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Movers Doing Good

How IAM Members Support Causes, Charities, and Communities



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Good Riddance to a Good Year



TERRY R. HEAD
IAM President

Yes, you read that correctly. I am using my first President's message of 2010 to wish "good riddance" to 2009. Don't get me wrong – generally speaking, it was a good year, but I'm glad it is behind us. This is particularly true when you consider the poor or fluctuating state of many of the global economies, as well as the impact the downturns had on the housing and capital markets. Not many people move when they can't sell their houses or find the money to buy new ones. And globally focused companies just don't expand or relocate people when things are as uncertain as they've been over the last 12 to 18 months.

So, from the moving industry's point of view, 2009 was tough, although some IAM members were affected more than others. A few businesses were closed, sold, or forced to merge with other entities to survive. Other companies, however, didn't just weather the storm—indeed, they will tell you that they had a good year. I heard one person sum up 2009 nicely: "Being flat was the new up."

What is certain is that 2009 was a very good year for IAM and our members, at least from my perspective. Following the name change approved by our members in late 2008, the Association staff sought and received valuable feedback from you by way of an extensive Member Needs Survey conducted in the early months of 2009. The survey, performed by an independent third-party consulting firm, was carried out through personal interviews and an electronic survey of the entire IAM membership.

The survey data prompted the Association to enhance, create, or begin development on a variety of new member services and benefits. Many of those benefits were introduced and experienced at the 2009 Annual Meeting, in the form of the new Knowledge Lab educational sessions, promotion of the Receivable Protection Program (RPP), and extended networking opportunities and events for new members, first-time attendees, and our YP-35 group.

Without question, one of the best things about 2009 was our members' approval of a proposal to expand and reclassify the IAM membership categories. Thanks to the newly defined categories, a larger segment of the global and commercially focused membership will potentially have a greater stake and voice in the direction and activities of the Association. Under the planned revisions any company "with an interest in moving" can become a Governing (formerly Active) Member of the Association.

A Governing Member company no longer must be a true forwarder or be involved in the movement of military household goods and baggage. Now any company that wishes to join or move up to that top category of Governing Member can benefit from the enhanced services and benefits we will offer that premier membership group.

The previous Associate Member category has been reclassified, and those companies are now known as Core Members. Any person or company with an interest in moving, other than an approved military Transportation Service Provider (TSP), may join IAM under this category. Further, it was decided to create a new category—Supplier Member—for individuals or companies that provide goods and services to the industry but are not actually engaged in the moving process.

Regardless of which type of IAM member you are or choose to become in the future, I am sure you will join me in saying goodbye to 2009 and look forward to 2010 with cautious, if not hopeful, optimism. If 2009 proved one thing to us, it's that this industry and our Association can weather just about anything thrown its way and come out even stronger and more resilient. The year 2009 may well be remembered as a turning point in the evolution of IAM.

Supporting Charities, Causes, and Communities

By Paul Lagasse

Doing good is part of the culture of the household goods moving industry, and it's easy to understand why. Movers recognize that they are part of the community—not just where they are based but, because their work may take them far away, part of the world at large as well. As the stories that follow show, movers bring resources and cheer to the underprivileged and the dispossessed, support people who are fighting debilitating illnesses, help clean up and steward the environment, and help improve the quality of life for people of all walks of life. The stories here reflect just a sampling of the incredible variety of ways—large and small, serious and fun—that the men and women of the moving profession do good every day. Whether they act on their own initiative or as part of a company-sponsored program, their service reflects the spirit of the profession.

Helping the underprivileged and dispossessed

Many movers do good by providing funds and goods for families in need, whether they have been displaced by war or natural disaster, or are suffering from economic hardship. For nearly 20 years, the **A. Arnold World Class Relocation** staff have collected toys for needy families from factories in Kentucky's Hardin County area as part of the Quicksie Toy Factory, a Christmas event sponsored by the Elizabethtown, Kentucky, radio station WQXE. In 2009, nine local factories participated in the Toy Factory by donating toys that were then distributed by two local charities, Helping Hand and North Hardin Hope. For the past decade, A. Arnold's big blue truck has been the Toy Factory's official "sleigh."

A. Arnold also partners with the Carmel Financial Corporation on an annual Holiday Food Drive to benefit The Good Samaritan Network. A. Arnold's Indianapolis office donated warehouse space to store the collected foods until delivery to the Carmel Fire Department for distribution. In 2009, the food drive collected 95,650 cans of food to help feed over 13,000 families in the Hamilton County area.

"We've worked with Carmel Financial since 2004, picking up donations and storing them in our warehouse," says Mark Russell, general manager of the Indianapolis branch of A. Arnold. "The people at Carmel Financial are great to work with. Every detail is well planned and executed, and it benefits such a great cause. We're just happy we can help."

Kathleen Thomas, food drive coordinator at Carmel Financial, adds, "Our annual food drive is driven entirely by our employees—they are committed to helping needy families in our surrounding communities. We've gone from collecting 2,280 canned items in 1992 to over 95,000 items this year. Without the help of companies like A. Arnold, who are willing to donate their services, we couldn't continue to do this."

Abels Moving Services, an up-market moving company with operating centers across eastern England, recently helped Tibetan refugee children living in Dharamsala, in the Himalayas of northern India, to improve their educational opportunities. Abels donated export cartons to the charity Earthchild (founded by Geoffrey Dart, a former Abels customer), which supports a school for children whose families have fled Tibet.

"We were only too happy to help out in a very practical way and for such a worthwhile cause," says John Watson, Abels's managing director for UK services. Schools in Bath and Abergavenny donated around 600 books for the school, and once packed up they were flown to India in September.

"Over 17,000 children have fled Tibet to escape repression, suffering great hardship in the harsh environment of the Himalayas in the process," Dart explains. "Indeed, many fail to survive the journey. Each donated book will be given to a child to cherish." He and his wife, Alexandra, established Earthchild to, in their words, "advance the education and training of young people who are in need by reason of difficult family, financial, social, or economic circumstances."





Books—glorious books! Elliott International driver Kleinbooi Mabena poses with the first cartons of books to be unloaded while Suzi van Es of Twenty30 shares her delight with Charnel Francis and Mel Potgieter of Elliott International.

Books for students in need were also the focus of recent charitable work by **Asian Tigers Transpo International Limited** and **Elliott International**. Last November, Asian Tigers and Elliott delivered four cases containing 8,000 surplus used books from the International School in Bangkok to Twenty30, a non-governmental organization (NGO) based in Johannesburg, South Africa, to be distributed to local underprivileged schools.

Asian Tigers, one of Asia's largest relocation move management companies, arranged to pick up the books and ship them to the South African port of Durban, where Elliott, which employs more than 700 people in South Africa, Botswana, Zambia, Mozambique, Swaziland, and Tanzania, paid for the customs clearance before storing and delivering the books to Twenty30 in Johannesburg. The books will be distributed to approximately 25 schools in the Soweto and Lanseria areas around Johannesburg.

"Asian Tigers has had a long association with the International School in Bangkok," says Paul Ware of Asian Tigers. "When they approached us for help in arranging this donation, we were more than happy to donate our services for such a worthwhile cause, knowing our African partners Elliott would be also be ready and able to assist us."

Brad Barker, joint CEO of Elliott International, agrees. "Opportunity for a good education for all is the vital ingredient for the eradication of poverty in South Africa. When Elliott was approached by Paul Ware of Asian Tigers to join them in providing a donation of 8,000 used books to underprivileged schools around Johannesburg, we had no hesitation in confirming our commitment to this worthy cause."



Used boxes from The Shore Porters Society were put to good use in Morocco last year.

Students in Morocco likewise benefited from movers doing good last year. **The Shore Porters Society**, an Aberdeen, Scotland-based removals and storage company with over 500 years' experience with local, national, and international moves, provided used boxes for two shipments of supplies for the Helalat Village Trust, a charity that supports small schools in Helalat, an impoverished village outside Casablanca. These schools have few books and almost no access to computers.

"We are really pleased to be able to assist Helalat Village Trust and it is great to see our boxes being put to good use to help schoolchildren in a rural Moroccan community," says Doreen Paterson, the Shore Porters' shipping coordinator. "Although Shore Porters is Aberdeen-based, our deliveries for customers take us all over the world and it is nice to be able to help a worthy cause overseas."

Stephanie Richards, a teacher from Aberdeen who runs the Helalat Village Trust, adds, "Everyone involved in the charity is absolutely delighted with the help Shore Porters has offered us. Even simple things like donating boxes and cartons for us to use when shipping donated items is such a huge help to us, and allows us to concentrate on filling the boxes. We would like to thank The Shore Porters Society for their generous donation, it is hugely appreciated, not only by us but by all the underprivileged children that will benefit."

Over the holiday season, The Borenstein Group, a Northern Virginia-based advertising, marketing, and public relations firm, teamed up with **JK Moving & Storage** to donate much-needed supplies of a different kind to Habitat for Humanity, a nonprofit, nondenominational Christian ministry that builds homes for underprivileged families across the United States. Borenstein donated a sizable collection of surplus desks, chairs, bookshelves, tables, and light fixtures following the company's recent move to a new location. JK Moving & Storage, which has assisted Habitat for Humanity on several occasions in the past, contributed the materials and labor to deliver the donation.

