (COMSAR), taking into account work carried out initially by the Sub-Committee on Safety of Navigation (NAV).

It is envisioned that the LRIT information ships would be required to transmit include the ship’s identity, location and date and time of the position; and that there should be no interface between LRIT and AIS. One of the more important distinctions between LRIT and AIS, apart from the obvious one of range, is that, whereas AIS is a broadcast system, data derived through LRIT will be available only to the recipients who are entitled to receive such information and safeguards concerning the confidentiality of those data have been built into the regulatory provisions.

*SOURCE: IMO [www.imo.org](http://www.imo.org) 5.16.06*

## The Eighth Habit

By Stephen R. Covey and Franklin Covey

Almost 16 years have passed since leadership guru Stephen R. Covey wrote his seminal self-help book *The 7 Habits of Highly Effective People* (Free Press). During that time, the book has sold more than 15 million copies and helped readers worldwide to build more effective, more successful professional and personal lives. Recently, it became clear to Covey that people want more -- they want greatness, fulfillment and passion.

It is possible to have all of these things, says Covey — but it requires adding an eighth habit to his original list (see list below). **That eighth habit is: “Find your voice and inspire others to find theirs.”** Finding your voice means making decisions instead of just completing tasks... thinking creatively... challenging yourself... and helping your organization or community to better utilize its greatest resource — the knowledge of its people.

Covey’s book focuses on how to use the eighth habit in the workplace, but his wise advice can help us make our personal lives more fulfilling as well.

### Finding your voice

**We all want to believe that our lives have meaning.** We want to challenge ourselves and get the most out of our abilities. We want to make a unique contribution, not just carry out instructions. In short, we want to find our voice. To do so, play a mental game by making the following four assumptions. By doing this, your future decisions will be clearer and your life more balanced.

- Assume you’ve had a heart attack. When people have brushes with death, they seem to understand what is and isn’t important. Why wait? Skip the heart attack... focus on what matters now.
- Assume your work or home situation will change in two years. Most of us consider a career change only when things are going poorly. Start to think about what else you would like to do right now. If you’re retired, never give up working on meaningful projects and making important contributions.
- Assume everything you say about anyone else can be overheard by that person. This makes your voice more powerful. If you wouldn’t want to be caught saying something, then you’re better off not saying it at all.
- Assume you will have a one-on-one visit with your Creator every quarter. What would you be proud to say? We all have a moral compass, and it shouldn’t be ignored.

### Practicing the Eighth Habit

**In the majority of organizations, most people don’t believe they have a voice.** They feel unappreciated and insignificant. In a recent survey by polling company Harris Interactive, only 15% of employees said that upper management actively supports the goals of their work team... only 37% had a solid understanding of what the organization is trying to achieve and why... and only 41% of workers said that their jobs tap into the best of their talents.

Instead, most employees feel stuck in jobs that don’t require — or even allow — them to get the most out of their creativity and intelligence. They feel alienated and dehumanized. It’s easy for employees in this situation to stop putting forth their best efforts or, worse, to engage in cancerous behaviors, such as complaining about their company and criticizing its upper-management team.

Employees who do this don’t hurt just the companies. They also hurt themselves. By complaining about a situation instead of working to change it, they help ensure that it will never change. They doom themselves to unrewarding, go-nowhere jobs.

By practicing the eighth habit and finding your voice, a so-so job can evolve into a very fulfilling career that allows creativity and a unique contribution.

### Putting it into practice

**You don’t have to be a CEO to change the way your organization operates. You just have to be a leader -- and “leadership” is a choice, not a position in a hierarchy.** Not everyone believes me when I say this. Those on the low rungs of the corporate ladder or volunteer organizations sometimes complain that higher-ups never allow them to make any real contributions.

Even if your boss doesn’t encourage you to find your voice, that shouldn’t stop you from seeking it. Ask your supervisor, “What can I do to help you to be more effective?” and tackle some additional assignments. Eventually, you’ll gain his/her trust and increase the odds that you’ll be asked to perform tasks that require creative thinking.

Or volunteer to take on the assignments that no one else wants. The more thankless a task, the more latitude you’re likely to have to make your own decisions -- with everyone steering clear, no one will be overseeing you very closely.

If your boss still won’t empower you to think creatively, take the initiative and empower yourself. Make

recommendations to your boss even if you aren't asked for them. Construct a plan and tell him what you intend to do -- don't ask for his permission or wait to be given direction.

There is some risk to this strategy, but if your previous performance is above reproach, your plans or recommendations are valid and you pick the right moment, this will pay off more often than not.

*Example:* I once worked as the administrative assistant to a dictatorial university president. This man made all the decisions himself and treated his staff like gofers.

While most of his employees complained endlessly, they never tried to change the situation. Only a low-level employee named Ben took the initiative to find his voice. Asked to gather data about how many universities armed their security guards, Ben correctly surmised that the president would want this information to defend his own approach to campus security at an upcoming board meeting. Ben presented the president not with just the requested data, but also his analysis and recommendations for the campus. The president was thrilled and had Ben present his findings to the board. Within four years, Ben was the second most influential person on the campus.

If your boss doesn't respond favorably when you try to find your voice, don't judge him harshly. Try to empathize with him... avoid participating in intraoffice boss bashing... and continue to take the initiative when you can. Be patient and persistent. Never give your boss reason to doubt that you are on his side. If this gets you nowhere, the alternative is to find another job.

## Advice for employers

**For bosses, implementing the eighth habit means redefining the word leadership. Leadership isn't telling others what to do — it's communicating to people about their potential so clearly that they come to see it themselves.**

*Example:* When I was a young man, I took a break from college and joined a volunteer organization. After about four months, the president of the organization told me that my new assignment was to travel around England training local leaders — people much older than I was. I doubted my ability to do this, but the president expressed great confidence in me. He saw more in me than I saw in myself and convinced me of my talents.

Some employers are under the mistaken impression that paying a salary is enough to earn them an employee's commitment. **In fact, employees decide how much of themselves to give to their jobs based not just on financial compensation, but also on how fairly they feel they're treated...** how creatively involved they are in the organization... and how meaningful and principled they think their work is. If people you supervise feel that they are appreciated, intellectually challenged and working for a good cause, you'll receive their full efforts.

## The Original Seven

These are the original seven habits of highly effective people from Covey's best-selling 1990 book...

- Be proactive.
- Begin with the end in mind.
- Put first things first.
- Think win/win.
- Seek first to understand, then to be understood.
- Synergize. (The whole is greater than the parts.)
- Sharpen the saw. (Improve physically and mentally.)

*SOURCE: Bottom Line Secrets*

## Good Manners Pay Off

"A spoonful of honey will catch more flies than a gallon of vinegar."

*Benjamin Franklin*

**G**ood manners are vital to winning customers and keeping their loyalty. No matter how good your products, rude or indifferent service hurts your company.

A survey by a consultant firm, Eticon, found that 58% of customers will take their business elsewhere because of bad manners — even if they must go out of their way or pay more. Even worse, **80 percent of those surveyed feel that rudeness is increasing in the business world.**

If you make even basic etiquette lessons a part of job training, the results will speak volumes about your staff and your company. Customers will respond positively when they hear someone answer the phone politely, respond calmly to their frustration and know which fork to use during a business lunch.

Here's how to institute some etiquette lessons at your company:

- **Be discreet.** When you approach your staff with the idea, tell them you are trying to help them brush up on their skills. As long as you don't give them the impression you think they're a bunch of ill-mannered oafs, most staff members will welcome the opportunity.
- **Hire some pros.** Professional trainers or etiquette consultants can cover the basics at a brown bag lunch. For more complicated needs, they can hold sessions lasting from a few hours to a full-day or longer. If bringing in experts sounds like a budget buster, send your human resources manager for training and let him or her teach the rest of the staff.
- **Reinforce the lessons.** Even model employees can have a lapse of memory about where the fish fork goes or how to introduce people when a name is forgotten. Prepare a short handbook or set up a page on your Intranet that covers the basics.

By making sure your staff has the right skills, you'll encounter fewer misunderstandings and happier customers, all adding up to increased profits.

## A Lesson for Managers from the World of Sales

*By Ian Cook, Fulcrum Associates Inc.*

**W**ant to improve your managerial skills? Read this featured article to learn how you can adopt the skills and traits used by sales professionals to better manage your projects, staff and workload.

By far the single biggest concern I hear from managers I work with is, "How can I get my people to do more?" Their number one challenge is how to ensure their employees are motivated. For the answer to this question we turn to the sales professional.

**Superior salespeople do many things well but one thing stands out.** They get into the head of their prospect/customer! They start where their customer is — cognitively, emotionally, even physically. How do they do this? By becoming curious — asking questions and listening intently — about their customer's:

- hopes and dreams (what they want)
- fears and concerns (what they don't want)

Our sales star now determines whether his or her product/service provides a solution for the customer, or whether to refer him/her elsewhere. If it does, they proceed to link their solution to the customer's indicated need(s).

Your employees are like your customers. They want things from their work. Let's call these "benefits." Examples are money, recognition, opportunity to learn and advance, balance, and challenge. Avoiding what they don't want is also a benefit to them. For example, a pay cut, being downsized, boredom, stalling in their career.

You are like the salesperson. You are often, though not always, in a position to satisfy their needs. In return, you require their performance contribution.

Sales coach Tom Stoyan calls selling "helping your customer make a buying decision." Managers, encourage your people to articulate what they want from their work. Many are not sure. You may have to facilitate their thinking process: "What do you want?" "Uh, I dunno. More money, I guess." "OK, money. And what else?"

Know that most people will be motivated to perform once they perceive a clear link between their effort and the outcomes they truly value. This is when you make your "sale!"

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*Ian Cook, presenter and consultant, is an expert in assisting managers and supervisors build strong teams and get more from their employees through modern leadership approaches.*

## Training with the Fab Four

**Who knew when John, Paul, George and Ringo made their fateful appearance on Ed Sullivan on that fateful day in 1964, corporate trainers would benefit from it more than 40 years later?** Yet that's just what management consultant Andrew Sobel suggests. In a newly released white paper on the subject, *The Beatles Principles*, he points out a surprising number of workforce development lessons trainers can learn from the same group that got teeny boppers bopping — much more than “Love Me Do.”

For one thing, Sobel says, **the Beatles had notable chemistry** that may have at least partly stemmed from the vast amounts of time they spent together, practicing material face-to-face. At a time when virtual meetings often supplant live gatherings, that might be something trainers should think about, Sobel maintains. **They worked so well together;** in fact, they achieved what most corporations are trying to do. “That's what all those team-building mantras and exercises happen to be about, he notes.

**At the same time, each member was known as his own brand,** so to speak. Unlike other rock bands of the time — say The Rolling Stones or The Who — most people you ask on the street will be able to name each member of the Beatles. **They melded together seamlessly as a team, but still were the recipients of individual recognition,** a nice balance to remember as you consider how best to heap accolades on your workers. Build teams and encourage partnership, but don't forget about the importance of individual achievement. Also worth noting is the attention the group made sure Ringo Starr, as the drummer, received. While not one of the leading songwriters or singers, he was literally given a platform of his own with his place on the stage typically raised up high in the backdrop behind his bandmates. Similarly, both he and George Harrison, also not a leading player in the group, were given a chance to sing on their own — Starr, for instance, on “A Little Help from My Friends” and Harrison on “My Guitar Gently Weeps” and “Something.”

**The blending of dissimilar personalities is also worth remembering** when thinking of those lovable mop tops. Despite their cheery exterior, **there were some formidable differences under the surface.** John Lennon was an idealist, but also angry and tormented, while Paul McCartney tended toward a cheery optimism. Sobel says to remember when putting work groups together that contrasting personalities don't have to clash into disaster. They just may create a beautiful harmony together. “Together they helped constrain each other's excesses. When putting teams together, we tend to pick members in our own image,” he says. “But where you get the really creative explosion is when you get different kinds of people, one who's introverted and analytical, for example, and the other more of a sales type.”

**The Beatles were also great innovators,** a principle you might want to remember when working to establish corporate culture. Despite the mega-success of their first album, the second was such a departure, some fans even — albeit temporarily — bolted. “With each record that came out, they added to their fan base; they wanted a new sound,” Sobel stresses. **“If you want to keep your customers, you have to treat the 100th meeting like the first; otherwise why would they stick with you? Complacency sets in. You don't want to go back year after year singing ‘I Want to Hold Your Hand.’”**

*(SOURCE: Inside Training—Business Intelligence)*

## Bad Hiring Comes Home to Roost

**Y**our poor judgment, and that of the leaders you helped foster, may have greater consequences than your own embarrassment. According to the results of a study released last month by Right Management ([www.right.com](http://www.right.com)), a Philadelphia-based career transition and organizational consulting firm, bad hiring and promotion decisions come with a significant aftermath.

The survey of 444 organizations throughout North America showed that lower employee morale and decreased productivity as a result of these decisions; 66% said decreased employee productivity was a consequence; 54% linked shoddy hiring and promotion choices to lost customers and market share; and 51% said not hiring and promoting properly means higher training costs.

And, that's not the only cost. Human resources gurus, trainers and organizational leaders who don't think carefully before making their next appointment could cost their companies money in other areas as well—especially when direct reports decide to hit

And the costs related to those lost employees keep on adding up. Recruitment, training, severance and lost productivity may add up to two times the employee's annual salary, 42% of those surveyed said; 26% said it amounted to three times the employee's annual salary; 11% cited costs up to five times the employee's annual salary; and 6% said it's four times his or her salary. Fifteen percent said it's about equal to what the employee would have made in a year — had that worker stayed, of course.

*Source: Inside Training—Business Intelligence*

## GAO: Pentagon Not Ready for Another Katrina

By Hope Yen, Associated Press

The government won't be ready for another major disaster such as Hurricane Katrina unless the Pentagon takes a more aggressive role in the federal response, congressional investigators said.

Poor planning and confusion about the military's role contributed to problems after the storm struck on Aug. 29, 2005, and without immediate attention improvement is unlikely, the Government Accountability Office said Monday.

It urged the Defense Department to establish procedures to speed aircraft, troops and reconnaissance gear to hurricane-stricken areas when local and state officials are overwhelmed as well as beef up communications support to Homeland Security officials, who have the lead role in a disaster.