"We could not have accomplished this donation at all without the support of JK Moving & Storage, a stand-up local company that has demonstrated their community spirit for years," says Gal Borenstein, the founder and CEO of The Borenstein Group. "We try to do something for the community around the holidays each year and it feels great to know that while giving back this year, we were also able recycle perfectly good furniture, which is more environmentally sound than sending it all to the dump."

Philippines-based **Goetz Moving & Storage** believes in sharing the benefits of a quarter-century in business with the local community through outreach activities and partnering with nonprofit and religious organizations to provide emergency relief and serve impoverished Filipinos. For example, in response to the damage and displacement caused by Typhoons Ketsana and Parma late last year, Goetz worked with the government and UNICEF to deliver food, medicines, supplies, and healthcare services to areas devastated by massive flooding and landslides.

Goetz also sponsors the education, health, and housing programs of the Couples For Christ Foundation's Work With the Poor Ministry (CFC WWP), which cares for families living in impoverished communities. Goetz helped fund the construction of a community center at the Mary Mediatrix Restoration Village and delivered Christmas presents to the 220 families who currently live there; they also sponsored the construction of a family home in the St. Paul Restoration Village.

Along with volunteers from the nearby Parish of the Resurrection, Goetz staff help care for the elderly residents of Mary Mother of Mercy Home of the Elderly and the Abandoned—spending time with them, feeding them, bringing them presents,



Goetz's managing director, Benilda C. Munoz, helps care for the residents at a home for the elderly.

and offering financial assistance. The company's annual day-long outreach program for underprivileged children features games, prizes, food, dancing, prayer, and a chance to see the popular Jollibee mascot—the Philippines' counterpart to Ronald McDonald in the United States.



Underprivileged children enjoy an all-day party hosted by Goetz Moving & Storage in the Philippines.



Goetz Moving & Storage helped fund the construction of a community at the Mary Mediatrix Restoration Village (shown in photos above)





What a relief: Above, a thirsty koala gets a drink of water after huge bushfires displaced more than a million animals in Australia. At right, a dog injured in one of the fires receives first aid. Ron Wilson Removals and Storage helped to rescue many of the animals that survived the blazes.

It's not just humans who are dispossessed by natural disasters. Animals, too, suffer the loss of their homes and natural habitats when disaster strikes—as it did on February 7, 2009, which will be forever remembered as Black Saturday in Australia. That day, 400 bushfires engulfed 78 townships in the Australian state of Victoria, destroying over 2,000 homes and 3,500 other structures, displacing over 7,500 people, and claiming the lives of 173 people. But the biggest catastrophe that day was the death of over a million animals—koalas, kangaroos, cockatoos, wombats, and more. Amid the devastation, however, the staff at **Ron Wilson Removals and Storage** worked to rescue many of the animals that survived on that horrific day.

Debbie Jenkins, international manager at Ron Wilson Removals, responded to an urgent call from Australian Animal Rescue, Inc., that Saturday night to provide urgently needed assistance at Wittlesea, the base of operations for the fire and rescue efforts. Debbie and Shane Wilson, the son of the firm's owner, Kevin Wilson, delivered beds for burned kangaroos as well as food and water for the domestic and wild animals that were beginning to arrive. "One koala was seen leaning over a private swimming pool, at full stretch, in an effort to secure a much needed drink," Debbie recalls.

People phoned the rescue station to advise about the location of animals injured and burned in the fire, and brought animals of all sizes for aid. At one point, over 60 kangaroos, koalas, wombats, and birds were being cared for in the shed that Debbie and her fellow volunteers had converted into a makeshift ICU,



supplemented by a mobile veterinary hospital from the organization Care for Wildlife.

From the day of the fire and into March—peak season for Australia's movers—Debbie coordinated the movement of over 300 tons of donated supplies in addition to the firm's regular eight-hour-a-day workload of national and international shipments. Meanwhile, Shane's family farm—which had experienced fires only feet from the house's front door—became a base for receiving, sorting, and delivering goods for the region. Following the fires, Shane and his family traveled out every weekend and evening to deliver hay, blankets, food, birdseed, cages, and even leads to families and shelters in the affected areas.

Debbie organized a fleet of 34 trucks donated by Linfox Transport as well as the Ron Wilson fleet, whose drivers volunteered to work after hours. "What an amazing group of truckies they were," says Debbie, "from loading hay onto the flat decks, to load after load of 25-kilogram bags of horse and cattle feed. Remember, these guys were also doing their deliveries as well in between."

Debbie says that life in Victoria is slowly returning to something approximating normal, and currently Australian Animal Rescue is raising funds to build a special koala hospital in Devon Meadows to treat the survivors of Black Saturday and other injured animals.

Helping people fight illness

The onset of a terminal illness can be as disruptive as any natural or manmade disaster to those who are affected by it. Many movers support charities that help patients and their families try to maintain some semblance of normal lives amid extended hospital stays, debilitating medical procedures, and the stress of uncertainty. Last October in Atlanta, Georgia, the staff of the office of **Graebel Relocation Services Worldwide** and the service center of **Graebel Atlanta Movers**, both of the Graebel Companies, Inc., raised almost US\$11,700 for the Leukemia & Lymphoma Society® through special awareness events and raffles—surpassing their original goal of US\$2,500. “We far exceeded our goal and are very proud of our joint accomplishments,” says Debbie Maupin, vice president of operations for Graebel Relocation Services Worldwide in Atlanta.

Graebel staff were also among the over 7,000 people who participated in the society’s annual Light the Night Walk® fundraiser in Atlanta’s famous Centennial Olympic Park, during which people walked to raise awareness and support for people who are battling blood cancers.

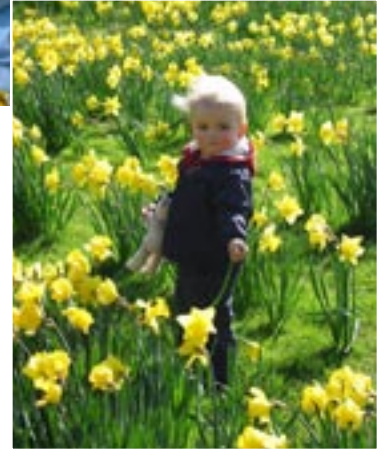
“Graebel prides itself on community involvement and supporting the effort to find a cure for leukemia and lymphoma,” says Tom Theisen, general manager of Graebel Atlanta’s moving service center. “We are very proud of the efforts of our employees who participated in this important event.”

Physical activity of a different kind—a rugby sevens tournament between local and touring teams from all across the UK—marks **Interdean International Relocation**’s annual efforts to raise money for Marie Curie Cancer Care, which provides free hospice and at-home nursing care to patients with cancer and other terminal illnesses. Last August, Interdean held its second all-day tournament at the training ground of the London Wasps, during which teams squared against each other in 40 games, from qualifying matches through to a final contest in the afternoon at which the Gilbert Pups Academy defeated the Imperial Medicals for the Interdean Cup.

Contributing to the festive atmosphere at the tournament were bouncy castles for the kids, a contest to guess the number of balloons in a car, food vendors, a fire engine, a barbecue, a bar, and a raffle for choice prizes such as a weeklong holiday in Egypt, a case of Dom Perignon, and even a plasma TV. The entire event was managed by a staff of volunteers from Interdean, led by Jenny Mathieson, Andrew Elliman, and James Gill. Interdean Chairman Paul Evans opened the festivities by saying, “Our intention is to make this a great day for rugby and raise as much



Above, at right, and below: In the Garden of Hope at Marie Curie Cancer Care, where daffodil memorials are erected to honor those who have died of cancer.



Interdean’s second all-day rugby tournament to benefit Marie Curie Cancer Care was a great success despite an injury or two.



Chairman Paul Evans awards the Interdean cup to the Gilbert Pups.



Rugby players pause for a photo op at the tournament to benefit Marie Curie Cancer Care.

money for Marie Curie Cancer Care as possible in the process. We've made this year even bigger than last, with much more for players and spectators."

In addition to the annual rugby tournament, Interdean staff have been raising funds for Marie Curie since 2005 in many other ways, including one brave Interdean employee who climbed Mera Peak in the Himalayas to raise a four-figure sum for the organization. Interdean also provides free transportation for several Marie Curie events throughout the year.

Speaking at the rugby tournament, Nardia Crowther of Marie Curie Cancer Care says, "Marie Curie's objective is to double the amount of in-home nursing care to 35,000 patients per year. To achieve this we need to raise an additional £10 million; therefore, the efforts of Interdean and Wasps today is vital. The support that everyone has shown today is incredible." As a result of Interdean's support, Marie Curie has been able to build two more Gardens of Hope, in which daffodil memorials are erected to those who have died of cancer and where friends and family can reflect on their memories.



Back row from left to right: Willem van Vliet, Matthieu Odijk, and René Postma. Foreground: Anton van Winden. Together, they raised more than €10,000 for the Ven2-4Cancer Foundation.

For many cyclists, climbing Mount Ventoux in southern France represents the achievement of a lifetime; for the Ven2-4Cancer Foundation, the mountain represents the accomplishment of life itself. Last September, four employees of the Netherlands-based movers **Voerman International** joined 71 other cyclists from across Europe to ride the long, winding road up the 1,912-meter-high Mount Ventoux. The goal is not only to raise money for Ven2-4Cancer (pronounced “Ventoux for Cancer”), but also to symbolize the spirit of those fighting uphill battles against the disease.

The Voerman cyclists—Ren Postma, Anton van Winden, Matthieu Odijk, and Willem van Vliet—collectively raised more than €10,000 for the foundation. One of the riders made it up and down Mount Ventoux three times. Why were they so driven? “I suffered an early loss of one of my relatives [to cancer] and I regularly see children on TV with cancer or leukemia,” says Ren. “Being a parent myself, that is very hard to accept and asks for heavy investments in research and increasing possibilities to detect and treat cancer in an early stage.”

Several colleagues from Voerman were on hand to cheer their team. Based on the experience, they declared their intention to form a second team to participate in the 2010 climb.

Santa Fe Relocation Services, known for its annual Breast Cancer Research 5k Charity Run & Walk held at IAM’s Annual Meetings, has found another way to apply the “sweat equity” of staff to support breast cancer research and treatment: For every commercial and residential move the company handles, Santa Fe contributes US\$10 to the Johns Hopkins Singapore Research Fund, of which Santa Fe is a founding member. Since 2002, Santa Fe has raised over US\$1 million for the fund this way. Moreover, an additional US\$63,000 from the events at IAM’s Annual Meetings.

“Cancer affects millions of women around the world,” says Jamie Wong, GMS, general manager of Santa Fe Relocation Services—Korea. “Santa Fe’s corporate mission includes a key element of good citizenship, and the support of this research contributes significantly to the welfare of the global and local communities in which we operate.”



The Voerman team cycled to the summit of Mount Ventoux to raise money to fight cancer.



Runners head for the finish line at a 5k Charity Run. Santa Fe Relocation Services organizes the run at IAM’s Annual Meeting each year, with proceeds supporting breast cancer research. Below: celebrating another successful race.



Athleticism isn't the only way to raise funds for cancer patient care, however. When the Sri Lanka Cancer Society contacted **Trans World Movers (Pte) Ltd.** of Colombo last Christmas asking if they would be willing to donate baskets of dry rations to cancer patients, the management and staff responded immediately and with enthusiasm. The company decided to forgo its usual Christmas party and use the money that would have been spent on it to buy sugar, lentils, milk, food, and biscuits for the patients.

"Due to the wholehearted and generous contributions of our management and staff at all levels, we were able to contribute generously toward this very worthy cause," says Trevor J. Jayesurria, Trans World Movers's manager for administration. "This exercise gave all of us a tremendous boost during the season of goodwill to all mankind, and we eagerly look forward to being a part of such campaigns during 2010 as well."

The story of an avoidable medical tragedy spurred **Istanbul Ekspres International Movers** of Turkey to act to help spare children at risk of succumbing to their illnesses. In early 2009, a two-year-old girl from a rural village in southeast Turkey died from complications from pneumonia because none of the 20 hospitals nearby had an infant ventilator. In fact, she died while being airlifted to a hospital that was hurriedly converting an adult ventilator for her use. The girl's bereaved father told a reporter, "We have the latest technology helicopters, but we do not have infant ventilators."

After reading that story, the owners of Istanbul Ekspres decided to remedy the situation, and identified several hospitals that urgently needed equipment for infant medical care. Istanbul Ekspres donated infant ventilators and anesthesia machines worth US\$40,000 to the children's oncology clinic at Tepecik Hospital in Izmir and the oncology clinic at Dr. Abdurrahman Yurtaslan Hospital in Ankara. The company has also allocated approximately US\$45,000 for donations to other hospitals in 2010.

Cleaning up the environment and protecting wildlife

Movers also do good by being conscientious and responsible stewards of the environment. For example, on a bright, warm Saturday late last September the family-owned and -operated worldwide movers **Arpin Group, Inc.**, of West Warwick, Rhode Island, and electronic waste recycler Cartridge World RI held the first annual E-Waste Fest, encouraging people to bring their old electronic gear for recycling and their waste paper for shredding.



Used computer equipment awaits disposal after the E-Waste Fest.



A youngster displays her love of nature at Arpin's E-Waste Fest. Below: A truck collects boxes and papers for shredding.



The day-long event also featured musical acts, entertainment, educational programs, and a range of family activities.

The event collected nearly 24,000 pounds of computers, printers, monitors, and other electronic items for safe disposal, thus keeping them from ending up in local landfills, where they could contaminate the environment. Document disposal firm Affordable Shredding participated in E-Waste Fest 2009 as well, shredding 4,200 pounds of paper. Arpin says that the event raised US\$3,200 for Save the Bay, a local environmental group that is working to protect and restore Narragansett Bay. The event was even covered live on television, and during the broadcast a TV station presented Arpin Group, Inc., with its first Green Conscious Company of the Year Award.

Arpin says that the company hopes to collect even more e-waste in 2010, at the next E-Waste Fest as well as at other e-waste recycling events that it cosponsors annually with Cartridge World. "We were very pleased with the turnout at E-Waste Fest 2009," says Peter Arpin, a partner at Arpin Group, Inc. "It shows that we were successful at drawing attention to the ever-growing need for members of our community to engage in environmentally smart practices."



Volunteers turn out in force for clean-up day on the River Wandle.

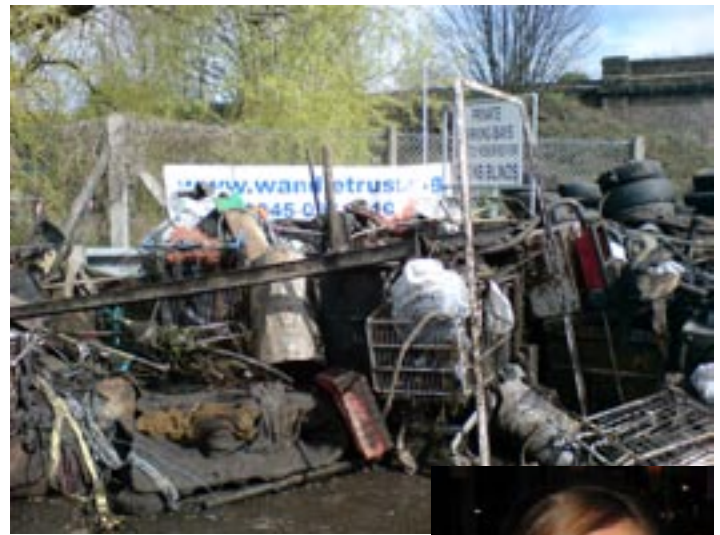
Julie Knapton, international manager for **Bishop’s Move**, a family-owned removals and shipping specialist with over 25 branches throughout the United Kingdom, Spain, and Gibraltar, demonstrates environmental smarts of a different kind by regularly volunteering with a local environmental charity, The Wandle Trust. This grassroots community charity works with sponsors to restore and preserve the River Wandle and its watershed, a tributary of the Thames in South London. The river is one of the world’s great chalk streams—a mineral-rich watercourse in which the water has been naturally filtered to a high level of clarity by flowing down chalk hills—and is known as a popular spot for fly fishing.

Along with 20 to 50 other volunteers, Julie participates in monthly cleanups that cover different sections of the river each time. Volunteers divide into two groups: one dredges debris out of the river, and the other works along the shoreline, picking up trash and moving items pulled out of the river to a collection point for disposal.

Dredging the river is not easy work. Near housing estates they typically find sofas, mattresses, bikes, and carpets. In the more remote areas, they often find industrial waste such as brick rubble, paint tins, and tires that have been discarded by firms seeking to avoid paying commercial dumping fees.

“We cannot reach into the water for anything unless we can see it; instead, it must be dug up with your foot alone,” Julie explains. “Balancing on one leg in fast flowing water is really difficult, and I for one have been known to topple over on occasion.”

The health of the river is steadily improving, thanks to the support of local sponsors and the hard work of volunteers like Julie. “Many people can’t understand why I would willingly give up my Sundays to pick up other people’s litter and haul mud-covered old mattresses up from the bottom of a river,” she says. “I do it because I’m passionate about wildlife and want others to



So much junk ... so little time. Julie Knapton (right) of Bishop’s Move works with a charity trying to restore and preserve the River Wandle, a tributary of the Thames.



Cleaning up the River Wandle.

see the beauty that is there underneath the rubbish. Besides, it’s great making friends with like-minded people, and a pint of beer at the local pub afterwards always proves a great incentive!”



Asian Tigers contributes a portion of the proceeds from every move it handles to the Tigers Action Fund.

In the Chinese calendar, 2010 is the Year of the Tiger. So it's entirely appropriate that **Asian Tigers** (also mentioned on page 12) has decided to contribute a portion of the proceeds from every move that it handles to the company's Tigers Action Fund, which benefits efforts to preserve wild tigers around the world. Wild tigers face extinction due to widespread poaching in India, Russia, the Himalayas, and southeast Asia, as well as to the loss of natural habitat and food supply. Fewer than 4,000 tigers are left in the wild, and one subspecies, the South China tiger, is believed to be extinct in the wild.

The fund, administered by the nonprofit organizations Save China's Tigers and the International Fund for Animal Welfare (IFAW), is used to improve anti-poaching law enforcement and consumer education, wildlife refuges, and breeding programs. Grace Ge Gabriel, IFAW's Asia Regional Director, says, "IFAW would not be able to [engage in tiger conservation] without the support of corporations like Asian Tigers. Their continued support means a lot to us, and to wild tigers."

Improving quality of life

Good deeds often start small. For example, **Aim International Moving** of Dublin, Ireland, sponsored a youth soccer team in nearby Drogheda called Grove Rangers, and purchased brand



Dublin-based Aim International sponsored a soccer team and purchased uniforms and gear for all the players.