"The devastation of Katrina and the issues it revealed serve as a warning that actions are needed," said the report by Congress' investigative arm. "Without urgent and detailed attention to improve planning, the military and federal government risk being unprepared."

Responding to the study, Assistant Defense Secretary Paul McHale said the Pentagon has taken several steps to improve its disaster response.

In recent weeks, defense officials have stocked up on cellular and satellite phone vans, begun updating their emergency response plans and have placed specially trained military personnel into the Federal Emergency Management Agency regional offices.

"Striking the appropriate balance between the military's primary warfighting role overseas and the need to support civil authorities at home is a difficult but fundamental issue," McHale said in a letter included with the report.

The report said the Pentagon had ample warning since 1992's Hurricane Andrew, which devastated swaths of South Florida, of problems relating to communication and allocation of resources. Among the problems:

- Few of the government's pre-Katrina disaster response exercises focused on catastrophic natural disasters. None called for a major deployment of Pentagon resources.
- The Pentagon did not have procedures to step in with troops and other reconnaissance to assess the amount of damage in coordination with state and local officials.

- The military did not plan for integrating large numbers of deployed troops serving under different commands such as the federal government and various states.

"No one had the total picture of the forces on the ground, the forces that were on the way, the missions that had been resourced, and the missions that still need to be completed," the GAO said. "Substantial improvement will require sustained attention from the highest management levels in DoD, and across the government."

The report comes as the Bush administration contemplates the proper domestic role of the military as it faces long-term obligations

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**"Striking the appropriate balance between the military's primary warfighting role overseas and the need to support civil authorities at home is a difficult but fundamental issue."**

**—Assistant Defense Secretary Paul McHale**

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in Iraq.

Previous White House and congressional investigations into the Katrina response have said the military should take on a greater role. President George W. Bush also is considering plans to shore up the Mexican border with National Guard troops paid for by the federal government.

During investigations into last year's hurricane response, FEMA and the Homeland Security Department took much of the criticism, leading to the resignation of FEMA chief Michael Brown.

"The key to a successful response for DoD and others is to create detailed plans for the response, train personnel on those plans, and simulate our response with detailed exercises," Sen. Joe Lieberman, a Connecticut Democrat, who sits on Senate Homeland Security Committee, said in an e-mailed statement.

The report notes that in the unprecedented disaster that Katrina caused, the Pentagon responded with 50,000 National Guard and 20,000 active federal personnel for search-and-rescue missions.

It also was given the difficult task by FEMA of distributing ice, water, food and medical supplies and, as a result, had to airlift 1.7 million meals to Mississippi at the last minute because FEMA did not have an adequate system to keep track of what was ordered.

## ACE Monthly Duty Collection Topped \$500 Million

A record \$510.6 million in duties and fees was collected in April by US Customs and Border Protection (CBP) through the Automated Commercial Environment (ACE) monthly payment feature. This represents 25% of total duties and fees collected by CBP.

“ACE collections jumped more than \$100 million in the April reporting period and now top \$4 billion since the first monthly payment was made in July 2004,” said Louis Samenfink, executive director, CBP Cargo Systems Program Office. “This is one more example of how ACE is building momentum. I encourage members of the trade community to join the more than 2,000 importers, brokers and carriers who have established ACE accounts, and find out more about the benefits of using the ACE monthly statement and payment capabilities.”

ACE is the commercial trade processing system being developed by CBP to enhance border security and expedite legitimate trade. With participation in ACE, importers and brokers are paying duties and fees monthly, instead of on a transaction-per-transaction basis. ACE monthly statements can also streamline accounting and report processing, and provide an electronic record to trace import activities.

ACE trade benefits include:

1. Monthly payment of duties and fees instead of on a transaction-per-transaction basis
2. Duty payments on the 15th working day of the month for more than 45 days of interest-free financial float
3. Online tracking through customized account views
4. Access to more than 60 downloadable reports.

### Duties and fees collected through the ACE monthly payment feature

Date	Number of Dutiable Entries	Duty and Fee Payments
July 2004	11	\$84,000
August 2005	53,147	\$232 million
April 2006	353,887	\$510.6 million

For information about how to establish an ACE account, e-mail CBP at [acenow@dhs.gov](mailto:acenow@dhs.gov). Also, check for the latest updates for ACE application information on the CBP Website at [www.cbp.gov/modernization/](http://www.cbp.gov/modernization/).



## “Back to the Bocage” Convoy 2006!

Louisville-based 14th Armored Re-Creations, a historical reenactment and preservationist group, is heading for the beaches of Normandy in July to participate in the 2nd Armored in Europe’s convoy of the Bocage Country. The event is called “Back to the Bocage” and participants will be operating vintage WWII tanks, halftracks and armored cars and will be in character for the 9-day, 300-mile trip. The event will take the vehicles and personnel on and off road, starting on Omaha Beach and ending in Caen.

They will loosely re-trace the path of the 2nd Armored Division as it crossed France in the early days of WWII. Towns and villages along the way will celebrate liberation, just as they did 62 years ago.

The 14th Armored Re-Creations is known for the re-creation of the sights and sounds of the 14th Armored Division in WWII. The 14th, “Liberators,” as they were called, fought their way across France and into Germany, liberating hundreds of thousands of allied prisoners from POW camps and liberated several concentration camps as well. The 14th’s members own and restore vintage armored vehicles of the day and display and operate them all across the Midwest at shows and historical events.

**Making all this possible is 7-M Transport, Inc., in Louisville Ky.** The 14th Armored and 7-M have partnered to make the trip reality.

7M Transport, Inc., headquartered in Spring, Tex., is an international logistics company moving various products worldwide. For over 45 years, the management staff has participated in transporting unusual shipments. Among its past endeavors are moving Florida palm trees to a Middle East airport site; dolphins to Brazil for the opening of the film “Jaws”; prototype automobiles to China for an exhibition; emergency vaccines to the Near East; and now the movement of vintage WWII M5A1 Stuart Tanks and other equipment to France to celebrate The “Back to the Bocage” convoy in late July.

Commenting on this latest challenge, 7M Vice President Steven Leff said, “We are proud to have been entrusted with such a historic shipment. It proves that proper planning for every step will provide a seamless and flawless round-trip.”

The 14th Armored crews will fly to England on July 18 and travel via ferry on a night crossing from Portsmouth to Caen where the tanks will be in storage. After arrival they will outfit the tanks and transport them to Omaha Beach for the start of the trip. The trip will follow a loose path over land and road, stopping along the way in small towns and villages to camp and enjoy the sights. The men and women participants will be in the uniform of the day as in 1944. Clothing, equipment, convoy tactics, camping will be as realistic as possible.

The trip ends on July 30, some 300 miles later, with a grand parade in Caen, ending a truly historic event. The British and French principals of this event are very excited about the “Yanks” making their way across the Atlantic with their vehicles to be a part of this grand event. The trip has the approval of the highest authorities in France.

For further information, or if you are interested in being a 14th sponsor of this event, please contact Jon D. Shoop, PIO, at (636) 828-4226.

# RFID: Seriously — Pay Attention

By Boris A. Populoh

It is time for the industry to pull its head out of the sand. Sorry to be so blunt, but taking and embracing new technology has historically not been our industry's strong suit.

So, what is RFID? Well, it is an acronym that stands for Radio Frequency Identification, and if you have not heard about it, it's high time you familiarize yourself with it. Just as barcoding revolutionized the transportation industry, so will RFID.

You have probably encountered RFID and its applied technology in various aspects of your daily life without noticing. Your automated toll pass, public transit cards, and the security tags on clothing labels and high-value items in stores are basic applications of RFID technology.

The technology, while still maturing, will have an increasingly significant impact on the international, as well as the domestic transportation arena. Generally, there are two types of RFID tags, one passive and the other active. As you might imagine, a passive RFID tag requires some sort of action to prompt it to release its embedded information. That action is the introduction of an energy source, usually a radio wave emitted from a handheld or large-scale wall-, ceiling-, or floor-mounted RFID reader that energizes the tag. Prompted, that tag will transmit the information that it has been told to store (such as "I am Liftvan #5788"). On the other hand, active RFID tags contain and/or are directly connected to a power source, constantly telling anyone who can listen that "I am Liftvan #6899." Active tags are usually more expensive and larger than passive tags. Additionally, they can usually store more information and can be read from a greater distance than passive tags.

So, why should you care? What you are doing right now works fine and you have no problem inventorying and tracking your shipments. Besides the fact that ignoring new technology is by and large a bad idea, the potential of this technology to increase productivity by reducing data entry and clerical work is substantial. Additionally, let us not underestimate RFID's potential future role in adding additional layers of security to your operation — something that will become increasingly more important, especially for international household goods shipments.

All the signs are pointing into the direction that RFID technology not only is here to stay, but will go beyond its current implementa-

tion. One well-known company, Wal-Mart, has decreed that anyone doing and wanting to do business with the retail giant must employ RFID technology, sooner rather than later. Wal-Mart is extending the technology to aspects of retail operation wherein the supplier retains custody of the goods on the store shelves until the actual sale to the end consumer. Under this scenario, the vendor retains ownership of the product on the shelf, as well as all of the risk associated with product loss, damage and theft.

The technology is also being tested in a variety of transportation related industries. The *China Post* is evaluating the use of RFID in tracking parcels and mailbags for express mail service. The Hong Kong Airport is in the midst of a \$50 million pilot study using RFID to track bags through the airport on their way to being loaded on the

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## The US Department of Homeland Security (DHS) requires the implementation of an automated container tracking system by April 2007.

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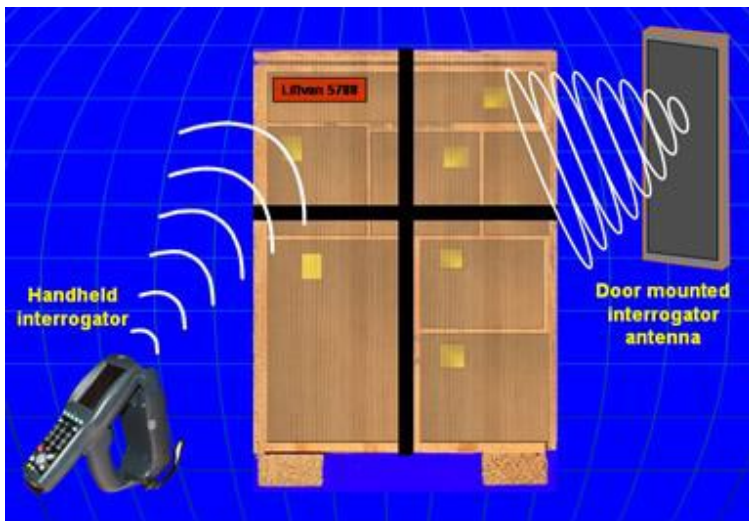
departing plane. In some instances, the system is even capable of sending the passenger a text message, confirming that his/her bag has been loaded on the plane. Remember that in the mid 1980s, when baggage screening began in earnest, airlines said it was "impossible" to screen all the luggage being loaded on passenger planes. But see where we are today.

RFID technology has already found its way into the international household goods transportation industry. A pilot study undertaken by American Red Ball International, with a system developed by RFID Decisions and RFID Global Solutions, revolved around the company's desire to provide in-transit visibility for the HHG shipments of US military service members as they move between duty stations.

The initial systems involved in this pilot study, Global Move Security (GMS), were deployed to track shipments between selected locations in Europe and the West Coast of the United States. The result of the pilot study demonstrated the systems' capability and provides ways to overcome limitations in the industry by providing the technology enabler that allows automation of many of the data processing functions within the industry.

The ability to have greater in-transit visibility of international household goods shipments offers the prospect of improved shipment security, as well as a greater peace of mind, not only for the customer but for the freight forwarder as well.

Current legislation and policy initiatives within the US Government seem to indicate that RFID technology and so-called "smart seals" will be an integral part of the United States' efforts to reduce the threat within the global supply chain. During the first week of May 2006, the US House of Representatives overwhelmingly approved, by a vote of 421-2, a bill that will require the screening of most incoming cargo for radiation. Among the many provisions in the bill, the US Department of Homeland Security (DHS) also requires the implementation of an automated container tracking system by April 2007, as well as the completion of a timeline for the deployment



of nuclear and radiological detection systems at all US ports.

However, some who do not see this legislation as going far enough to secure ports pushed an alternative that would require X-rays for all cargo at foreign ports that is headed to the United States. Nevertheless, RFID and tracking technology are here to stay and clearly will be part of the international transportation business.

While this article is designed to raise our members', and the industry's, general awareness of RFID, it does not provide all the technical information that may be of interest to you. HHGFAA will continue to educate its members about this technology. (Please also see the article on page 35, which profiles the HHGFAA Forum on Cargo Security held in Hong Kong May 5–6. That meeting addressed technologies being deployed in the international supply chain and their current status and functionality; RFID was a significant topic at the forum. HHGFAA intends to hold similar meetings in the future to give members opportunities to learn more about emerging technologies and to discuss their potential applications for our industry.

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*Boris A. Populoh is HHGFAA's Director of Programs and Education.*



# Young Professionals

“Leadership Through Innovation”

## **YP-35 Election 2006—Remember to Vote!**

### **Slate of Candidates**

#### **YP-35 CHAIR**

Stephan Geurts Jr.  
Gosselin Worldwide (Belgium)

Victor Castanon  
Transportes Tres Banderas (Mexico)

#### **YP-35 VICE CHAIR**

Julia Hardin-Paiva  
Aloha International (Hawaii-USA)

Eric Carden  
S&E Transportation, LLC  
(California--USA)

Paula Colmenares  
Portan (Colombia)

### **HOW TO VOTE**

**YP-35 Election Process Note:** The 2006 YP-35 election for Chair and Vice-Chair is scheduled to commence on August 1, 2006, via an online voting process. The election will last for 30 days and will conclude on August 31, 2006. Shortly before the election is scheduled to begin, YP-35 members will receive an e-mail with instructions as to how to cast their vote. If you are an YP-35 member and you have not received a notification concerning the election by August 8, 2006, please contact Ms. Jean Mathis at the HHGFAA offices via phone at (703) 317-9950 or via e-mail at: [Jean.Mathis@hhgfaa.org](mailto:Jean.Mathis@hhgfaa.org) to confirm that you are a member in good standing (dues paid) with YP-35 and/or that we have your correct contact e-mail address on record.