Before and after: Tom Griffin of Aim International lost 45 pounds to benefit a cancer charity.



new gear for all of the players. "One thing led to another," recalls Aim Director Tom Griffin, "and I ending up becoming the coach—and we won our division!" Last January, Tom decided to participate in a charity weight loss to lose 45 pounds by May without the help of a gym or a personal trainer. "I hit the target with a few days to spare and raised US\$1,500 for a charity called Arc Cancer Support," he says. Tom chose that charity because his wife works for Avon Cosmetics, which has a global breast cancer awareness crusade that works with Dublin-based Arc Cancer Support.

Brytor International Moving of Toronto, Canada, has found an ingenious way for staff to show their support for charities they have nominated—by using a vending machine. The company purchased the vending machine for the office and Jay Ryan, Brytor's vice president of operations, contributes the money to keep the machine filled. All the profits from purchased snacks go to the charities. The office also maintains a penny jar, into which the office's 30 staff members drop in their spare change. "You may not think it's much, but I dare you to put all your pennies in a jar for an entire year," says Brytor's Christina McCarte. "Now, multiply that by 30 people. It adds up!"

The fun-loving Brytor office also raises funds by holding regular Tooney Fridays—casual-dress days where participants chip in a \$2 coin (called a tooney) for the privilege, often accompanied by doughnuts from Tim Hortons, a nearby coffee shop. Charities that the staff support include the Canadian Cancer Society (which delivers fresh daffodils to the office each spring in exchange for donations) and Interim Place, a shelter for abused women and children, to which Brytor donates used furniture, appliances, and other goods, as well as nonperishable food, clothing, health supplements, personal care products, office and school supplies, gift certificates, and toys at year's end. The management of Brytor matches all staff donations.

Through Plan Canada, the staff also sponsors an impoverished child overseas with food, clothing, shelter, and an education. "Sometimes we receive letters from her letting us know our small contribution has made a world of difference," says Christina. "It's a life-changing experience for us as well."



Daycos employees receive paid time off for volunteer and charitable activities. They also participate in the Relay For Life to raise money for cancer research.

Daycos, a third-party invoicing and post-audit firm based in Norfolk, Nebraska, encourages its employees to give back to their community, including offering paid time off for volunteer and charitable activities such as fundraisers, food bank collections, and toys-for-tots bins, but the focal point of the organization's giving is the American Cancer Society's Relay For Life. In 1996, the cofounder of Daycos, Connie Day, helped organize the first Relay For Life event in the company's hometown to celebrate and remember those who have fought cancer and won—and lost. In Connie's case, she eventually lost her own courageous battle, but her spirit lives on 15 years later. Where the first Norfolk Area Relay For Life raised \$25,000, the last one collected \$228,600 for cancer research, making it the top-ranked fundraiser in per capita contributions in the central United States, and the sixth highest in the entire country. In addition to being a corporate sponsor of the relay, employees volunteer to plan, organize, and raise funds for the event. Last year, the Daycos team raised just under US\$13,000.

"Several people's lives have been touched by cancer at Daycos," says Tami Pick, the company's director of customer relations. "It continues to be very important and very personal for us. We want to do what we can to help, to give back, and, on some level, to give hope."



Humboldt employees buy and wrap gifts for women and children at a local battered women's shelter in the Boston area.

Making spirits bright for the holidays is a traditional activity for many moving companies. For the past several years, for example, **Humboldt Storage and Moving/Humboldt International** of Boston, Massachusetts, has bought and wrapped gifts for women and children at a local battered women's shelter. In 2009, the team was able to supply Christmas gifts for 18 families. "It really is a great sight each year as the conference room goes from being a place where we do business to a place that truly helps people in their time of need," says Dan Komm, Humboldt's brand manager. "It really exudes the Christmas spirit in there."

Humboldt employees also support the March of Dimes by coordinating Walks for Babies across the state, drive trucks for Special Olympics events, and speak to middle school students about geography and history as part of the Discover America program. "We take pride in doing our part," says Dan. "It enriches the experience our employees have as a team member of Humboldt."



Community service is part of the corporate culture at Interstate Worldwide Relocation Services in Northern Virginia.

For the past 19 years, **Interstate Worldwide Relocation Services** of Springfield, Virginia, has delivered toys to the Barry Farm community in Washington, D.C., on Christmas Eve as part of the U.S. Marine Corps Reserve’s Toys for Tots campaign. This past year, Interstate volunteers enthusiastically delivered more than 2,500 toys and gifts to over 186 families and 800 children in Barry Farm. Interstate had collected toys throughout December at all three of its D.C.-area facilities, and also provided trailers for storing toys delivered there.

Interstate President Bud Morrissette says, “We look forward to this event every year. It’s an opportunity for us to support our local community and to be grateful for the success we have achieved over the years. It is wonderful to see people continuing to give generously to this effort, despite the down economy. There is nothing more gratifying than to see a child’s face light up when receiving a gift at Christmas time. That is truly what the season is all about.”

The experiences of Bud, Dan, and the many other volunteers profiled here represent just a small sample of the range of community support that movers provide to their local and worldwide communities, doing their part to help make things better for someone else—and by extension for them and their children too. They are stories of inspirational activities by inspirational people. At your company, you’re bound to find lots of similar stories all around you—stories of ordinary people who just happened to notice that something needed to be done, and then did it. Imagine what would happen if more people did the same.

Paul Lagasse is a freelance writer and editor in the Washington, D.C., metro area.



At right and above: Delivering the goods at Christmas time.



Interstate’s Santa spreads a little Christmas cheer.

Doing Good at IAM Headquarters

The spirit of movers doing good in their communities is also reflected in the staff of IAM's headquarters in Alexandria, Virginia. Leading the way is IAM President **Terry R. Head**, who for the past 17 years has donned a white beard and red suit to play Santa Claus for local children—riding in on top of a fire truck from the local fire department and escorted by a convoy of emergency vehicles with lights and sirens going full blast.

"I can hear the kids start screaming once I come over the hill and they get first sight of me," says Terry, who has a ready answer for kids who ask how come he didn't arrive in a sleigh pulled by eight tiny reindeer: "I tell the kids that the sleigh and reindeer are 'magical' and can only fly one special day of the year, so I call on the fire department to help me get around to visit the kids."

Like any good actor, Terry prepares extensively for his role as jolly old Saint Nick. "I always make a point of looking at toy catalogs and touring the toy stores each year to keep up with what the kids might be wanting or to what they might be referring. I will never forget the horror in one child's eyes on my first year when it was obvious to him that I didn't know what a Power Ranger was—I never made that mistake again!"

Not all the requests he gets are for the latest hot toy, though. "Some kids lovingly ask that their parents would get along better, and even for world peace," says Terry. "I had one young boy just ask for a friend this year." Some well-prepared kids bring pictures of their desired gifts cut out of catalogs or printed off the Web, to ensure that Santa gets it right. "I always make sure to take those with me and get them back to the parents," he confides.



Santa Claus (aka IAM President Terry Head) chats with a youngster about her Christmas requests.

Terry says that he was asked to assume the role of Santa, which he describes as an honor to be able to perform, only in part because he wanted to get involved. "I must have seemed to be the perfect candidate since I didn't have any kids, and wouldn't be missed if I didn't show up at the annual holiday party!" Each year, about 35-40 children visit Santa, ranging in age from infants—"they always cry," he says—all the way to teenagers who play along so as not to spoil the surprise for the younger ones.

"I think everyone wants the 'magic' to last as long as possible," he says. "What's fun is that some of the kids who grew up and moved away now bring their own kids back to see the



IAM President Terry Head coaches the Lorton-Gunston Hoyas, a basketball team made up of youngsters from his community. Ranging in age from 9 to 14, the players are at 1-2 for the season—but they had only played three games as *The Portal* went to press.

same Santa they saw at that age." Thanks to Terry, the Santa Claus tradition continues across generations.

Charles (Chuck) White, IAM's director of government and military relations, has been volunteering in his community through his church, St. Paul United Methodist Church in Woodbridge, Virginia, for over 30 years. Chuck serves food at the local homeless shelter once a month, volunteers at his church food pantry, and volunteers in an international inter-denominational prison ministry program called KAIROS.

"I was introduced to KAIROS by my father," Chuck explains. "A group of men will go into a maximum security prison and spend almost every waking moment with a group of prisoners for four days. Then we commit to come back one Saturday a month for a year as follow up to the original four-day experience. It is a wonderful program that works wonders on the hearts of both sets of men."

Chuck says that he loves volunteering because it gives him back much more than he can give, and it helps to change lives in tangible ways. "It so important for people that have been given much to give back to people, especially those in their own communities who have so much less," he explains. Over the past 30-plus years, Chuck has seen—and demonstrated—how volunteering can change lives, by showing people in need that they genuinely deserve the consideration and support of people whom they may never have even met before.

Also working through his church is **Belvian W. Carrington**, IAM's general manager. Bel makes good use of his financial and accounting knowledge by helping seniors do their income tax returns. In many cases, those who need his advice are the surviving spouses who once handled the yearly tax returns. It's a good bet that the people he helps are reassured by Bel's calm and genial manner as much as by his expertise.

Jean R. Mathis, IAM's manager for member services, helps families in need in her community of Bowie, Maryland. She and her friends collect donations, money, clothes, and other goods, as well as raise money through bake sales, yard sales, and events where neighbors can come by and drop off goods that she then prepares for pickup by the charity. "We have movie nights, pizza nights, anything to raise money for the needy," Jean says.