An organization within the HHGFAA for Young Professionals 35 years of age and under



PLEASE NOTE: It is up to YP-35 members to maintain current data on the Website. Please take a moment to log in and verify your information. Make sure that your birth date is listed! If you have difficulty accessing the Website, or if you have questions or ideas concerning YP-35, please e-mail [ruby@euro-america.net](mailto:ruby@euro-america.net).

# MEET THE CANDIDATES



**Victor Castañon  
Figueroa**



**Stephan Geurts Jr.**



**Eric Carden**



**Julie Hardin-Paiva**

## CHAIR NOMINEES

### **Victor Castañon Figueroa**

International Operations and Sales Manager  
Transportes Tres Banderas, Mexico

Victor Castañon Figueroa is a native of Mexico City, Mexico.

"I remember my youth as if it were yesterday," he says, "when I first started in the moving industry helping the packing crews to protect and boxed all type of items help with the inventory list and carry the furniture to its final load. I was only a kid spending my vacations and also helping my mother with the high season that we all know. This is not the way a kid wanted to spend his free time, but in my heart I was so pleased to receive all that knowledge from a qualified packer.

"I can tell now that working as a crew member reminds me how important is a good pack, a well-done load, a perfect stow, but most of all the persistence to achieve a trouble-free move.

"During my college years at economics school, I also dedicated part of my spare time surveying Transportes Tres Banderas customers and becoming one of the youngest salespeople in our domestic market.

"When I became an international relocation vendor 12 years ago I understood the customers' needs; for them, the most important issue was that they were entrusting their memories to us. That is why nowadays my staff and I, as Tres Banderas operations and sales manager, dedicate our efforts to fulfill 100% of our clients' expectations; this is our main goal.

"Over many years of participation at HHGFAA Conventions, I have learned that confidence of agents is very important; the friendship that grows among people in this

industry is the key to a successful move. I am a good friend and a trustful person, which is why our agents, friends and account customers demand my personal assistance for their most important clients.

"I am running for YP-35 Chairman in this coming election, and if elected I will seek to unite a large group of young professionals who can develop business together as friends, as part of the same team, knowing that at the other end of the road, your customer will have the same attention as you provided when it was on your hands."

### **Stephan Geurts Jr.**

Agency-ELSO Manager  
Gosselin World Wide Moving N.V., Belgium

Stephan Geurts Jr., a Belgian, first worked in the moving business for Gosselin World Wide Moving NV when he spent a summer vacation in a 3-month training program, working for one of Gosselin's customers in the southeastern United States. This was where he began acquiring packing, warehousing, and industry-related administrative skills.

After graduating from European University in Antwerp in 1997 with a degree in business administration, he returned to the United States for a year and a half. There, he worked on the West Coast, acquiring more in-depth training focused on the military household goods forwarding sector of the industry.

Guerts then returned to Europe to spend 6 months with a Bremerhaven port agent before settling at Gosselin Headquarters in Antwerp.

"Today my main activity is still in the military household goods area," he says, "being the point of contact for our local Euro-

pean agents and the carriers or international customers in specific areas. Also I manage two Department of State contracts and some specific commercial moves.

"The interesting and exciting thing about this industry," he adds, "is that you meet and deal with people from all over the world. And the good thing about an organization such as YP-35 is that you can share your thoughts with people of the same age.

"When elected, I would promote and continue YP-35 with the same professionalism, in order to get more members so we can further expand our ideas, contacts, and business relations to the benefit of our industry."

## VICE CHAIR NOMINEES

### **Eric Carden**

Vice President and Co-owner  
S&E Transportation, LLC, California, USA

Eric Carden is vice president and co-owner of S&E Transportation, LLC. Based in Lake Forest, Calif., S&E is a military household goods forwarder that works directly with the Department of Defense and the movement of its service members. His initial entry into the industry was as a warehouseman for his father's company, Nedrac Inc. After a few years of packing and delivering household goods for commercial clients, loading and unloading containers, and managing the warehouse and its crews, he eventually ended up inside the office of Nedrac Inc. and doing import and export documentation. While attending Chapman University, he, along with his sister, Sheila Carden, started a military forwarding company, S&E Transportation, LLC. Upon graduating in 2005, he dedicated himself and his energies full-time to making

S&E what it is today. Since it was launched in November 1997, S&E has grown into an industry-respected and reputable company.

Eric has been a member of the YP-35 group since 2004. He believes that the organization is a great ally for both the younger and older generations in the industry. By becoming involved in the day-to-day operations of the YP-35 organization, he believes he will be able to continue to build the bridge that has been built by Michael Gilbert and continue its growth and success.

“Working with my generation and being involved with the older generation in the industry has given me insight into the way this business has been done, is done and has the potential to be done in years to come,” he says.

### **Julia Hardin-Paiva**

Import Manager  
Aloha International Moving Services,  
Hawaii, USA

**J**ulia Hardin-Paiva, the import manager for Aloha International Moving Services in Hapolei, Hi., oversees all shipments moving into the State of Hawaii.

Hardin-Paiva first entered the moving industry at age 15, when she worked after school and during summer and holiday breaks for the local Allied agency on Oahu. At age 19, Julia accepted a full-time position with Aloha International as their front office receptionist and moved up to various positions and responsibilities.

Hardin-Paiva has been a member of YP-

35 since 2001 and has served on the Board as the Western USA, Alaska, Hawaii, Guam, and American Samoa Representative since 2004.

“It was an honor to be selected by the Board as the Western USA, Alaska, Hawaii, Guam and American Samoa Representative,” she says. “I am hoping for the support of the Young Professionals and look forward to the opportunity of serving as the YP-35 vice chairman. We are the present and future of the transportation industry.”

### **Paula Colmenares**

Portan (Colombia)

[No photo or profile available at press time]

## **YP-35 Cooks Up a Fundraiser for the Alan F. Wohlstetter Scholarship Fund**

Last year we announced that YP-35 would produce a cookbook composed of recipes collected from HHGFAA members. The YP-35 members would then sell the books, with proceeds donated to the Alan F. Wohlstetter Scholarship Fund.

Our publication goal is 2007 — this allows time to send your recipes to me. Meanwhile, **The Portal** will publish some of your recipes to give you a taste of things to come! The first installment appears below. Send your recipe and company logo to

**jagner@comcast.net**

Bon appetit!  
Jackie Agner  
AFWSF Secretary/Treasurer

### **SAMPLE**

### **SANGRIA**

*(a light and refreshing alcoholic drink)*

#### **INGREDIENTS:**

1 liter of red wine (no need to use a vintage wine)  
1/2 liter of Lemon Fanta  
2 oranges, cut into small pieces (optional)  
4 peaches, cut into small pieces  
2 lemons, cut into small pieces  
5 dessert spoons of sugar  
Ice cubes

1. Pour the wine into a jug or bowl. Add the sugar and stir until it is completely dissolved.
2. Wash and cut the oranges and the lemons into small pieces; set aside.
3. Peel the peaches and cut them into small pieces; add all of the fruit to the bowl. Let stand for half an hour so that the fruit turns red from soaking in the wine.
4. Add the Lemon Fanta and the ice cubes; serve chilled.

Tip: If you wish to increase the alcohol concentration, add a small amount of cognac or rum.

**Clara del Rey**

Mudanzas

Madrid, Spain

# ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone for the HHGFAA Scholastic Assistance Program, which is aimed at promoting and supporting individuals engaged in higher education involved in the areas of transportation and logistics. Donations (by major annual giving levels) to the Alan F. Wohlstetter Scholarship Fund received to date are as follows:

## Platinum (\$5,000 or more)

Marriott Wardman Park Hotel, Washington, DC  
Matson Navigation Company  
Trans-Atlantic American Flag Liner  
Operators

## Gold (\$2,500–\$4,999)

Continental Van Lines  
Deseret Forwarding International, Inc.  
P & F Safepac Company Ltd.

## Silver (\$1,000–\$2,499)

All American Moving Group, LLC  
Apollo Transportation Companies  
Approved Forwarders  
Blonde International, Inc.  
Denali Group Companies  
Dewitt Transportation Services of Guam  
Evergreen Forwarding, Inc.  
Han and Ella Helder  
Jet Forwarding Inc.

Jack Kagan  
National Van Lines, Inc.  
Royal Hawaiian Movers  
The Pasha Group  
J. W. and Heike Westbrook

## Bronze (\$500–\$999)

7M Transport, Inc.  
A & P Shipping Corp..  
AALCO Forwarding, Inc.  
American Red Ball International  
Arpin International  
\*Axis International  
Cartwright International Van Lines, Inc.  
Terry R. Head  
Interstate Worldwide Relocation  
North & South Logistics, Inc.  
Paul Arpin Van Lines, Inc.  
R. J. Hudson Associates  
Southern Winds International  
The Community Foundation, Inc.

The Suddath Companies  
True North Relocation

## In Kind or Other

AAA Heartland Express  
Jackie & George Agner  
American Moving & Storage  
Association  
American World Forwarders, Inc.  
Belvian and Gloria Carrington  
Dell Forwarding, Inc.  
Gateways International, Inc.  
Mr. & Mrs. Stanley Goldman  
HC & D Forwarders International, Inc.  
Terry R. Head  
National Forwarding, Inc.  
Ocean-Air International, Inc.  
Pearl Forwarding, Inc.  
The Day Companies, Inc.  
Vanpac Carriers, Inc.

NOTE: \*Denotes contribution received since the March/April issue of **The Portal** was published.

Join this prestigious list of contributors by sending your contribution TODAY! For more information on how to donate, please go to [www.hhgfaa.org](http://www.hhgfaa.org) or [www.yp-35.org](http://www.yp-35.org). Make checks payable to Alan F. Wohlstetter Scholarship Fund.

## Alan F. Wohlstetter Scholarship Fund

5904 Richmond Highway, Suite 404 • Alexandria, VA 22303 • (703) 317-9950 • Fax (703) 317-9960

The Board of Directors of the Alan F. Wohlstetter Scholarship Fund urges you to consider a contribution or donation to the Scholarship Fund as part of your year-end tax strategy or as you formulate your company budgets for next year. Please advise your employees that scholarships are available to qualified candidates of any HHGFAA company worldwide. For further information, visit [www.yp-35.org/](http://www.yp-35.org/).

## APL Warns of US Container Gridlock

A top executive of APL has warned that the aging US transportation infrastructure can't keep up with relentless growth in world trade. John Bowe, president of the Americas for APL and its sister company APL Logistics, said that if the infrastructure isn't overhauled, consumers and the economy will pay a steep price.

"The infrastructure hasn't kept pace. If we don't fix this, supply chains will bog down, consumer prices will go up and the economy will suffer."

Bowe called for public-private collaboration on a national freight policy; significant new investment in the rail network, and increased productivity at ports.

He cautioned, however, that government can't be counted on to pick up the massive cost of infrastructure improvement. "The private sector will have to play a larger role," said Bowe. "But we'll look to government to provide incentives that stimulate investment."

For more than a year APL has been campaigning for infrastructure improvements. In January APL executives attended briefings with President Bush.

Asia that are forecast to grow by about 30% in the next 3 years.

"We've worked with shippers on temporary solutions," Bowe said. "We've made better use of alternative US gateway ports, we've im-

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**If the transportation infrastructure isn't overhauled, consumers and the economy will pay a steep price.**

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proved planning.

time in the not too distant future when even these measures won't be enough.

"We're pushing too much cargo through a pipeline that is not growing fast enough," he said. "Eventually it will be overwhelmed. We need to act now to prevent gridlock."

*SOURCE: Journal of Commerce*

## US Government Downplays Somali Deal

The US has played down a recent statement by Somalia's prime minister that he had secured agreement for the US navy to patrol Somali waters to fight piracy. Prime Minister Ali Mohammed Ghedi had told ministers he agreed the deal in late April with the US ambassador to Kenya. But the US State Department (DOS) said discussions had taken place about possible co-operation to fight piracy, but there had been no deal.

International monitors have recorded 41 attacks in the past year.

The waters off Somalia are seen as the world's most dangerous. Hijackings and piracy have surged in the past year as armed groups take advantage of a lack of law and order in the country, which has been without an effective central government since 1991. Ghedi is part of a transitional administration which only controls parts of Somalia.

"The US State Department is not in a position to discuss possible co-operation, including anti-piracy efforts."

State Department spokesman Sean McCormack said US forces were generally active in the Horn of Africa region, conducting counter-terrorism operations and battling pirates, AFP reports.

The US Navy is providing a limited maritime security service to Somalia's rudimentary coastguard service.

In April, pirates who seized a South Korean fishing vessel and its 25 crew were able to escape from US and Dutch navy vessels by entering Somali waters. The ship and crew are still being held. In February, 10 Somali men accused of piracy and arrested by the US were transferred to Mombasa, Kenya, for trial. Luxury cruise liners and ships carrying food aid are among those targeted off Somalia in the past year.

The US Navy has paid millions of dollars in ransoms before they are released. The International Maritime Bureau has recorded 41 attacks since mid-March last year.

Last November, Somalia's transitional government signed a two-year contract with US company Topcat Marine Security to help fight piracy. The BBC's Hassan Barise in Somalia says that despite the \$50m contract there has been no evidence of patrols or interceptions made by the American firm.

*SOURCE: BBC*





**A boarding team from the Norfolk-based destroyer Winston S. Churchill approaches a suspected pirate vessel off the coast of Somalia in January. An international organization ranks Somalia as being one of the world's worst threats from piracy.**

## **US Prowls Africa's Coast to Extinguish Threats from Pirates**

*By Louis Hansen, Kate Wiltrout, and Dale Eisman  
The Virginia-Pilot*

**T**wo hundred years after American sailors and Marines established their young nation as an international naval power by routing the Barbary pirates, the US Navy is again chasing outlaws in African waters.

A firefight between a ragtag group of pirates and a pair of Norfolk-based warships off the Horn of Africa was the latest of recent engagements in which lightly armed but increasingly bold pirates have challenged US and allied vessels.

The pirate attacks, directed mostly at cargo ships but including a failed attempt last November to board a 300-passenger cruise ship in the same area, have sparked an international response.

Five European navies are now part of a US-led task force assigned to secure the area for commercial shipping, stop illegal trafficking in weapons, drugs or other contraband and hunt for terrorists who might be making their way between Africa and the Middle East.

Recently the U.N. Security Council formally urged member nations to fight piracy and armed robbery off the coast of Somalia, which has become a hub of pirate activity.

"If you're a frigate, destroyer or cruiser deploying out of Norfolk to the Middle East, more often than not, this is what you're doing," a Navy official said. "They're looking for criminals that threaten regional security. They're not looking for pirates. Sometimes that activity is the same, and sometimes it's complementary."

The International Chamber of Commerce reported 35 attacks off Somalia last year, up from two in 2004. The organization now ranks Somalia as the world's No. 2 piracy threat, behind only Indonesia.

Other authorities suggest the Somalian pirates are looking for money or goods they can convert to money rather than battles with organized navies. A recent fight with the destroyer *Gonzalez* and cruiser *Cape St. George* erupted when US sailors in a pair of inflatable boats tried to board and inspect the suspected pirate vessels.

"While right now piracy is 100 percent economic opportunism, certainly you wouldn't want those with other motives — extremists — to get the idea that piracy is a great way to earn money for your terrorist operation," Theresa Whelan, the deputy assistant secretary of defense for Africa, said.

The Navy began enhancing its anti-piracy training 18 months ago in response to increased activity. While sailors across the fleet are prepared for hostile encounters, those on destroyers and cruisers undergo the most comprehensive training. The sailors learn the legal rules of engagement and practice in simulations and at sea. The Coast Guard also has several ships assigned to the task force and has stepped up efforts to train sailors in the navies of about 20 countries in the region.

The recent engagement was at least the second time this year that Norfolk-based ships have tangled with Somalian pirates. In January, the destroyer *Winston S. Churchill* helped intercept pirates who had taken over an Indian-operated cargo ship off Africa's east coast. Ten suspected pirates were turned over to Kenya for prosecution, and the 16-member Indian crew was rescued.

In the latest battle, a group of Somalis operating in a 40-foot dhow and a pair of smaller skiffs, proved no match for the *Gonzalez* and the *Cape St. George*. The brief fight ended with one suspected pirate killed, five wounded, a dozen in custody and the capture of all three pirate boats.

There were no American casualties and machine gun fire from the attackers left only dimples in the hull of the *Gonzalez*. However, the work occasionally can be deadly.

In April 2004, in the Persian Gulf, a 20-foot RIB operating from the coastal patrol ship *Firebolt* — based at Little Creek Naval Amphibious Base — attempted to stop a boat near an Iraqi oil rig. The boat exploded in an apparent suicide attack, killing two sailors and a Coast Guardsman.

## US-based Vessels Can't Fly N. Korean Flag

By Bill Gertz

The Bush administration quietly imposed additional economic sanctions on North Korea in May by barring US companies from flying North Korea's flag on freighters, tankers and fishing vessels, some of which are linked to illegal smuggling.

The sanctions, effective May 8, prohibit US companies or foreign companies based in the United States from owning, leasing, operating or insuring any ships that fly North Korea's flag.

The sanctions were imposed in response to government reports that shipping companies were buying North Korean flag registry to evade other nations' strict regulations and vessel-inspection rules.

"North Korea is aggressively selling its flag as a flag of convenience," said an administration official, who noted that the number of ships using North Korean registry is growing. "One would think that in light of North Korea's illegal activities, US companies would not want to be registered in North Korea."

SOURCE: *The Washington Times*

## Feds Unveil Maritime Infrastructure Recovery Plan

The Department of Homeland Security (DHS) has released a 63-page Maritime Infrastructure Recovery Plan (MIRF) which provides a standardized procedure for the restoration of maritime transportation systems following an incident of national significance. Among other things, the plan

includes information sharing and also includes an exercise plan to maintain a level of preparedness within the maritime community. The MIRF can be viewed under the News and Updates Section at: [www.truckline.com/issues/governmentpolicy/intermodal/imccindex](http://www.truckline.com/issues/governmentpolicy/intermodal/imccindex).

## Boost for Luanda

**A total of US\$130 million is to be invested in modernizing the port of Luanda between now and 2010 under Angola's strategic port modernization plan.**

Most of the money will be invested in overhauling the port's existing cranes and purchasing new ones, improving security, staff training, and introducing a new IT system.

As with other facets of Angolan infrastructure, Luanda, Lobito and the country's other ports suffered from a lack of maintenance and investment during the 26-year Angolan civil war and the government is now committed to rehabilitating port facilities.

The World Cargo Services (WCS) is providing port services for the country's rapidly growing oil and gas industry. APM Terminals won a 20-year contract to manage Luanda in 2004, under which it is required to invest a further US\$55 million by 2009, to increase the cargo terminal's annual capacity by 100,000 TEU to 300,000 TEU.

In addition, ro-ro terminals are planned for both Luanda and Lobito. The latter currently handles just 500,000 tpa, barely 20% of the figure handled during the 1970s, prior to the war.

Most government investment in the port to date has been concentrated on achieving ISPS code compliance. Armed security guards and floodlights have been provided, while ID cards are used to monitor the entry of all personnel into the port.

SOURCE: *WorldCargo News*

## Drought Hits African Lakes

**Falling water levels on the Great Lakes in eastern Africa are affecting shipping and port operations in the region.** On Lake Victoria, it is reported that the lack of rainfall over a sustained period has reduced the lake level so much that the volume of cargo transported by ferry has fallen by 70% over the past year.

Freight is taken into the interior of East Africa by road and by rail from the ports of Mombasa and Dar es Salaam. However, a large proportion of cargo is then transported between Uganda, Tanzania, and Kenya by ferry on Lake Victoria and both of the main east coast ports have rail connections with the lake.

Port officials say it is becoming increasingly difficult to dock at the main lake ports of Jinja, Kisumu, Mwanza, and Port Bell, and say that the ports may have to close soon.

A railway official said, "We are sitting on a time bomb because a major accident could occur at these ports because of the low water levels."

The drought has also affected Lake Tanganyika, where ferries carry cargo between Tanzania, Burundi, Democratic Republic of Congo, and Zambia.

SOURCE: *WorldCargo News*

## PanAfrica: UN Agency Seeks to Help Africa Boost Tourism

**I**nternational tourist arrivals in Africa grew by 10% last year — nearly twice as fast as the world average — but the continent still gets only a 4% share of international tourism, according to a United Nations agency which gathered African officials in Mali to address the problem.

Francesco Frangialli, secretary-general of the UN World Tourism Organization (UNWTO), told the assembled tourism ministers the agency is “committed to helping Africa achieve its tourism goals through our special regional activities and assistance programs.”

Nigerian Tourism Minister Franklin Nchita Ogbuwu, stressed the importance of promoting Africa as a travel destination. “Tourism development is the quickest and simplest way to increase GDP (gross domestic product) and employment in Africa and it’s an economic activity where Africa has a unique advantage, with its natural beauty, its wildlife and its warm, friendly people,” he said.

The meeting of African Tourism Ministers in Bamako called for three critical changes to stimulate tourism growth in the region:

- A significant increase in the number of new flights both within the region and with other continents through opening up air transport services.
- Easing visa requirements, especially on a regional basis, and using new information communication technology to provide visas on arrival with even better border security.
- Improvement in the human and financing capacities needed to provide high quality tourism services.

UNWTO is working closely with the UN International Civil Aviation Organization to improve air service and speed up entry.

- The first, called “Essential Tourism Development Routes,” aims to provide service to destinations that may not be commercially viable themselves, at least in the initial phase but where the tourism export income they bring would make a significant difference to the local communities fight against poverty.
- The second, called Security and Facilitation Enhancement, aims at using technology to simplify entry while tightening border controls. High-tech solutions that will streamline visa facilitation are also being explored in cooperation with the private sector.

Both will require development financing support, but both would make a material difference to Africa’s future.

*SOURCE: UN News Service*

## Dispelling the ‘Ugly American’ Image

A group of US students compiled a guide ([www.worldcitizensguide.com](http://www.worldcitizensguide.com)) to help Americans traveling abroad dispel the stereotype of the “Ugly American.” The guide identifies several root causes of anti-American sentiment: the negative effects of globalization, US public policy, and US popular culture and its collective personality.

Here are some of their tips travelers can use to help change negative stereotypes about Americans:

- **Look. Listen. Learn.** New places mean new cultures and new experiences. Don’t just shop. See the sights, hear the sounds, and try to understand the lives people live.
- **Be patient.** We talk fast. Eat fast. Move fast. Live fast. Many cultures do not. In the short term, speed and instant satisfaction are less important than enjoying a new culture.
- **Celebrate our diversity.** We are a giant patchwork of many cultures, and not the singular people others envision. Find a way to share that.
- **Keep religion private.** Often it is considered deeply personal — not public.

*(SOURCE: Successful Meetings Magazine On-line)*

## US Airline Traffic and Capacity Reached Record Levels in 2005

The Air Transport Association (ATA), the trade organization representing leading US airlines, said today that the record industry-wide passenger and cargo volumes reported by US carriers in 2005 drive home more than ever the imperative for a complete overhaul of the nation's outdated air traffic control (ATC) system.

Data recently released by the US Bureau of Transportation Statistics shows that scheduled aircraft departures, passenger enplanements, revenue passenger miles (RPMs), available seat miles (ASMs) and cargo revenue ton miles (RTMs) for US carriers reached new highs in 2005. Last year, U.S. airline operations grew to a record 11.5 million departures, with carriers transporting 738.6 million passengers and 28.0 billion RTMs system-wide. This resulted in a 77.6 percent load factor.

"Higher volumes of traffic, which are expected to continue to grow, strongly reinforce the need to modernize our antiquated air traffic control system," said ATA Vice President and Chief Economist John Heimlich. "It is imperative that we implement technology upgrades and adopt procedures that will accommodate the growing demand being placed on the system by all users of ATC services and infrastructure. Without an effective transformation of the ATC system, the negative impact on our nation's economy will be severe."

"High traffic volumes should not be confused with profitability, especially against a backdrop of surging fuel prices," said Heimlich. "While carriers are leaving no stone unturned with respect to cost cutting, Congress and the FAA must address the cost inefficiencies of our air traffic management system." He added that passengers and shippers alike would benefit greatly from a streamlined system, especially one that allows airlines to fly the most efficient path between two points.

This recent industry data is just one component of the *ATA Economic Report*, which highlights significant facts and figures drawn from all areas of the US airline industry. The full report is scheduled for release in the summer of 2006. To view the data, visit the ATA Website ([www.airlines.org](http://www.airlines.org)), choose Economics, and click on Annual Traffic and Capacity. See the Econ Glossary for definitions of terms.



### AFRICA FACTS

**Number of heavily indebted countries:**  
32 of the 38 nations worldwide classified as such by IMF-World Bank

## WI-FI HOTSPOT DIRECTORY

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

With the growth of wireless networks, it seems you can get onto the Internet from almost anywhere. However, there are still lots of places that don't have wireless access. That's why you may need the Jiwire WiFi Hotspot Directory (<http://www.jiwire.com>). Just type in an address to find the nearest "hotspots," which are public places where you can get wireless access. Jiwire's database has 107,318 free and paid hotspots in 122 countries. Each hotspot listing has information on access options, plus maps and driving directions where available. Jiwire also offers other services at this site, such as a way to secure your wireless connection, access your e-mail, and download a hotspot directory.

## PASSPORTSUPPORT.COM

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

Reporting a lost credit or debit card, driver's license, or some other valuable card, cancelling accounts, and getting a new card sent out to you is a hassle, but it's worse if you're overseas on a trip. PassportSupport.com ([www.passportsupport.com](http://www.passportsupport.com)) is designed to help travelers with just those types of problems. For a modest fee (\$11 a year) PassportSupport.com will let you store scanned images of your important documents, such as credit cards (front and back), driver's license, travelers checks, visas and passports. That way, in case of loss or theft you can quickly access phone numbers to cancel or get duplicates. You can store up to 20 MB. This site will save you time and trouble if you lose an important document while you're traveling.

## VAT REFUND

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

The value added tax, or VAT, is a European tax on goods and services. It ranges from 5-25%, and can add up to a hefty sum. Businesspeople traveling abroad can recover the VAT on their expenses, but many do not take the trouble to do so. VAT Refund (<http://www.taxbackinternational.com>) makes it easy for you. At this site you can see a chart of refundable expenses by country, calculate your VAT refund, request an application for a refund, and get expert help with the process. Tax Back International, the company that runs the site, will process your claim and send you the refund -- so there's no excuse for not getting your VAT refund!

*These items are copied from the newsletter Really Useful Sites for International Trade Professionals, a free, biweekly e-mail publication of FITA -- The Federation of International Trade Associations.*

## Democrats Try to Reduce Act's Compliance Cost for Small Firms

Democratic members of the House Small Business Committee recently wrote to the Securities and Exchange Commission (SEC) expressing support for some of the recent recommendations released by the Advisory Committee on Smaller Public Companies to help provide relief to small firms. During a recent Committee hearing to review these proposals, Committee Democrats highlighted that small companies have been unduly burdened by the staggering compliance costs associated with Section 404 of the Sarbanes-Oxley Act.

“This Act was intended to strengthen the corporate governance practices of the business community, but this positive change has come with a cost — and a particularly steep cost at that,” said Rep. Nydia M. Velázquez, Ranking Democrat on the House panel. “For the 14,000 publicly traded companies — the majority of which are smaller firms — Section 404 of the Act poses a great burden to their future economic vitality.”

**Since the Sarbanes-Oxley Act was enacted in 2002, small firms have struggled with the Section 404 provisions, particularly the compliance and regulatory burdens.** Smaller companies are paying an estimated average of nearly \$1 million to comply with Section 404 — substantially higher than a June 2003 SEC projection estimating the cost at approximately \$91,000 per registrant. Other studies report that small firms are also disproportionately bearing the burden of Section 404. The reported compliance cost can approach 3% of revenue for a small company, while it is only about one-tenth of 1 percent for larger firms.

Democratic Members have been following this issue closely for nearly 2 years, and held a roundtable discussion last October with the business community and industry leaders to discuss the impact of the Sarbanes-Oxley Act. Participants discussed the “one-size-fits-all” approach used to implement Section 404, as well as the challenges it has created for smaller companies seeking access to the capital markets. Velázquez said, “These efforts show great promise in producing a result that will provide balance between investor concerns and the needs of small firms.