Jean also supports the disaster relief missions of the American Red Cross. "The community has donated to the crisis in Haiti through our neighborhood's Red Cross representative," she explains. "We're asking a lot of our neighbors to donate directly through the Red Cross website, or directly to a charity that's active there. I enjoy working with the community group to organize different events for the families in need. I have found that it really truly helps."

Considering that **Janet Cave Seely**'s first job was with United Way, a coalition of 1,300 organizations in the United States that raises funds and provides programs and services in local communities, it's not surprising that IAM's director of communications and member engagement has been giving to charities for over 25 years. Before coming to IAM, Janet also worked for another charitable organization that raises money for U.S.-based international charities and for the local Washington, D.C., fundraising campaign for federal government employees.

Janet also understands firsthand the value of charitable deeds. In 1989, she volunteered for a trip to rural South Carolina to repair homes damaged by hurricane Hugo. "I learned a fair amount about the good that just a few dollars can do, and how much satisfaction comes from nailing new shingles onto a leaky roof or building a ramp for someone who can't climb the steps into his or her home," she says.

This past December, however, Janet did something that she had been thinking about doing for a long time—sponsoring a woman from a war-ravaged country through a charity called Women for Women International. As part of the sponsorship, for one year Janet's "sister"—Immaculee Kaambo Kambale, a mother who lives in the Democratic Republic of the Congo—will attend a year-long program of vocational and technical skills training, rights awareness, and leadership education, tools that will help her rebuild the life that violence stripped away.

"According to Women for Women, a portion of my US\$27 a month will go directly to my sister, to help her obtain basic necessities for her family—food, clean water, and medicine—help send her kids to school, and perhaps use some of the money she receives to start a small, in-home business," Janet explains. "In addition to the monthly donation, I also write letters to my sister. Civil war has raged there for five years and claimed millions of lives, from fighting but also from disease and starvation. To put it gently, women have faced unique brutality in the DRC, and I'm not sure what to expect in her letters."

It will take a while for Janet to find out; communications will be slow because of the need to translate the messages between the two women into their respective languages and then deliver them. "It will be a while before I know whether this 'doing good' is good for her," she says. "But I am very hopeful about it, and I hope she feels that way, too."

In 2006 and 2007, **Brian Limperopulos**, IAM's programs manager, was a volunteer for AmeriCorps in Washington, D.C., an experience he credits with "setting a foundation for my continued public service and civic awareness." AmeriCorps members serve communities through a network of partnerships with local and national nonprofit groups to tutor and mentor disadvantaged youth, fight illiteracy, improve health services, build affordable housing, teach computer skills, clean parks and streams, manage or operate after-school programs, help communities respond to disasters, and build organizational capacity.

"In Washington, we worked with Heads Up DC, which is an organization that works to provide children and youth from low-income neighborhoods with the academic skills and learning opportunities they need to succeed and to give college students the chance to promote their development as effective social change leaders," says Brian. "My specific role was to teach a sixth-grade class from LaSalle Elementary School during their summer program. In addition, I was responsible for administering an after-school program for this sixth grade class as well."

"Although it is difficult, teaching has been one of my most rewarding experiences because of the relationships I formed with my kids and the progress that I saw them make during my time there." As a bonus, Brian was able to become involved in his adopted community of Washington, D.C. "Although I had lived there for three years, I felt no connection to the city. Through AmeriCorps and Heads Up, I was able to become better acquainted with both the city and its residents."

Since then, Brian has combined doing community work with his love of sports. In 2009, he ran two marathons on behalf of Team-In-Training (TNT), which is a fundraising arm of the Leukemia and Lymphoma Society. "At first, I saw it as an opportunity to get in shape and boost my fitness, and if I could get in shape while raising money for valuable public service, all the better." As soon as he started training with his fellow TNTers, though, it all began to change.

"I started to recognize the pain and loss that these diseases cause," says Brian. "Fortunately for me, I have not experienced a tragic loss, consoled a family member who was suffering, or persevered through chemotherapy. However, I was heartened by the weekly celebration of life that our training sessions became and saw the strength and determination people possess in their struggle to overcome obstacles. In this environment, you recognize that having the ability to run—even to walk—is a gift. In addition, training for anything requiring endurance is considerably easier when you are surrounded by a supportive community like TNT and you are running for such a worthy cause."

When she's not editing *The Portal*, **Joyce Dexter** puts her writing and information management skills to work for her community. Joyce maintains several e-mail directories for community residents, dog owners, and users of Dora Kelley Nature Park, the largest nature park in Alexandria, Virginia. Every spring and fall, Joyce and her husband organize clean-up days in the park with the help of naturalists at their local nature center. The clean-up effort involves making signs, sending out e-mails, and securing city-supplied garbage bags, gloves, and other equipment.

"Typically we get about 40 volunteers, who work for three or four hours on a Saturday morning to clear the trash from stream beds and forested areas," Joyce explains. "We encourage participants to bring their children, who not only love to help but get a hands-on lesson in citizenship and responsible stewardship of our natural resources. Also, for the last few cleanups we've invited our volunteers to bring canned goods, which are then donated to a local food bank."

The e-mail directories that Joyce maintains are used to keep residents informed of developments in the community such as crime, interruptions to city services because of holidays, and progress on the construction of a new military facility nearby. "Through our lists, we organize and cook meals for neighbors with serious illness and their families," says Joyce. "Often someone asks me to forward information on worthy projects, such as sending Christmas packages to U.S. troops overseas, or on a pet that has been lost or found, or to ask for recommendations of roofing companies, or handyman services. We keep a running list of such services that have been highly recommended by neighbors."

Jamila Kenney, an administrative assistant at IAM, and her husband, Vincent, volunteer as a team mom and coach, respectively, for their son's recreation football league. In the county where the Kenneys live, there are no school-sponsored team sports until ninth grade; to make sure their 12-year-old son and the other neighborhood kids have the opportunities for the fun and learning that sports provide, the Kenneys and two other families volunteer to coordinate the players.

Operating as a crackerjack logistics team, the three coaches and three moms are responsible for the safe transport of the children to Saturday games and three practices a week—a feat that alone takes six vehicles every time. They coach the players and teach them to be good sports, provide mid-game and post-game snack breaks, and even keep a stash of granola bars for those who haven't had breakfast. "Those boys can't play on an empty stomach, and I can tell who didn't have breakfast when they get into the truck," says Jamila. Snacks used to be sugary treats, but Jamila and the other moms have introduced healthy munchies to the team members, who range in age from 9 to 12.

"Now we have oranges at half time instead of Skittles and jelly beans," she says. And a cooler with water and Gatorade is always nearby when the players need a break.

At the end of the season, the families host a "coaches' dinner" for the volunteer parents, at which the coaches as well as the players receive trophies. When asked what the moms get, Jamila says, "We get to cook the coaches dinner! And then we get a break—until next season."

Change the World!

By Marlon Vallaydam

No matter who you are in life, there is always someone out there who needs a helping hand.

I have traveled to many developing countries, and I've seen firsthand the poverty that exists. I also have had the privilege of being able to help out villages that were destroyed by a tsunami. I was able to interact and have fun with some children who had lost everything. Some had even lost family members, but in spite of their hardships, they were still able to walk around with beautiful smiles on their faces.

I have been inspired by the words of Ben Harper's famous song. "I can change the world, with my own two hands" has become an ideal to which I aspire.

I once met a fellow surfer who shares my philosophy. Saiid Metwalli, who also lives in Sydney, Australia, had traveled to Papua New Guinea, where he saw the problems that underprivileged children were having with drugs, alcohol, and violence. The resultant crime, sexually transmitted diseases, and poverty impelled him to think of ways to keep them occupied. His thoughts gravitated toward the water, and so he began collecting surfboards to give to these underprivileged youngsters.



The first container of more than 400 new and used surfboards and other equipment is now being distributed to coastal villages around Papua New Guinea.

Saiid told me that he had become quite fanatical, devoting a lot of his time and energy into collecting as much useful surfing equipment as he could. His persistence paid off, and local newspapers got behind him. Once he began to be noticed, television news crews followed up. As a result of this media attention, he had collected nearly 200 secondhand and brand-new surfboards, surf craft, lifesaving equipment, clothing, books, and other items. All of it was stored under the apartment complex where he lived, all of it susceptible to the ravages of the elements.

Saiid told me that he had no idea where this project was going; he had only a vague idea of how he could ship what he had collected to New Guinea, and he had very little money to pay for it. All he had was a dream, an idea, and a heart as big as Texas. It was the opportunity that I had been looking for. I spoke to the rest of my family, and my company, **Australian Vanlines**, jumped on board as a major partner and cofounder of a charity initiative that still continues to grow.



Volunteers bring a bit of happiness to disadvantaged youth in Papua New Guinea.

I managed to obtain a shipping container to Papua New Guinea at a heavily discounted rate. We collected all the equipment from Saiid's unit block and placed it into our storage area, where it was much safer. Australian Vanlines then began to collect more equipment from donors' homes around Sydney.

Independently of what we were doing, another Australian, Jamo Borthwick, who lived on the Gold Coast of Queensland, was in Papua New Guinea teaching children not only how to surf, but the basics of surf life saving. His equipment consisted of just five battered old surfboards, so he had decided to see what he could do about it when he returned home to the Gold Coast.

He also began speaking to newspapers, radio stations, and surf lifesaving clubs around his state and, like another giant wave, the story was spread even further afield. Donations began rolling in and Australian Vanlines was able help him as well with his logistics and shipping.

We recently sent over the first container, which held more than 400 surfboards and other equipment and supplies that are now being distributed to coastal villages around Papua New



Surfing is a great way for kids to stay healthy and have fun in Papua New Guinea. Australian Vanlines cofounded a charity that delivers surfboards to island communities.



Eager young people receive their new surfboards in Papua New Guinea.

Guinea. We had to find someone trustworthy who would distribute the surfboards evenly to all villages so that none would be left out. Hence no corruption will take place, and this is heavily monitored.

In Sydney, Australian Vanlines became a cofounder and major sponsor of www.surfforhappiness.org. In Queensland, we became equally as involved with www.pngsurfing.com.au. The two organizations will be joining together to form The Wontok Surfing Foundation, which will be registered sometime this year.

The Wontok Surfing Foundation, like its two predecessors, will be a nonprofit organization; its mission will be to help children and youths in disadvantaged coastal communities of developing countries and island-states. Through the sport of surfing, it will aim to provide an outlet for youths to channel their time and energy. We believe that by doing this, we will provide a positive, uplifting, and happy experience.

The foundation will collect new and used surf and rescue equipment, accessories, and apparel, with donations coming from individuals, clubs, and businesses. The items then will be sent to the Surfing Association of the destination country. In turn, the receiving Surfing Associations are responsible for distributing surfboards and equipment to surf clubs under their jurisdiction. They also agree to provide the necessary coaching, as well as water safety support.

This program is not just about collecting surfboards — it's about demonstrating how surfing can change a child's life. We want to steer them away from trouble and into the water where they can experience the elation of surfing. Children who participate enjoy a better quality of life, and—who knows?—they could be world champions one day.

A quote from the president of the Surfing Association in Papua New Guinea sums up the essence of the cause:

“Through your kind help, we'll see that every kid in the village communities [has] a surfboard which will raise the profile of the sport and in turn give the families and kids an equal opportunity to not only surf but embrace the spirit of surfing and all the good things that come with the sport, which will in the long run keep our kids focused on better living, away from drugs and alcohol, and in tune with protecting our fragile environment.”

Like all great projects, the cost for this is far outweighed by the benefits. If you, your company, or someone you know can help by donating surfing equipment, collecting, shipping, or distributing it, please e-mail marlon@vanlines.com.au.

Marlon Vallaydam is an account executive at Australian Vanlines

National Van Lines Does Good at Home and Abroad

Based in Chicago, Illinois, **National Van Lines** takes pride in its employees' good deeds locally and nationally, as well as its support for American servicemen and women overseas. On an alternating basis, National supplies Christmas presents—delivered by Santa and one of his helpers, both National employees—to underprivileged children at a Chicago inner city school and to Aspire of Illinois, which supports children and adults with developmental disabilities.

National's owner and chair, Maureen Beal, serves on the Board of Directors of a charitable organization called the Humanitarian Service Project, which was founded by a member of National's corporate board. The organization's mission is to alleviate the pain and suffering that poverty brings to needy seniors and children living in the area. National's support includes monetary donations and providing equipment for the storing and distribution of contributions.

As Maureen is a cancer survivor and the mother of a daughter with developmental disabilities, it's no surprise that National is a supporter of the national charities American Cancer Society and Special Olympics. Maureen serves on the board of the local chapter of the American Cancer Society, for which National holds an annual fundraiser and participates in its Walk for Life at various local venues.

National also supports the Special Olympics' Rubber Ducky Derby in Chicago by collecting and delivering the participating "rubber ducks" to the Chicago River. This February, Maureen will receive the "Building Their Future" award from Aspire at a dinner in Chicago.

National's largest customer is the Department of Defense, so the company has a special place in its heart for the nation's military service members when they are in need. Through its subsid-



For the last five years, Diane Sepelis of National Van Lines's Accounting Department, and her husband, a veteran of the Vietnam War, have participated in the "Adopt a Platoon" program, which involves sending personal care items to military personnel and units serving in Iraq and Afghanistan. Sometimes, Diane spends up to US\$200 a month of her own money to buy, pack, and ship the supplies. For her generosity, Diane has received numerous Certificates of Appreciation from the units she has assisted, and other acknowledgments have included American flags. Diane has also coordinated several companywide campaigns such as a "Cell Phones for Soldiers" drive.



National Van Lines collects and delivers Christmas gifts to underprivileged and developmentally disabled children. Pictured from left: Sharon Kutta, NAVL human resources manager; Bill Barry, building manager (aka Santa Claus); Maureen Beal, NAVL chair and CEO; and Susan Clark, Aspire's managing director.

ary, National Forwarding Co., Inc., National is a corporate sponsor of the Wounded Warrior Project, which honors and empowers wounded servicemen and women by raising public awareness of their needs and supporting the project's programs and services. In 2009, a National Forwarding Co. fundraising campaign raised over \$35,000 for the Wounded Warrior Project.

National also participates in the Marine Corps Law Enforcement Foundation's annual fundraising dinner to provide scholarships and aid to the children of Marines or Federal law enforcement officers killed in the line of duty. "We have made an intentional effort to concentrate our human capital on our local causes while organizing and providing financial support for our nationwide causes, particularly recognizing the needs of our military service members and their families," says Patrick C. Johnson, National's vice president for government affairs. "We owe them a debt of gratitude."



Spectators cheer on their favorite rubber ducks at the annual Rubber Ducky Derby on the Chicago River. The event supports the Special Olympics.

The Bald Eagles: Very Little Hair But a Whole Lot of Heart

The idea to start the Bald Eagles came up during the OMNI convention in Istanbul, Turkey, in 1997, where some guys decided that they should somehow celebrate their genetic privilege of being follically challenged (in other words, baldheaded).

At the time, the group consisted of four men who met the criteria, which are still the fundamental requirements for membership in this elite group:

- A maximum of 30 percent natural hair on the head. No compensating with facial hair, meaning no moustaches or beards (“Proud to be Bald”).
- A healthy regard for the moving business and its special people.
- Willingness to participate in the twice-a-year lunches, wherever and whenever possible.

It was five years later when Ted Prior, then of **Steward & Harvey**, and Ed van Bodegraven of **Voerman International** began in earnest to recruit more of the true baldies in the industry in order to form a dedicated group. The concept was simple, but it took a few years to really gain a following and get things going. (Believe it or not, some people didn’t consider their baldness something to be proud of!)

Finally, during the 2002 IAM (then HHGFAA) Annual Meeting in Orlando, a group of seven motivated bald guys got together and organized the very first Bald Eagles luncheon. But the official launch of the Bald Eagles took place in 2003 at a lively gathering during the FIDI convention in Stockholm, where the group’s goals were set. Next to having luncheons and enjoying the company of kindred spirits, the Bald Eagles’ main goal became to raise money from the moving industry, destined for children undergoing chemotherapy, preferably in a local hospital in the city where the convention is held.

Our industry spends an enormous amount of money on traveling, hotels, food, and drinks during various conventions. With this in mind, the Bald Eagles call on their colleagues to devote just a fraction of their expense money to a group of children who suffer from a different and unfortunate kind of baldness. The Bald Eagles themselves also donate a fair amount of money during their luncheons.

The group was officially presented to the industry during the FIDI Gala Dinner in Stockholm, directly followed by the first fundraising effort. The reaction was gratifying and overwhelm-



Bald Eagles Gunnar Moeskjaer from Mobel-transport Danmark and Ed van Bodegraven in front of the Beijing Children Hospital, after they donated money collected during the FIDI meeting in China.

ing; more than US\$7,000 was collected and donated to the oncology department of the local children’s hospital, a gesture that was very welcome and appreciated. Now that the industry had truly adopted the new group, it was time to really put the Bald Eagles on the map.

Stockholm’s success was followed by more fundraising and donations to hospitals in Los Angeles, Beijing, and Cairo, where the money was spent on extra facilities, toys, and other practical items for the children.

Currently the group consists of 23 Bald Eagles who not only meet the baldness requirement but also share the philosophy of this elite group. The number of bald people in the industry is growing, so there are more people who feel they qualify and want to join. In order to stay true to its mission, however, membership criteria remain strict and the Bald Eagles will accept new members only upon recommendation and after general agreement by the existing membership.

In order to gain exposure in the industry and therefore collect more money, the Bald Eagles have requested official recognition by IAM and access to potential donors at the IAM Annual Meeting, beginning with the San Diego gathering this year.



Left: The Bald Eagles pause for a photo op in Honolulu. At right, the bald-is-beautiful contingent gather in New York City.



The Bald Eagles dine together in Rome. At each gathering, the group selects a worthy charity in the city where they are meeting.

Discussions are still ongoing as to how the group will present itself there, but it's certain that the members of the Bald Eagles will be easily recognized, either by their signature Bald Eagles shirts or—how else?—by their unique hairstyle.

For information about the Bald Eagles e-mail Ed van Bodegraven at Voerman International at ebo@voerman.com.