“Action needs to be taken to reduce the unintended consequences of this compliance burden on our nation’s smaller companies,” Velázquez added. “Clearly, Sarbanes-Oxley has been a valuable tool in focusing management on corporate governance and providing investors with greater confidence in the markets -- but many firms have been reeling from the costs associated with compliance. However this situation is resolved, I urge the SEC to address the issue straight on, and provide small companies with definitive relief from Section 404 sooner rather than later.

## Can Your Business Survive a Natural Disaster?

**O**f all businesses that close down following a disaster, more than 25% never open their doors again. While there's no way to lower the risk of a natural disaster like Hurricane Katrina, there are critical measures that can be taken to protect your company's bottom line from nature's fury. A disaster plan and adequate insurance are keys to recovery, say the Insurance Information Institute (I.I.I.) and the Institute for Business & Home Safety (IBHS).

### Develop a disaster recovery plan

No matter how small or large a business, a business impact analysis should be developed to identify what an operation must do to protect itself in the face of a natural disaster. Large corporations often hire risk managers to handle this task and some companies hire consultants with expertise in disaster recovery.

Your business plan should consider the following:

- **Set up an emergency response plan** and train employees how to carry it out. Make sure they know whom to notify about the disaster and how to preserve life and limit property losses.
- **Write out each step of the plan and assign responsibilities** to employees in clear and simple language. Practice the procedures set out in the emergency plan with regular, scheduled drills.
- **Compile a list of important phone numbers and addresses.** Make sure you can get in touch with key people after the disaster. The list should include local and state emergency management agencies, major clients, contractors, suppliers, realtors, financial institutions, insurance agents and insurance company claim representatives.
- **Decide on a communications strategy** to prevent loss of customers. Post notices outside your premises; contact clients by phone, e-mail or regular mail; place a notice in local newspapers.
- **Consider the things you may need initially** during the emergency. Do you need a back-up source of power? Do you have a back-up communications system?

### Other considerations

- **Human resources.** Protect employees and customers from injury on the premises. Consider the possible impact a disaster will have on your employees' ability to return to work and how customers can return to your shop or receive goods or services.
- **Physical resources.** Inspect your business' physical plant(s) and assess the impact a disaster would have on facilities. Make sure your plans conform to local building code requirements.
- **Business community.** Even if your business escapes a disaster, there is still a risk that the business could suffer significant losses due to the inability to access markets (especially in global markets) if not prepared.
- **Your building.** Consider the financial impact if your business shuts down as a result of a disaster. What would be the impact for a day, a week or an entire revenue period?
- **Keep duplicate records.** Back up computerized data files regularly and store them off premises. Keep copies of important records and documents in a safe deposit box and make sure they're up to date.
- **Identify critical business activities and the resources needed** to support them. If you cannot afford to shut down your operations, even temporarily, determine what you require to run the business at another location.
- **Find alternative facilities, equipment and supplies,** and locate qualified contractors. Consider a reciprocity agreement with another business. Try to get an advance commitment from at least one contractor to respond to your needs.
- **Protect computer systems and data.** Data storage firms offer offsite backups of computer data that can be updated regularly via high-speed modem or through the Internet.

### Review your insurance plan

Make sure you have sufficient coverage to pay for the indirect costs of the disaster—the disruption to your business, as well as the cost of repair or rebuilding. Most policies do not cover flood or earthquake damage and you may need to buy separate insurance for these perils. Be sure you understand your policy deductibles and limits.

For a business, there's the potential loss of income while the premises are unusable. Your disaster recovery should include a detailed review of your insurance policies to ensure there are no gaps in coverage. This includes property insurance, business interruption insurance and extra expense insurance. Even if a disaster occurs away from your premises, such as to your key customer or supplier or to your utility company. You can generally buy this additional coverage and add it to your existing policy.

**Most business owners are complacent about natural disasters until it happens to them.** It's only when the owner has gone through a disaster that a disaster plan, including purchasing the proper insurance, is usually considered.

For more information regarding disaster preparedness can access the I.I.I. Web site at: <http://www.iii.org>.

You can download a copy of *Open for Business: A Disaster Planning Toolkit for the Small Business Owner* at [www.ibhs.org/docs/openfor-business.pdf](http://www.ibhs.org/docs/openfor-business.pdf) or [www.sba.gov](http://www.sba.gov).

*SOURCE: Attainium Corp—Business Continuity NewsBriefs*

## Internet Use: Gender Differences Narrowing

He said, she said... The most recent Pew Internet and American Life Project confirms some of the old gender stereotypes but also confirms that the stereotypes are decreasing in significance. The number of women who use the Internet has caught up to the number of men, although men still use it longer and more often. Men 65 and older who go online far outnumber women 65 and older, but the deficit is made up by the fact that women in the 18 to 27 age demographic are a sizable majority. The stereotypes start coming into play when you look at what the men and women use the Internet for, respectively. The report notes, “Men value the Internet for the breadth of experience it offers; women value it for enriching their relationships.” For example, more women say e-mail is a good tool for engaging and enriching relationships with friends and family. More men perform online transactions, although, the report notes, **“Both men and women share a rapidly growing enthusiasm for the Internet’s function as a tool of commerce.”**

## Survey: US Retailers Slow to Adopt RFID (Physorg.com)

American retailers are adopting RFID technology to keep track of inventory at only a modest pace, a new survey revealed. **The poll released by NCR Corp. found that 9% of retailers that responded had adopted a plan to implement radio-frequency identification compared to 44% of US manufacturers.** RFID technology is based on small low-power tags that contain pertinent information that can be read by scanners. Their primary benefit is in the area of inventory control and transportation. The poll said those retailers that had embraced RFID expected a resulting increase in revenues and were dedicating more capital to implementation. There was also an increased awareness of RFID technology among mid-level managers and executives. There are still standardization issues that plague the RFID market. Many retailers, especially smaller ones, have yet to choose among technologies because they are concerned over making a significant investment only to have the market adopt a different platform standard. With the ROI that Wal-Mart is claiming on reduced stock-outs and better management of perishables, there will be more justification in the near future for these companies to invest in the technology.

*(Source: Roadway–Business Intelligence)*

## **OPPORTUNITIES IN SOUTH AFRICA**

**[www.southafrica.info/doing\\_business/sa\\_trade/](http://www.southafrica.info/doing_business/sa_trade/)**

One market that looks promising these days is South Africa. It's a country with lots of natural resources; a well-developed infrastructure; a strong financial sector (its stock exchange is among the 10 largest in the world); and a commitment to liberalizing trade.

If you want to research business opportunities in South Africa, go to Trade With South Africa (**[www.southafrica.info/doing\\_business/sa\\_trade/](http://www.southafrica.info/doing_business/sa_trade/)**), which will give you lots of tips. Click on a headline and you can read articles that will give you plenty of how-to information about importing and exporting. The categories in the left column will round out your education, with an overview of the country, travel tips, a map, a calendar of events, economic stats (there are also good stats at **[www.dti.gov.za/econdb/raportt/rapmenu1.html](http://www.dti.gov.za/econdb/raportt/rapmenu1.html)**), and much more.

Another good resource is the South Africa Mini Portal (**<http://fita.org/countries/safrica.html>**), one of the new features at the FITA site. The Mini Portal is a good place to start your research. There is an overview of the country, with facts about the language, currency, climate, etc., plus more specific information about the economy, South African markets, taxes, labor market indicators, tips on doing business, and a search engine to help you find market research on the Internet. There's also a news feed with the latest headlines from South Africa.

## **WORLD WIDE INTERNET TV**

**<http://wwitv.com>**

The line between computers and televisions is getting blurrier every day. There are more TV broadcasts coming online on a daily basis, and if you have the proper software (Realplayer, Media Player, etc.) and a fast Internet connection, you can watch TV on your computer monitor. To see what's available, go to World Wide Internet TV (**<http://wwitv.com>**), where you can search for live feeds from 1228 TV stations in hundreds of countries. What's on? The same lineup you'd see by flicking through the channels on your TV — news, entertainment, movies, and music, to name a few.

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## FMCSA Proposes to Change SafeStat Fleet-Rating Formula

The Federal Motor Carrier Safety Administration proposed changing the formula that it uses to run its SafeStat carrier rating system, alterations that may change the fleets identified as posing a crash risk.

In a May 3 *Federal Register* notice, FMCSA said the “proposed improvements are intended to make the algorithm more effective in identifying motor carriers posing a high crash risk.”

Among the changes are a broader indicator of a fleet’s traffic violations and a shorter time frame for considering a fleet’s safety data.

A DOT report last year found problems with the formula FMCSA currently uses to identify so-called “at-risk” carriers. “About 90% of the carriers identified as at-risk . . . did not have a high crash risk in the post-selection period,” the report said.



### AFRICA FACTS

**Number of firearms in sub-Saharan Africa: 30 million**

*SOURCE: National Geographic*

*A look at the people and events shaping HHGFAA member companies*

## APPOINTMENTS



**Pihen**



**Mundia**



**Savary**



**Chavanne**



**Medni**



**Tremblay**



**Harsch**



**Bornand**



**Fillion**



**Jean**



**Skala**

**Harsch Transports** in Switzerland has announced several recent appointments and new hires.

**Carole Pihen**, with 4 years' experience in international moving sales, was named international quotes manager late last year.

In February 2006 Harsch hired **Dominique Mundia**, who also has 4 years' experience in international moving, as a sales executive Relocation specialist **Jérôme Savary**, who has substantially grown his department, was named relocation manager in January.

**Cindy Chavanne** was hired in November 2005. She joins Savary and **Emmanuelle Harsch** and works as a relocation consultant.

In November 2005, **Emilie Fillion** was hired to handle export and import household goods logistics.

Another growing department is Harsch's record storage division, which has grown so much over the last years that the company now needs additional space. This is primarily due to the efforts of **Gérald Bornand**, who was appointed record storage manager in February.



Rhode Island-based **Arpin International Group** has hired **Katherine Jean** as director of information technology.

Jean is now responsible for implementing technology at Arpin to increase the efficiency of business processes as well as customer service programs. Jean will direct a dedicated team of IT associates in implementing advances in business technology. She has over 20 years' experience in the field. Jean previously worked at Citizens Mortgage Corp. and at the American Red Cross Blood Services.

Website: [www.arpinintl.com](http://www.arpinintl.com).



**Interconex, Inc.** has announced the hire of a new vice president for the Western region. **Andrew Morris**, a 20-plus-year veteran in the moving industry who previously worked at American International Relocation Solutions and Crown, brings many years of experience in managerial posi□

having previously worked in Canada and the United States, Morris is tasked with expanding and growing the Western operations.



**Robin Tremblay** is **Move One Relocations'** new country manager for China and is stationed in Beijing. The former defensive lineman, who earned a football scholarship from the University of Houston, was drafted by the Toronto Argonauts of the Canadian Football League in 2002.

The Quebec native, with a finance degree in hand, decided that a career as a pro athlete was not for him and moved to Vancouver, where he worked at the HSBC organization. He later joined the AES family as country manager in Afghanistan, working in Kabul for the last 2 years.

Also at Move One, the company's Moscow office has named **Andrea Podhradsky** general manger. Podhradsky is a veteran of expatriate life and the relocation world, having managed the office's relocation division for some time now. A UK native, she first arrived in Russia as a student in the early 1990s. She subsequently divided her time between both countries, finally settling in Moscow some 5 years ago. She is fluent in Russian.



**Crown Relocations** has named **Rachel Mednikoff** as the new transportation specialist for the Northeast Region of the United States.

Mednikoff has broad experience, having worked extensively in the logistics field, most recently as customer service manager with a specialized transportation company.

Also at Crown Relocations, **Tim Skala** has been named the new regional business development manager of Northeast US Region.

Website: [www.crownrelo.com](http://www.crownrelo.com).

## EXPANSIONS

**Globalink Logistics Group** and **GeoPost** (a subsidiary of La Poste, the French Postal Service) have created a joint venture, **GeoPost Caspian**, to promote courier, express and parcel services in the region.

With its regional headquarters in Almaty, Kazakhstan and with fully functional branch offices in Aktau, Atyrau and Astana, GeoPost Caspian operates under the GeoPost umbrella, offering its customers flexible, time saving and cost effective courier, express and parcel services. To further service the needs of its customers, GeoPost Caspian covers all the requirements of the courier, express and parcel services by organizing air and surface transportation, insurance, track & trace and door to door services in over 80 cities of Kazakhstan and to over 200 countries around the world.

“Providing a reliable and efficient courier, express and parcel service (CEP) coupled with superior customer service is just an extension of our commitment to providing our customers with cost effective alternatives and solutions time and time again” says Siddique Khan, managing director of Globalink Logistics Group. “ Furthermore, this latest edition to the wide range of logistics services we already provide will certainly benefit our customers who can now direct all their requirements, be it CEP, Freight Logistics, Customs & Distribution, Projects Logistics, Removals & Relocation and other value added services to one company instead of approaching a multitude of various one for different needs. We truly are your one-stop logistics solution.”

Websites: [www.globalink-logistics.com](http://www.globalink-logistics.com) and [www.geopost.kz](http://www.geopost.kz)



**Interconex, Inc.**, a US-based international moving company, has opened a new office in the Washington, D.C., suburb of Sterling, Va.

In addition to handling household goods moving, this office will also be responsible for launching the project cargo division of Interconex. **Al Baldonado**, who retired from the US Army in 1992, will head up the logistics and transportation division and is the new general manager of the Sterling office. After retiring from the Army, Baldonado worked for ManTech International, first as a logistics manager, managing logistics and transportation for a counter-narcotics program in Central and South America, and then moving on to manage all the international movement of diplomatic shipments worldwide, and finally to supporting the US Army’s military intelligence community, and then working on the Department of State contract.

In 2002 Baldonado went to the Defense Systems Group of ManTech, where he managed procurement, personnel, and support Regional Support Centers in seven states and overseas locations, which provided logistics services to the US Army. At Interconex, he will plan, coordinate, and contract with vendors and shippers for all services relating to project cargo.