IAM Members Support Hospice

Jet Forwarding, Inc., and Claims Adjustment Technology (CAT) share a passion for Providence TrinityCare Hospice (PTCH), the oldest and largest nonprofit hospice program in the Greater Los Angeles area. One company serves in a governing role and the other as a volunteer working with patients and their families. Both companies support PTCH financially and with their personal time. Over the years, Jet, headed by Sandra Rowe Maier, president (who is profiled on page 43), has sponsored and participated in the Sunday by the Sea Gourmet Food and Wine Tasting Gala, the Providence Little Company of Mary/Providence TrinityCare Hospice Golf Tournament, and the Academy Awards and Carnival galas. Linda Bluel, president of CAT, is a patient volunteer for TrinityKids Care, and has also served adult patients. In fact, the first time she volunteered she was honored with the Southern California Cancer Pain Initiative (SCCPI) award for her compassionate and dedicated service.

NOTE: If your company has had an address or any other information change, please complete this form and return it to Jean.Mathis@IAMovers.org, or fax it to Jean's attention at (703) 317-9960. To ensure that your 2010-2011 Membership Directory listing is up to date, send your changes no later than March 1.



INTERNATIONAL ASSOCIATION OF MOVERS

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

REQUEST FOR CHANGES OR ADDITIONS TO MEMBERSHIP DIRECTORY

PLEASE TYPE OR PRINT

COMPANY NAME: _____

FORMERLY: _____

MAILING ADDRESS: _____

(Street Address)

(Address 2) _____

(Address 3) _____

City

State

Country

E-MAIL: _____

2nd E-MAIL: _____

TELEPHONE: () ()
Country Code City Code

TOLL-FREE: ()

FAX: () ()
Country Code City Code

WEBSITE: _____

CONTACT PERSON(S) FOR OPERATIONS/BUSINESS:

NUMBER OF TRUCKS/VANS: _____

SQUARE FEET OF WAREHOUSE SPACE: _____

Sandra Rowe Maier: A Lifetime in Good Company

By Joyce Dexter, Portal Editor

Quite a bit of history was made at IAM's 47th Annual Meeting in Orlando in October 2009. The Hall of Honor, launched in 2008 to honor IAM members who have been industry innovators or made significant contributions, inducted two women into the HoH Class of '09: Sandra Rowe Maier and the late Joyce Wohlstetter.

Also significant was that Maier's father, Donald E. Rowe, was named to the first IAM Hall of Honor in 2008. Indeed, Sandy Maier grew up in the moving business, and then began working in 1972 at her father's company, Imperial Household Shipping Co. in St. Petersburg, Florida, sorting mail and making copies with a mimeograph machine (remember those?). "That's where I got interested in the claims process," she recalled. Her first introduction to shipping claims was witnessing letters regarding "record players" and ceramic elephants sent back by service members serving in Viet Nam.

"It wasn't a foregone conclusion that I would stay in the family business," said Maier. "In fact, I assumed I would follow in my mother's footsteps and get married and raise a family." However, armed with dual bachelor's degrees in business administration and fine arts from Vanderbilt University, Maier joined Imperial in Torrance, California, full time in 1978, and there she forged lasting relationships with colleagues whose guidance and mentoring she embraces and appreciates to this day. It was a time she remembers fondly because it gave her the opportunity to work closely with her father as she learned the business from a man many regard as one of the industry's greatest entrepreneurs and visionaries. She was fortunate in that the Imperial/ThruContainer enterprise covered all aspects of the international and domestic forwarding business, including port, trucking, local moving and storage, domestic van line, commercial cargo and household goods, military household goods and baggage, air freight, and foreign military cargo, in addition to multiple overseas operations in Europe and Asia.



The year 1978 was one of the most hectic summers the industry has ever experienced, she said—a real baptism by fire because of extremely heavy volumes being handled, and an entire vessel full of forwarders' military household goods being held up for lack of payment to the steamship company by a prepaid agent, which Imperial paid off to save everyone's military customers' shipments. Maier was in the tracing department at the time; the traffic department had to manage the communications regarding the backlog of shipments at sea and once they arrived at the ports until they were finally delivered.

In 1979 she joined **Jet Forwarding Inc.**, a company held in trust for Maier and her two brothers; three years later, the president left and she took over with the support of two industry veterans, Vice President W. Jack Buss and Treasurer Mary Benson. "I didn't take a vacation or many holidays for years. We had up to 1,000 military shipments a week," she said in a recent interview. "All the rate filings were a challenge, as was the overall financial and operational management of a company in a seasonal industry with contiguous six-month life spans. Flexibility and managing the balance sheet were key."

Today she and her brother, David C. Rowe, run the company together, having bought out their other brother's interest.

"I was kind of one of the guys to begin with. I never had a problem with being a woman, except in the early financial dealings...but it was more because of my age than my gender. I have never felt like an underclass."

— Sandra Rowe Maier, President
Jet Forwarding Inc. and
2009 Hall of Honor Inductee

"David is very tech-savvy," she said. "We had one of the first document scanning systems and ACH processes in the industry, starting in 1994. David has continued to enrich our systems and financial capabilities."

In addition to Jet Forwarding, Sandra Rowe Maier is president of Relocation Support Services, Inc., and Valley Van and Storage Co., an Atlas agent, and has held the DPM contract in Guantanamo Bay, Cuba. Her brother David is a partner in Jet Forwarding Inc. and Relocation Support Services, Inc.

Maier never felt that she faced the disadvantages other women of her era experienced in a male-dominated industry. "I was kind of one of the guys to begin with," she said. "It helped that I came from a sports background. I never had a problem with being a woman, except in the early financial dealings. Creditors and lenders were skeptical when I became the chief executive, but it was more because of my age than my gender. I have never felt like an underclass. Even when I travelled overseas, I was always treated respectfully."

However one defines success, Maier said her proudest accomplishment during her 20-plus years involved with HHG-FAA (now IAM) is having been actively involved in the governance of the association. She has worn many hats in the

organization, serving in various leadership roles, including vice chair of the

Executive Committee, as well as chair of numerous other committees, including Military and Government Affairs, Accessorial Services, Claims, and Commercial Affairs. For the past five years, she has been a member of the Alan F. Wohlstetter Scholarship Committee, and she currently chairs the scholarship's Fundraising Committee, which exceeded their goal of raising more than \$100,000 in 2009. She has also participated on several IAM task forces and committees, in addition to leading and participating on panels with industry and Department of Defense officials.

"Jet Forwarding and my brother and I are really dedicated to the well-being of the industry and our customers. We always try to participate in the issues and have a voice," she explained. "Our company is 52 years old this year and was one of the founding members of the association. We are very proud of the industry and IAM and its staff. Our agents are fabulous. These conferences are a great time to get to know them personally because this is a relationship business. Face to face is always better, and the networking opportunities at IAM's annual meeting benefit the entire organization. I learn a lot [at these gatherings] — and I love to travel."

It's often said that if you want to get a job done, ask the busiest person you know. In addition to her numerous professional affiliations and responsibilities, Maier also works closely with several nonprofit groups, serving on boards and volunteering with organizations. The association dearest to her heart is her almost 20-year affiliation with Providence TrinityCare Hospice (PTCH). She is a former Chairman of the PTCH Board, and served on the Board of Directors of Providence Little Company of Mary Medical Center. Most of her work has been serving on the PTCH Foundation Board of Trustees, through the Development, Governance, Nominating, and Long Range Planning committees. Her "hobbies" include volunteering, memberships in Los Angeles theater and arts organizations, and national and local political associations. She has also participated in and chaired several outreach programs, fundraisers, and committees that award scholarships for advancement in higher education.

Professionally, Maier has participated in the Department of State Riga Women's Leadership Summit and Roundtable in preparation for the Asia-Pacific Economic Cooperation (APEC) Ministerial and Leaders Meeting. She also has participated in several industry groups, serving as regional director of PAIMA and a nominating committee member and presenter for the Juan Peralta Ecology Award; and a member of LACMA, CMSA, AMSA, and IATA. Maier has been a member of The Committee of 200, an organization of the world's most successful women entrepreneurs and corporate leaders.

Today, as the industry and the U.S. Department of Defense continue to refine the Defense Personal Property Program (DP3) as part of DoD's reengineering program, Maier praised their joint efforts to make it work. "It's important that DoD coordinate the industry's and Transportation Offices' experiences into a unified program," she said. "Everybody has worked so hard to make sure that the system is not completely implemented until it functions accurately and efficiently to ensure the military members and their families receive a quality relocation."

Maier also noted that in her view, IAM's longtime legal advisor, Alan Wohlstetter, who stepped down in December, is "irreplaceable. He's the greatest general counsel the association could ever have. He's helped our members achieve their goals while remaining in compliance with regulations."

As a 2009 Hall of Honor inductee, Maier exemplifies the persistence and determination that nurture a career that is both satisfying and productive. She said she is proud to be in such illustrious company, and particularly to be one of only two women so honored to date. "Joyce Wohlstetter was the most gracious and charming woman I have ever met," she observed, "and I'm honored to be inducted with her."

SAVE THE DATE ...

**Plan now to attend
IAM's 48th Annual Meeting
in San Diego, California
September 29–October 2, 2010**



Howard Leff: IAM's Renaissance Man

By Joyce Dexter, Portal Editor

It would be hard to find an IAM member more widely known than Howard Leff. Continuing a tradition he began when he first joined what was then HHGFAA, Leff has attended all but one of the organization's annual meetings since 1984, and he's served in myriad capacities, including on the Commercial Affairs and Carrier Relations committees. He was instrumental in establishing the International Shippers Association a decade ago, and over the years has been chosen ISA's chairman or vice chairman in every election cycle.