E-mail: [al.baldonado@interconex.com](mailto:al.baldonado@interconex.com)



For decades, the people of Southern Sudan have lived in a region overrun by war, violence, and disease. However, as calls mount for a sustained international peacekeeping presence in the region, some relief appears to be in sight for the troubled country and its people. While war in the region has abated in recent months, humanitarian access to the nearly 3 million people affected by the crisis remains difficult. An estimated 700,000 people have been internally displaced and a further 110,000 have been forced across the border into Eastern Chad.

At the urging of local clients and partners involved in the UN’s ongoing humanitarian relief efforts in the region, **AES Cargo** has established an office in Juba, Sudan. The company will be providing freight forwarding services for shipments of medical supplies, food, and other disaster supplies from Juba to aid distribution points throughout the region.

A freight forwarding company with offices throughout the Middle East, Asia, and Europe, AES Cargo has a long history of providing humanitarian aid logistical services in some of the world’s most troubled regions, including ongoing operations in Afghanistan and Iraq.

Website: [www.aescargo.com](http://www.aescargo.com)

## New FIDI President Has Strong 'Green' Credentials



**Eric Lim (left) receives his FIDI President's medal from retiring President Chuck Lawrence (Security International)**

**Eric Lim**, the new president of **FIDI Worldwide Moving**, has some of the strongest environmental credentials in the industry.

Lim's company, **Asian Tigers K C DAT**, consistently walks off with major awards in Singapore, one of the most environmentally sensitive countries in the world. It was one of the first in the industry to apply for ISO 14001 and over the years Eric has developed an entire company culture that thinks and acts "green."

"He has always been something of an idealist, taking matters such as environmental issues, staff relations, quality and community roles very seriously. Idealism often suffers when people have to put their hands in their pockets, but Eric will always put his money where his mouth is," says Gordon Bell, CEO of the Asian Tigers Group.

As well as being the major shareholder in K C DAT, Lim (who has been in the industry 32 years) has been the driving force behind the creation of the entire Asian Tigers network in the Far East. In addition, he anticipated the market some years ago by establishing ARM, an international relocation network that he eventually sold to Prudential.

Lim has always been a pioneer. He conceived the idea for DATman — a handyman service that provided expatriates with assistance in settling in to their new homes; then there was records storage (eventually sold on to Brambles), to say nothing of the Dat Balikbayan Services company (the name means Returning Residents), which is used by the local Philippine population. Basically, it's a baggage service for Philippines buying all manner of goods to send home to their families; it now handles money transfers too.

Then Lim launched a commercial moving operation that does everything from the IT installation to importing manufacturing plant. More recently a new fine arts division was launched in cooperation with an established European specialist.

"The biggest challenge to any business is that you have to move forward; otherwise you stagnate," he says. "The same applies to an organization like FIDI. Our industry faces issues undreamed of even ten years ago and we have to respond to them. This is my aim for the next two years — to bring FIDI and the end user together and so make our affiliates the mover of choice when it comes to bidding for major contracts."

### **AFRICA FACTS**

#### **Percentage of population with access to improved drinking water:**

Sub-Saharan Africa—82 urban, 45 rural; North Africa—96 urban, 84 rural

*SOURCE: National Geographic*

## A Treat to Beat the Heat



Tanzania, located just below the equator on Africa's East Coast, endures very high temperatures during February and March as the sun approaches the Vernal Equinox. In order to provide a refreshing break, the senior staff of Worldwide Movers Tanzania hosted 38 children of local staff, aged 3-13, to a day at Kunduchi Wet 'n Wild, East Africa's largest water park. "The park's impressive array of pools, slides, fountains and games offers entertainment for everyone," said Myriam Beuthin, Worldwide Mover's human resources director. "The kids as well as the adult chaperones had a great day."



# Express Removals Handles Big Library Move

Boasting some 17,000 students and 1,500 staff, Glasgow Caledonian University is one of the largest universities in Scotland. It is therefore no great surprise that they employed the expertise of **Express Removals** when it came to relocating the entire university's book stock from the William Harley Building to its new home in the Saltire Centre. Using a 34 strong team, comprising a project manager, 3 move managers, 2 move teams (drivers and porters) totalling 20 and a pack team of 10, Express Removals embarked on a 10 day project of 11 hour shifts with extra 'twilight' shifts to accommodate any peak movements in the relocation process.

The stock move began at noon on Friday, Jan. 20, and was to be carried out over the mid semester break finishing at noon on Sunday, Jan. 29. Express Removals completed the transfer very successfully, and this was no mean feat. It took three 17-tonne tail lifts, two 7.5-tonne tail lifts, 2,000 metre long lidded crates, 450 crate dollies and 25,000 colour coded labels to move 300,000 book volumes covering 8,500 linear meters of shelving! In addition to this there were 1,600 linear meters of journals, 200 linear metres of Audio Visual material and 200 linear metres of short loan material on open shelving. This all equates to 10.5 kilometres of books! All this and the lift was out of bounds!

Ray McDonald, project manager at the university, was pleased with the result, he commented "Prior to the project, we met with Express Removals to discuss the logistics of the move. The relocation went ahead and was



executed as we had discussed, Express Removals completed on time and within budget. The staff were courteous, industrious and it was obvious to me that they were very well managed. We had a daily dialogue and any problems that arose were dealt with there and then in a very professional manner."

Colin McGregor, Scottish regional director at Express Removals, stated, "This is one of the largest relocations of its type in Scotland so it took significant planning. It was because of discussions and careful preparation well in advance of the assignment that made the implementation of the move such a success."

Website: [www.doreebonner.co.uk](http://www.doreebonner.co.uk)

## Jeff Coleman Named to Commission On Higher Education

**Jeff Coleman**, President of **Coleman American Moving Services, Inc.**, of Dothan, Ala., has been appointed to the Alabama Commission on Higher Education by Governor Bob Riley. He was confirmed on March 1 by the Alabama Senate. Coleman will be representing the state-at-large district on the commission.

“We are pleased to have someone of Mr. Coleman’s caliber on the commission,” said Executive Director Michael E. Malone.

Coleman holds a B.S. in Commerce and Business Administration from the University of Alabama and an MBA from Troy University in Dothan. He has served as a board member for HHGFAA, the American Moving and Storage Association, and the Allied Van Lines Agents Association. He also is a past Chairman of HHGFAA.

The Alabama Commission on Higher



**Jeff Coleman**

Education, founded in 1969, is the state’s coordinating board for all public institutions of higher education. Members serve 9-year terms.

Coleman American Website: [www.colemanamerican.com](http://www.colemanamerican.com).

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## Doree Bonner International Takes Rugby Star Home

**Doree Bonner International** enjoys a good relationship with Bath Rugby Club; they are a club sponsor and always support a player award at the annual dinner. Therefore, along with their partner, Grace International, that they are helping Bath forwards coach Michael Foley move back to his homeland of Australia, where he will take up the role of restarts coach for the Wallabies in preparation for the 2007 World Cup.

Foley was one of the most capped front row forwards in Australia, with a notable 50 tests and 100 matches at state level for Wallabies and Queensland in 2001. He became an assistant coach at Bath Rugby Club, where he helped Bath become a remarkable force in the English Premiership.

Foley’s shipment was sent to Brisbane, where Grace International would carry out the remainder of the move.

Nick Earle, general manager of Doree Bonner International in Bath, commented, “We have been a strong supporter of Bath Rugby Club for years and have built up a fine relationship with them through our sponsorship of things like the young player of the year at the annual dinner; we have also moved a number of Bath rugby players over the past three years. Michael Foley has been a great asset to the club in the time he has been there and so it is our pleasure to be able to help him with his move. We wish him all the very best with his move back to Australia and his future career.”

Website: [www.doreebonner.co.uk](http://www.doreebonner.co.uk).



**Nick Earle (right), general manager of Doree Bonner International, bids farewell to Michael Foley on moving day.**

## **A Alternativa Masters the ‘Art of Packing Art’**

The Brazilian company **A Alternativa** is frequently involved in the “art of packing art.”

Most recently, the company has been engaged in the construction of climate boxes for Brazilian lenders, Fundacao Biblioteca Nacional Rio de Janeiro, Museum Castro Maya, and Museum Nacional de Belas Artes in Rio de Janeiro, besides providing full assistance for the couriers serving Biblioteque Nationale de France, Musée d’Orsay, Musee Gustave-Moreau, Musee Picasso Paris, Ville de Gerardmer, France, the National Gallery of Art in Washington, DC, the Philadelphia Museum of Art, The Art Institute of Chicago, The Metropolitan Museum of Art in New York, and last but not least, The National Gallery in London.

A Alternativa handles customs clearance, transportation using temperature-controlled trucks, unloading, and, after 24 hours of acclimatization, unpacking. The company coordinates many shipments and couriers, some to be met as early as 5:30 AM at the airport — all of which is not only very exciting but requires a precise logistical planning.

Once a show opens, one tends to forget the many tense hours spent in transporting and setting up the exhibit. A recent effort in which A Alternativa participated is the exhibition in São Paulo, “Degas: The Universe of an Artist,” widely hailed by the local media as one of the best this year. The exhibit will run through August 20.

A Alternativa was involved in 2006 in a number of international exhibitions: Ingres, Paris; African Inheritance, Paris; Van Gogh, Brescia; Goya, Mexico City; Matisse, Duesseldorf/Basel; Manet, Milan; Frans Post, Paris; Corot, Ferrara; Ferrez, Paris; Santanas, Nice; Erotic Art, São Paulo, Rio de Janeiro, with international works from Peru, the United States, and France; Xul Solar, Houston, Texas; Tapiés, Paris; Cezanne, Washington, DC; New Portugal, Lisbon; Modigliani, Milan; Rietveld, Delft; Documenta, Kassel; Frans Post, Munich; and many local and Brazilian artists.

## **O’Neil Software Unveils RSWeb.NET**

**O’Neil Software’s** RSWeb.NET maintains all the capabilities of its earlier RSWeb module, while gaining new advantages and functionality.

O’Neil, headquartered in Irvine, Calif., has harnessed the power of the Internet and Microsoft’s latest .NET technology to give customers greater access and control of their records than ever before. As part of its complete suite of fully integrated software (O’Neil’s RS-SQL® and award-winning RSMobile®), RSWeb.NET is now even more flexible, powerful and user-friendly.

Customers now enjoy enhanced access from anywhere in the world to a record center’s RS-SQL database and can perform many tasks themselves, eliminating unnecessary e-mails, faxes and telephone calls.

Standard user interface conventions are maintained. Users see the same familiar screens that walk them through every step of the way, providing them with the incentive to order online more often.

Website: [www.oneilsoft.com](http://www.oneilsoft.com)





## Crown Relocations Volunteers on Earth Day

Crown Relocations' Connecticut office recently volunteered to help out with the Westport, Ct., Earth Day held at the Nature Discovery Center.

The Crown team partnered with the Nature Discovery Center, which is comprised of 70 acres -- 62 set aside as a wildlife sanctuary and hiking trails. The team, along with other volunteers, cleaned up the area by removing trash from the roadside and a nearby construction site.

The Nature Discovery Center's mission is to "educate the community about nature and the environment and about ways of taking action to preserve, protect and enjoy nature and the environment." Crown offices around the world are proud to support their communities' efforts to improve their well-being, and make volunteering and sponsorships a priority.

Website: [www.crownworldwide.com](http://www.crownworldwide.com).



**Napoletano**



**Tomio**



**Mehrotra**

## Trans-Link Academy Graduates

As a part of Trans-Link's core value, scholarships are offered with the objective to provide young, potentially able Master-degree students with a good educational training at Trans-Link, the reputable international relocation company here in Thailand. The teams of trainers at Trans-Link are hopeful that their abilities will be improved with a higher level of confidence, and that Thailand's contribution to the academic and cultural world will be greatly enhanced.

The followings have been currently studied under the TRMA Programme:

- **Julien Napoletano**, who studied at Espeme Edhec, an international business school in Nice, France. He speaks his native French, as well as fluent English and Spanish. He has been with Trans-Link Academy for six months.
- **P.L. Tomio**, from Sasin Graduate Institute of Business Administration of Chulalongkorn University, and an MBA candidate. He speaks his native Japanese, fluent English, Chinese (Mandarin), and Thai. His experience includes overseas positions in Japan, China, and the United States. He has been with Trans-Link Academy for 3 months.
- **Dave Mehrotra**, from Bangalore, India, is an MBA student from the Graduate School of Business, Assumption University. He speaks his native Indian and fluent English. He has been with Trans-Link Academy for 6 months.

## MILESTONES

This year the **John Duncan Removals Company**, part of **Doree Bonner International**, marks 100 years in business. The company was first established in 1906 by H&R Duncan using a horse and cart; it gradually expanded, adding a motorbike and sidecar as the next addition to its fleet. World War II meant that in 1939, all transport companies had to be nationalized and it was taken over by the government and renamed British Road Services. John Duncan reacquired the company in about 1953; his son, John Duncan Jr., joined him in 1956.

In 1978 the company was bought by a family dairy business called Murchies Creameries and was run by Gordon Spiers, who in 1982 purchased John Duncan when Murchies Creameries went into liquidation. The company's relocation to Jenners Depository in Balgreen Road marked the beginning of a long relationship with that well-established department store, as Jenners had ceased trading as removers and instead used John Duncan for these services. Mark Spiers joined the company in 1984, and Anita Spiers in 1989. They continued to build the company until the takeover by Doree Bonner International in 2005.

Since then the company has continued to trade under the John Duncan brand and it is now one of the largest moving companies in Scotland.

Website: [www.doreebonner.co.uk](http://www.doreebonner.co.uk)



The Mexican company **Sancalsa International Services** marks its 25th anniversary this year. The company's founders, Alicia Sim Flores and Alberto Rojanos, started the company with little more than their combined experience and a lot of customers who needed the types of services they offered.

Website: [www.sancalsa.com.mx](http://www.sancalsa.com.mx)

## AFRICA FACTS

**Number of  
personal computers  
in sub-Saharan**

**Africa: 12 per thousand  
people in 2003**

*SOURCE: National  
Geographic*



## HONORS AND AWARDS

A Singapore-based international moving company has achieved the only global quality award that exists for its industry.

**Raffles Movers International pte Ltd.** joins a growing number of international moving companies around the world to obtain the coveted FIDI-FAIM (FIDI Accredited International Mover) quality assurance award.

It comes only after a gruelling company compliance procedure undertaken by world-renowned Management Consulting Ernst & Young, acting on behalf of FIDI, a Belgian-based organization representing over 520 overseas moving companies around the world.

Although sponsored by FIDI, the actual inspection of companies is handled entirely independently by global Ernst & Young. This ensures absolute fairness of the compliance procedure, which is claimed to be much tougher than the one used for the well-established ISO (International Standards Organization). The inspection is repeated every 2 years.

FIDI-FAIM is the only quality assurance standard for the international moving industry and covers every aspect of a company's activities in detail. From the way that telephones are answered, fire regulations maintained and the type of packing materials used to the security of the warehouse, the FIDI-FAIM standard covers over 500 operational elements.

"It's not just a question of getting the paperwork right, either," says Abraham Antony of Raffles. "Ernst & Young interviewed staff at random, quizzing them on their knowledge of the industry and operational procedures. No one escaped — they talked to packers, drivers and office staff."

The overseas moving industry is self-regulated and historically, FIDI (the oldest association representing the industry) has developed the principle of agent-to-agent relationships. This has meant creating the climate in which companies all over the world can work together with a measure of confidence in a colleague's ability not only to do provide supporting services at destination or departure, but to pay its bills too.

"That may have held good fifty years ago," says Antony, "but not any more. Consumers are entitled to know that they are dealing with a quality-certified company at departure and destination — and FIDI-FAIM is part of a process to bring the whole FIDI membership to a single standard. So people on the move in Sydney, Bangalore or New York can be as certain as people in Singapore or Germany of obtaining the same level of quality when they move overseas."

Website: [www.rafmover.com](http://www.rafmover.com)



At the recent PMA Southern California 57th Annual Safety Awards Banquets that recognized safety in the workplace for 2005,



**Raffles office staff.**

**Pasha Stevedoring & Terminals** Los Angeles/Long Beach won 1st Place Group A Stevedore Lowest Injury Rate, for the Coast level and the Southern California area. The company also received the award for the Greatest Reduction in Injury Rate — Southern California area.

In San Diego, PST received 1st Place Group B Stevedore Lowest Injury Rate- Southern California and 2nd Place Group B Stevedore Lowest Injury Rate-Coast Level.

PST, an ISO 9001:2000 certified company, is a wholly owned subsidiary of The Pasha Group, headquartered in Corte Madera, Calif.



Now in its fifth year, the Megagrowth 50 awards are a joint venture between the Kent Messenger Group, KPMG and Lloyds TSB corporate. Celebrating the power and array of the many different businesses in the county, the Megagrowth 50 awards seeks to honor companies that have made their mark by being consistently profitable over the past 3 years and who have shown and above average growth.

In 2004 **Doree Bonner International** made its first appearance as 36th of the top 50 most profitable businesses in the Kent area. The firm saw an impressive revenue growth of 52.7% in 2005, which boosted it up 12 places to position 24 in the table. This year has seen it excel to 8th position, with revenues increasing by 74% over the last 3 years from £5.8 million in 2001-2002 to £10.1 million in 2004-05.

The Doree Bonner International Group, with over 70 years experience in the removals industry, is currently among the top 15 removers in the UK. Its branches stretch across Southern England from Bath in the West to Canterbury in the East

Website: [www.doreebonner.co.uk](http://www.doreebonner.co.uk)

## AFRICA FACTS

The 2004 Nobel Peace Prize laureate was a Kenyan named Wangari Maathai. She began a tree-planting campaign in 1977 to help reforest Kenya and provide jobs. But something bigger — her Green Belt Movement — is now an environmental and political force that has inspired the world. She received 98% of the vote to win a seat in Kenya's parliament, and also is the nation's assistant minister for the environment.

SOURCE: *National Geographic*





**Georgia Angell**  
President  
Dell Forwarding  
HHGFAA Chairman

On behalf of the Household Goods Forwarders Association of America, Inc., I want to extend a warm welcome to those who are new to our organization.

## NEW ASSOCIATE MEMBERS

### Advance Transport

18 Railway Road, Montague Gardens  
Cape Town, 7442 South Africa  
Tel: (27) 21 5511 536  
Fax: (27) 21 551 1764  
E-mail: john@advtrans.co.za  
P.O.C: John Fernandes  
Sponsors: Steers Afrovon, South Africa  
Thomsons International Movers, South Africa

### Adams Investments, Inc.

PO Box 1881  
Sumter, SC 29151  
Tel: (803) 773-7100  
Toll-free: (800) 788-2814  
Fax: (803) 773-7792  
E-mail: p.aladams@adamsmovers.com  
P.O.C: E. Al Adams  
Sponsors: Intermove, Ltd, CT  
Smith Dray Line, SC

### Animal Land, Inc.

1227 Logan Circle NW  
Atlanta, GA 30318  
Tel: (404) 350-0500  
Toll-free: (800) 379-8625  
Fax: (404) 350-0502  
E-mail: info@petmovers.com  
P.O.C: Marc Morrison  
Sponsors: Beltmann Group Worldwide, GA  
Executive Moving Systems, VA

### Asia-Pacific Worldwide Movers Ltd.

Room 207, Unit B, Block 1  
16 Bai ZHI Wan Roadm,  
Beijing 100022, China  
Tel: (8610) 8774 7702  
Fax: (8610) 8774 7563  
E-mail: asia-pacific@online.sh.cn  
P.O.C: Ken Wang

### Beijing Special Speed International Logistics Company

No. 2203, 11# Oulu Bldg, 172 Bei Yuan Rd  
Chaoyang Dist, Beijing 100 101, China  
Tel: (86) 10 8485 3403  
Fax: (86) 10 8485 3405  
E-mail: annie@ssicargo.com  
P.O.C: Annie Yuan  
Sponsors: US Group Consolidators Inc., China  
THI Group Ltd, China

### Blue Sea Shipping Agency LLC

P.O. Box 51527  
Dubai, United Arab Emirates  
Tel: (971) 4 352 8438  
Fax: (971) 4 355 7655  
E-mail: prem@blueseashipping.com  
P.O.C: Mr. P. S. Pem Navas  
Sponsors: CSS Homeward Bound, UAE  
Rona Cargo, UAE

### Brisk International Cargo Inc.

220-2055 Kennedy Road, Customs Bldg  
Toronto, Ontario MIT 3G3 Canada  
Tel: (416) 321-0400  
Fax: (416) 321-0405  
E-mail: director@briskcargo.com  
P.O.C: LA Wasanthi and AR Nathan  
Sponsors: Rona Cargo, UAE  
Executive Moving Systems, VA

### Cargo Channels Pvt. Ltd.

“AGL Chambers”  
150 Village Kapashera, 2nd Floor  
New Delhi 110037, India  
Tel: (91) 11 2506 9631  
Fax: (91) 11 2506 9630  
E-mail: mahesh-trikha@cargochannels.com  
P.O.C: Mahesh Prikha  
Sponsors: Executive Moving Systems, VA  
Ashoka International, India

### Columbia Transport Inc. (Coltrans)

2253 Aurora Blvd,  
Pasay City 1300 Philippines  
Tel: (63) 2 833 2551  
Fax: (63) 2 833 2358  
E-mail: coltranscargo.com  
P.O.C: DeeDee L. Mallari  
Sponsors: Rainier, WA  
Executive Moving Systems, VA

### Conroy Removals Pty Ltd.

9-11 Boeing Place  
Caboolture, QLD 4510, Australia  
Tel: (61) 7 5495 2156  
Fax: (61) 7 5495 7220  
E-mail: philipg@conroyremovals.com.au  
Website: www.conroyremovals.com.au  
P.O.C: Philip Gordon

### Continent Ltd Russia

17A Shkripersky Protok, Office No. 3  
199 106 St. Petersburg, Russia  
Tel: (7) 495 942 7046  
Fax: (7) 495 942 7046  
E-mail: info@continent-spb.com  
P.O.C: Ms. Lala Nagieva  
Sponsors: Executive Moving Systems, VA  
Advance Relocation Systems, MD

### Equiexpress Inc.

9949 North West 89th Avenue, Boy #18,  
Medley, FL 33178  
Tel: (305) 888-2125  
Fax: (305) 888-2126  
E-mail: movers@equiexpress.com  
Website: www.equiexpress.com  
P.O.C: Elena Isabel Mari  
Sponsors: Executive Moving Systems Inc., VA  
Reliable Van & Storage Company, Inc., NJ

### International Relo Services SRL

Via Edison N. 118  
20019 Settimo Milanese (MI), Italy  
Tel: (39) 02 4799 7730  
Fax: (39) 02 4799 5103  
E-mail: info@interloservices.com  
Website: www.interloservices.com  
P.O.C: Mr. Bonvino Alessandro  
Sponsors: Euromoving 2000 SRL, Italy  
Merci Service International Movers, Italy

### Itulen International Moving S.R.L.

Paraguay 1484 - Floor 9D  
C1061ABB, Buenos Aires, Argentina  
Tel: (54) 11 4811 7732  
Fax: (54) 11 4811 6019  
E-mail: mudanzas@itulen.com  
Website: www.itulen.com  
P.O.C: Ms. Claudia Iturralde  
Sponsors: Worldpack, WA  
Atlantis International, Brazil

### Premiere Service SRL

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Sec 5, Et. 1 Ap 44, Sector 4  
Bucharest, Romania  
Tel: (4) 031 101 6 102  
Fax: (4) 031 101 6 102  
E-mail: office@premiere-moving.ro  
P.O.C: Bortanoiu Catalin Mihai  
Sponsors: Chess Moving Sydney, Australia  
International Moving Service, Germany

### Premium Relocations International

Industrie Str. 14  
A-2104 Vienna-Spillern, Austria  
Tel: (43) 8 1030 0466  
Fax: (43) 8 1928 0340  
E-mail: vienna@premium-relocations.at  
P.O.C: Norbert Brock

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Website: www.prime-intl.com  
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International Moving Service, Germany

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Sponsors: COMPAS GmbH, Germany  
Arpin Group, RI

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10904 Carolina Drive  
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Sponsors: United Van Line Intl, MO  
Logenix International, VA

The Worldwide Moving Services Co. Ltd.  
No. 126, 1st Floor (Right), 46th Street  
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Tel: (951) 202 466  
Fax: (951) 202 466  
E-mail: wwmsservices@myanmar.com.mm  
P.O.C: Ms. Shwe Khe, Ms. Jessica and  
Mr. Moe Thandar  
Sponsors: Premier Logistics LLC, CA  
Australian Vanlines, Australia

Transcana GmbH  
Geheimrat-Hummel-Plaza 4  
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Fax: (49) 6146 605 875  
E-mail: loos@transcana.com  
P.O.C: Andreas Loos  
Sponsors: Outaouais International, Canada  
Gebr. Van den Eijenden Eindhoven, Holland

Transpack Shipping Services  
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3089 KC/Rotterdam, The Netherlands  
Tel: (31) 10 4285 280  
Fax: (31) 10 495 0092  
E-mail: mail@transpack.nl  
P.O.C: Mr. Koos van Wungaarden  
Sponsors: Wickman Worldwide Services Inc., IN  
Crown Worldwide Moving & Storage, CA

Unitrans International  
SAAN Quandra 01 Lote 144/155  
Brasilia DF 712320-000, Brazil  
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Vipack Chile Limitada  
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P.O.C: Heydi Dannenberg and  
Angela Moreno Mc Kay  
Sponsors: KRP, Argentina  
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A Vantage Blue (TM) Company  
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Fax: (507) 263-0643  
E-mail: alandwehr@wherley.com  
Website: www.wherley.com  
P.O.C: Mr. Adam Landwehr and  
Mr. Randy Trontuent

## AFRICA FACTS

**Literacy rates** (15 years and older):  
60%

**Most literate country:** Seychelles,  
with a 92% literacy rate

**Least literate:** Burkina Faso, with a  
12.8% literacy rate

# METAL SECURITY SEALS FOR SALE

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**All orders should be faxed to  
Bel Carrington at  
(703) 317-9960**

Under 10,000	.08 each + shipping	Under 10,000	.12 each + shipping
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• **SEALS MUST BE ORDERED IN SETS OF 400 OR 600** •

## Price List for Selected HHGFAA Publications and Miscellaneous Items

TITLE	CONUS MEMBERS	OVERSEAS MEMBERS
Additional Copies of The Portal (1-year subscription)	100.00	125.00
Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
Rate Solicitations I-16 and I-17 	45.00	60.00
Global Transportation & Related Business Terminology	45.00	75.00
How Congress Works: A Layman's Guide to Understanding Congress	10.00	
Active Members Mailing Labels	15.00	20.00
U.S. Associate Members Mailing Labels	20.00	25.00
Overseas Associate Members Mailing Labels	40.00	50.00
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Training DVD & Manual: Packing & Loading Commercial Steamship Containers 	40.00	70.00

## ORDER FORM

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Mailing Address \_\_\_\_\_

Phone (    ) \_\_\_\_\_ Fax (    ) \_\_\_\_\_

Enclosed is my check for \$ \_\_\_\_\_ . Please send the following:

Item	Cost
_____	\$ _____
_____	\$ _____

Please charge my  VISA  MasterCard # \_\_\_\_\_

Name on card: \_\_\_\_\_ Exp. date \_\_\_\_\_

3- or 4-digit verification (security) code on front or back of card \_\_\_\_\_

Signature \_\_\_\_\_

All orders must be include check/money order payable to HHGFAA or credit card information. Mail with this form to:

**HHGFAA • 5904 Richmond Highway, Suite 404 • Alexandria, VA 22303  
OR, fax with credit card information to (703) 317-9960**

## Senate Proposes Full Replacement Value

The Senate Armed Services Committee has now completed its work on a \$517.7 billion FY 2007 Department of Defense Authorization bill (S. 2507) and an element of that bill is of great interest and concern to the HHGFAA membership. Section 631 of the legislation would allow for the government to provide Full Replacement Value (FRV) to a military member or civilian contractor to the military for personal property damaged in transit. The government can do an automatic offset against any monies owed to the transportation provider for the costs of providing the move.

FRV is one of the elements of the Families First Program that the military has been developing with industry for the past 3 years. Families First is a comprehensive effort to reengineer the personal property movement program and ideally move it closer to commercial practices. This is one of the few elements of Families First that is moving forward — but without the rest of the program changes.

The House has already passed its version of this legislation (HR 5122) and there is no comparable provision in that bill. The Senate proposal is now pending in the full Senate. Obviously, the differences between the two versions of the bill must be resolved in a conference committee once the Senate completes its work on the measure.

The Senate bill attempts to incorporate what DoD believes to be an important feature of commercial contracting practices — the requirement by transportation providers to provide FRV. It is unclear exactly how the additional cost of this element is to be addressed. According to the staff at the Senate Armed Services Committee, it is expected that any cost increases must be subsumed within the rates that transportation service providers file.

Under the Senate proposal, other critical elements of Families First such as the contractor selection methodology are not advanced along with FRV. For example, for international transportation service providers, the practice of incentive tonnage for the lowest bidder will continue.

Further complicating this picture, the Senate DoD Appropriations Committee has indicated that it intends to reduce funding to the FY07 budget. Thus, any cost increases that transportation services providers would expect to accommodate the increased costs of providing FRV could be difficult, if not impossible, to achieve. Further, given the appropriations pressures for DOD for FY07, DoD's ability to modify the HHG programs for less than a 13% cost increase could result in deep divisions over the Senate authorization.

The House version of this bill set an authorization level at \$512.9 but also carried a veto threat from the White House over "Buy America" provisions in the measure. The House bill passed by a vote of 396-31 emphasizes expanded benefits for military people and their families, while also attempting direct more attention to the threat posed by improvised explosive devices (IEDs) used with devastating effect against US troops in Iraq and Afghanistan.

The White House has objected to expanded funding for these programs, but leveled its veto threat because of provisions designed to favor American companies in the awarding of defense contracts. Despite these concerns and facing the midterm election in 6 months, lawmakers openly challenged President Bush's policies affecting military

people and their families, the war's conduct and weapons purchases.

### 'Buy America'

The House bill contains several measures intended to protect US manufacturing jobs in the defense sector. It would prohibit the Pentagon from purchasing items from foreign companies accused before the World Trade Organization of receiving subsidies. It also would set up a Strategic Materials Protection Board that would classify specialty metals or other items as critical to national security and ban purchases

## By Jim Wise PACE-CAPSTONE



of such materials from foreign sources.

Another section would prohibit procurements from any entity that has exported or transferred certain items linked to the US Munitions List to China, "causing irreparable damage to DoD's efforts to implement a strategy of worldwide engagement with allies and friendly nations," the White House statement said.

The measure would ban Pentagon suppliers from buying "virtually any foreign-made commercial items, components or materials, such as information technology products, commercial aircraft and commercial aircraft engines," according to the statement. "If the President is presented a bill that includes such provisions, his senior advisers will recommend that he veto the bill."

Duncan Hunter (R-CA), chairman of the Armed Services Committee, has tried to enact such provisions since taking control of the committee in 2003. Each year, however, the Senate committee has succeeded in getting the provision dropped during conference.

The House measure breaks from the White House defense plan in many ways. The bill would authorize a 2.7% pay raise for military personnel and a larger Army and Marine Corps — both exceeding administration requests. It adds more spending for some weapons than the president requested and subtracts from others.

In its statement, the White House criticized the pay and troop strength decisions. It also expressed "disappointment" that the bill would reject the president's proposal to increase payments for military retirees under 65 who are members of the Tricare health network.

The White House "strongly opposes" a provision that would expand discounted Tricare benefits to almost all reservists and their families, not just those who have been mobilized since the Sept. 11, 2001, terrorist attacks. That expansion, the statement said, "dramatically worsens the fiscal situation" because it would cost \$400 million in fiscal 2007 and \$3.6 billion over 5 years.

### Amendments

The House adopted by voice vote an amendment by Gene Taylor (D-MS) that would require 100% of US military vehicles operating outside compounds in Iraq and Afghanistan to carry equipment capable of jamming remotely detonated IEDs. It also adopted by voice vote a separate amendment by Adam B. Schiff (D-CA) that would require the Pentagon to give Congress regular reports on roadside

bomb threats and the progress in developing systems to defeat them.

Taylor said he has attended funerals and visited hospital beds for scores of military personnel killed and wounded by roadside bombs. In every case that he could confirm, he said, the victim's vehicle did not have a jamming device. In many cases, he said, soldiers tell him they have not been trained to use them.

The House also adopted two other significant amendments:

- Michael N. Castle's (R-DE) amendment, that would require the Pentagon to tie defense contractors' bonuses, called "award and incentive fees," more closely to their performance in delivering weapons on schedule and on budget, and that meet technical requirements.
- Virgil H. Goode Jr.'s (R-VA) amendment, authorizing the Pentagon to provide troops at the request of Homeland Security in certain circumstances for border control purposes.

Democrats protested the Rules Committee's refusal to allow several amendments they wanted to offer on the floor, including one that would have rolled back proposed increases in retail pharmacy co-pays for members of the Tricare health network who are not on active duty.

## **House Panel Passes Port Security Bill Minus Stringent Cargo Screening**

A House committee approved a wide-ranging port security bill after Republicans fended off a Democratic bid to require inspections of every cargo container that enters US seaports. The Homeland Security Committee voted 29-0 for the bill (HR 4954), sponsored by California Reps. Dan Lungren, a Republican, and Democrat Jane Harman. It would establish procedures for restoring port operations in the event of an attack, require the department to develop standards for container seals, and codify several existing port security programs.

As amended, the legislation also would authorize more than \$7.4 billion over 5 years to defend ports and cargo, including a \$1.9 billion boost for Coast Guard construction of vessels. The bill originally would have authorized approximately \$800 million annually. According to Committee Chair Peter King (R-NY), the bill takes the necessary steps to secure US ports and prevent threats from ever reaching US soil, by implementing an international, multilayered approach to cargo screening and port security.

But it was an amendment offered by Rep. Edward J. Markey (D-MA) that generated the most attention before markup. It would have set deadlines for every incoming cargo container to be inspected for both radiation and density to determine whether it poses a terror threat.

Retailers, shippers and other business groups lobbied intensely against the Markey amendment, arguing that it would be too expensive and grind commerce to a halt.

Democrats have made 100% sea cargo inspection central to their election year security agenda and criticized the current rate of inspections — about 5% — as dangerously low.

But after intense speculation that several Republicans vulnerable in the fall elections might support it, Markey's amendment failed on a 16-18 vote. Only one Republican voted with the Democrats, Christopher Shays (CT), who said the federal government needed to have deadlines for radiation inspection.

Committee members instead adopted an alternative proposal by Ginny Brown-Waite (R-FL) that would require the Homeland Security secretary to evaluate radiation detection technology used to inspect cargo at foreign seaports before it is shipped. It also would prohibit ports from accepting cargo containers from countries that do not cooperate with the US government to deploy new nuclear and radiation detection technology.

Republicans said the Markey amendment went too far and would have forced the Homeland Security Department to rely on unproven technology. Democrats said Republicans bowed to industry. The panel also adopted an amendment offered by Donna M.C. Christensen (D-USVI) that would authorize approximately \$1.9 billion for construction and acquisition of vessels, aircraft, shore and offshore facilities associated with the Coast Guard's Integrated Deepwater System, designed to reduce the risk of future acts of terrorism. Transportation and Infrastructure Chairman Don Young (R-AK) said that the bill may be referred to his committee.

### **Border and Port Security**

According to the committee, when accounts across the bill are aggregated, the measure provides \$19.6 billion for border security and immigration enforcement, \$1.6 billion (9%) more than current funding, and \$4.2 billion for port, cargo and container security, \$448 million (12%) more than current funding.

The bill requires the department to submit, by November 1, a strategic plan for the department's new Border Security Initiative. It also withholds \$10 million from the Office of the Secretary until the department submits a comprehensive plan for port, cargo and container security.



## Security and Enforcement Agencies

The bill provides the following funding for security agencies within the Homeland Security Department:

- **CBP** — \$6.4 billion for Customs and Border Protection (CBP), which will be combined with \$1.3 billion in fees, for a total funding level of \$7.7 billion, 9% more than FY 2006 funding but 2% less than requested.
- **ICE** — \$3.9 billion for Immigration and Customs Enforcement (ICE), 23% more than current amounts, but 1.5% less than requested.
- **TSA** — \$6.4 billion in total funding, 1% more than current funding, including \$6 billion in appropriations and \$326 million in fees, for the Transportation Security Administration. The appropriation is partially offset through the collection of fees for a net appropriation of \$3.6 billion, 6% less than in FY 2006, but 56% more than requested, since the administration assumed that additional fees would be collected from airline passengers.
- **Coast Guard** — \$8.1 billion for the Coast Guard, \$52 million less than requested, but \$452 million (6%) more than the net funding level in FY 2006.

## Port Security

Provides \$500 million, \$36 million less than requested and authorized by the port security bill, for the Domestic Nuclear Detection Office, including \$178 million for radiation portal monitors. It provides \$299 million, 18% more than current funding, for analysis and operations activities.

## Ports, Cargo, and Containers

The bill provides \$4.2 billion, \$448 million (12%) more than current funding, for port, cargo and container security efforts across several agencies, including the Coast Guard, CBP, the Domestic Nuclear Detection Office, TSA, and Science and Technology.

The measure withholds \$10 million until DHS submits a comprehensive port, cargo and container security strategic plan that requires the screening of all inbound cargo through the Automated Targeting System; doubles the percentage of inbound cargo currently inspected by CBP personnel; sets minimum standards for securing inbound cargo; and meets other FY 2007 performance requirements laid out in the committee report, which requires that the percentage of cargo containers screened for radiological material as of Jan. 1 be doubled; requires an evaluation of cargo-screening programs at foreign ports; and sets requirements for the Container Security Initiative and Customs-Trade Partnership Against Terrorism (C-TPAT) programs.

## Inspections and Trade Facilitation

The measure allocates \$1.7 billion for border security inspections and trade facilitation, nearly \$90 million (6%) more than current funding and \$15 million (1%) more than requested, which is intended to increase the validation of participants in the C-TPAT program. This funding is part of the measure's overall funding for port, cargo and container security programs.

Of these amounts, \$139 million, \$2 million more than current funding but the same as requested, is for the Container Security Initiative, which places CBP agents at foreign ports. The funding would support deploying personnel to 58 foreign ports, 14 more than the current 44. The bill provides \$57 million less than authorized under port security legislation (HR 4954) passed by the House. The committee report also requires the department, when it develops the port, cargo and container security plan required by the bill, to ensure that ports in the CSI program maintain reviews of 100% of cargo manifests. It also requires the department to determine how to coordinate its functions with the Energy Department's Megaports program, and to report on the use of non-intrusive technology in participating ports.

The account includes \$91 million for three programs to support expedited processing of certain importers, carriers and businesses, including the Customs-Trade Partnership Against Terrorism (C-TPAT), the Free and Secure Trade (FAST) programs, and the NEXUS-SENTRI program. Of these amounts, \$70 million is for the C-TPAT program, about \$5 million less than authorized under the port-security legislation (HR 4954) passed by the House. Of the funding provided by the bill, \$15 million is intended for the validation and re-validation of participants in the C-TPAT program. As part of the measure's required port, cargo and container security plan, the committee report requires the department to validate new participants within one year and re-validate those partners again once every 3 years.

The bill directs CBP, along with the Science and Technology Directorate, to establish minimum standards for securing cargo containers, and to incorporate those standards in the port, cargo and container security plan as required. The committee report directs CBP to report by Jan. 16, 2007, on its efforts to combat nuclear smuggling, including documentation verification capabilities and container inspection procedures. It requires a report by the same date on the resources being devoted to intellectual property rights infringement, as well as a report on the performance of the Immigration Advisory Program.

## **Automation Modernization**

The bill appropriates \$451 million, available until expended, for CBP automation modernization, \$10 million less than requested, but equal to current funding. Of the funding provided, \$317 million is for the the Automated Commercial Environment (ACE) and International Trade Data System (ITDS), but the measure prevents the use of \$217 million of the ACE funding until the Appropriations committees receive and approve an expenditure plan that has also been approved by OMB and reviewed by GAO. (The administration proposed removing this requirement in its budget request.)

## **Air Cargo**

The committee recommends \$55 million for air cargo inspection. The committee, “extremely disappointed” that TSA has not finalized a rule to strengthen cargo security as required by the Intelligence Reform and Terrorism Prevention Act (PL 108-458), notes that the TSA has awarded only one of the three pilot projects funded in FY 2006.

The bill prevents the obligation of funding for air cargo security — except for inspectors, canines and screeners — until the TSA provides a detailed air-cargo security action plan that addresses recommendations in a 2005 GAO report. It includes a provision from prior years that requires the development of standards and protocols for increasing the use of explosive detection equipment to screen air cargo. The measure also requires TSA to provide quarterly reports with air cargo inspection statistics, and it reduces TSA’s appropriations for aviation security funding by \$100,000 for each day that the TSA fails to meet the bill’s deadline of 45 days after the end of a quarter.

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**(ANNUAL MEETING ISSUE)**  
November/December Issue..... November 10, 2006  
January/February 2007 Issue..... January 20, 2007  
March/April 2007 Issue..... March 10, 2007  
May/June Issue ..... May 20, 2007

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# Industry Calendar

**June 15–17, 2006**

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Malaga, Spain

**July 9–12, 2006**

National Council of Moving Associations  
Nashville, TN

**Sept. 11–12, 2006**

Military/Industry Meeting  
Alexandria, VA

**Sept. 24–28, 2006**

NDTA Forum  
Memphis, Tennessee

**Sept. 18–19, 2006**

CAM Annual Conference and Golf Tournament  
Toronto, Canada

**Oct. 7–8, 2006**

PAIMA Convention  
San Francisco, California

**Oct. 9–12, 2006**

**HHGFAA 44th Annual Meeting**  
**San Francisco, California**

**April 22–25 2007**

AMSA Annual Meeting  
Palm Springs, California

**April 23–25 2007**

SDDC-HQ Training Symposium  
Orlando, Florida

**Oct. 14–17, 2007**

**HHGFAA 45th Annual Meeting**  
**New York, New York**

**Oct. 4–7, 2008**

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