He has fond recollections of conventions in years past, when he came up with some innovative ways to create lasting memories for fellow annual meeting-goers. "When we were in Washington one year," Leff recalled, "I contacted a talent agency. We brought in several look-alikes and a photographer to take pictures of attendees with them. It was a lot of fun." No doubt many IAM members still get a kick out of showing friends their photos with those Hulk Hogan, Elvis Presley, Lucille Ball, and Marilyn Monroe impersonators.

To Leff, IAM's yearly gatherings offer unparalleled opportunities, both busi-



"There's no better way to network than this annual meeting. When you look into someone's eyes and they say, 'I will take care of it,' you establish a trust with them."

—Howard Leff, Chairman
International Shippers Association

ness and social. "There's no better way to network than this annual meeting," he said during an interview with *The Portal* in Orlando last October. "Otherwise, I could easily spend \$100,000 to fly off and see them all individually. I have a lot of friends here, and these events are great social opportunities. I don't think there is as much business conducted here as you might believe, but when you look into someone's eyes and they say, 'I will take care of it,' you establish a trust with them."

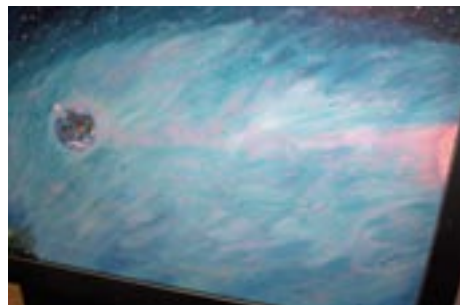
Now a consultant, Leff began his industry career in 1959, handling general freight for a public company in the international transportation industry. In 1984, a friend saw a niche in the household goods

sector and invited Leff to join him in a new venture. "Back then," Leff recalled, "transportation providers were very fragmented—shipments were handled like an assembly line."

Thus began his employment with the Burlington Northern Railroad. After three or four years, however, the company decided to give up its forwarding/NVOCC division, and Leff began a 14-year tenure at Mark VII as its international vice president. Eventually Mark VII was purchased by a British group, prompting Leff to form his own Houston-based company, 7M Transport, Inc., in 2000. His son, Steven, joined the family business and ran 7M's operation in Louisville, Kentucky; in 2002, the Houston office was closed and all the daily activity transferred to Kentucky. "The business has been very successful," Leff reported. Two years ago, Leff signed up for his present gig, as a consultant to IAM member Mallory Alexander, who purchased 7M.

Leff is very well traveled, having been to over 100 countries and territories, and to every continent except Antarctica. "Now that I'm semi-retired," he said, "I'm focusing on my creative side." He majored in creative writing in college and is working on a novel—a political thriller—these days, making good use of high-tech resources. "Doing research on the Internet is the most phenomenal thing," he added. Certainly his years of travel and other experiences—including spending time in Cuba eight years ago—have also provided a wealth of raw material to lend excitement and authenticity to his writing.

His creative energies aren't devoted solely to generating fiction, however. "I've



Above and at right: Paintings by Howard Leff.



One of Leff's model airplanes. He makes them the old-fashioned way, with balsa wood, tissue paper, and glue.

converted my office into a studio for oil painting,” said Leff, who attended college on an art scholarship. “Now I have time to paint. I also love to make model planes and ships the old-fashioned way, with balsa wood, tissue paper, and glue.”

Despite his ability to devote more time and attention to artistic endeavors, however, it’s hard to say whether IAM will see less of Howard Leff any time soon. Industry gatherings have always presented ideal occasions to take his wife, Barbara, to some new or familiar destination. “Barbara has been with me to every convention since Puerto Rico,” he said, and each time the couple head to Orlando, Honolulu, Reno, or any other annual meeting site, they combine the trip with another vacation. “We used to take great trips,” he said, although now that their son and daughter have produced seven grandchildren ranging from one to 16 years old, the Leffs also cherish their family time closer to home.

Whatever the future holds—a thriller with his name on the cover, an exhibit at a Houston gallery, or accumulating more frequent-flyer miles—for a man of many talents who claims scores of friends around the globe, it is bound to be interesting.

Gazelle Services Express: An Industry Pioneer in Libya

By Joyce Dexter, Portal Editor

When your company is in an emerging market and your goal is to expand, it pays to attend IAM's Annual Meeting. After all, it's one-stop shopping where one can meet hundreds of potential business partners.

"We joined IAM in 2003," explained Najmedien Busefi, manager of **Gazelle Services Express**, at IAM's October gathering in Orlando, Florida. "We come here because we're interested in developing our household goods services and developing relationships with movers from around the world."

Libya may not leap readily to mind as ripe for opportunities, but Busefi wants to change all that. The IAM meeting provided rich opportunities to network with other companies and attend seminars to better understand the regulations governing the industry. "Our clients are not necessarily Libyans," said Busefi. "Right now, our main goal is to expand. We want to employ more people, and provide them with more opportunities."

Parent company Gazelle Couriers Ltd., a joint Libyan-Maltese company, has been in the parcel express delivery business since 1986. Primarily set up to cater for the Libyan market's special regulations and requirements, it became the first official courier company to operate in Libya.

Tripoli-based Gazelle has a close working relationship with the UK-based SkyNet Worldwide Express, an express door-to-door global delivery network that serves more than 180 countries.

Busefi's father, Mohamad, a former publisher and entrepreneur who founded Gazelle, still serves as its chairman. "We were the first IATA-created company in Libya," said Busefi. The seventh of ten children in the family, he is the only one who works in the family business. He prepared for his role by living and studying in the United Kingdom, Egypt, and Malta, returning home during summers and holidays to gain experience in the business.

Busefi came on board in 2003. "I always planned to join the company," he recalled. "I used to go to work with my father so I could see what he was doing. In 2005, we began offering packing services, and now we want to expand even further. Many expats are now moving into Libya from the United States and Europe." Among Gazelle's clients are oil giants Hess, Mobil, and Shell, as well as banks, insurance and shipping companies, and embassies.

As one of the industry pioneers in Libya, Gazelle currently enjoys an advantage as a packing company, although Busefi is beginning to see competition from new companies. Logistics remains its primary business, but Busefi has his eye on big-

ger things. Now with 50 employees—down from 65 before last year's economic downturn—Gazelle's packing business is still small, but Busefi is taking steps to increase the staff and get them certified as he seeks to develop new origin and destination relationships with potential trading partners. Training is done in-house, with experienced packers teaching new workers.

Libya itself presents unique challenges for freight and transportation companies. "Government regulations change all the time, and we're now paying a tax on each shipment," Busefi explained. "We want to set up a freight federation but the government hasn't cleared that yet. We hope it will. Meanwhile, we do meet with other logistics companies on a regular basis."

"Libya is open for business. The U.S. Embassy has opened, and Libya is coming to America."

—Najmedien Busefi, Manager,
Gazelle Services Express

Newcomers to the country also may find that Libya requires adjustments. "Some people think they can live and work in Libya," Busefi said, "but it can be difficult for them."

Busefi recognizes the need to ensure that Gazelle's clients are satisfied with the services they receive. "We get letters from them," he said, "and last year we started doing surveys."

Busefi's message to his IAM colleagues: "Libya is open for business. The U.S. Embassy has opened, and Libya is coming to America."

Besides its Malta hub station, Gazelle has five sub-offices in Libyan cities supporting its head office in the capital city of Tripoli, comprising by far the largest domestic courier network in Libya, according to Busefi. Apart from the domestic and international courier and freight services, Gazelle also provides customs clearance, warehousing, and road transportation solutions.

Gazelle Express

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E-mail: nbusefi@gazelle-express.com

Website: www.gazelle-express.com

IAM HALL OF HONOR

Call for Nominations

PURPOSE: The purpose of the IAM Hall of Honor is to fully recognize individuals who have made outstanding contributions to the Association and/or have had a profound effect on the moving, transportation, forwarding, or relocation industries.

ELIGIBLE CANDIDATES INCLUDE:

1. Participants of the transportation, moving, forwarding, and/or relocation and shipping industries
2. Individuals who have served as clients and/or customers of the industry
3. Other individuals as deemed appropriate by the IAM Selection Committee and IAM Executive Committee
4. IAM members, both past and present, as well as non-members

ELIGIBILITY FOR NOMINATION:

1. Nominees must have made a major contribution to one of the related industries. Contributions may include acts, deeds, or achievements such as:
 - a. Acts of kindness, charity, and/or heroic action
 - b. Creation and/or development of new technologies, products, programs and services that benefit the industry and/or the IAM membership
 - c. Development of policies and procedures that benefit the industry and/or IAM membership (i.e., training, safety, modernization, public relations, equal opportunity, etc.)
 - d. Other characteristics deemed important and worthy of recognition as determined by the HoH Selection and IAM Executive Committees
2. Nominees must have a minimum of 5 years' experience in one of the acknowledged industries.
3. Nominees may be living or deceased.
4. Members of the HoH Selection Committee are not eligible for nomination and induction while serving.
5. Nominees may not be self-nominated.

NOTIFICATION PROCEDURE: Nominees will be solicited from the full IAM Membership (past or present) along with clients or customers via *The Portal* magazine. Submit the IAM Hall of Honor Nomination Form by the designated submission deadline date of April 1 each year. Incomplete Nomination Forms, non-historical documentation (i.e., letters of endorsement), or forms submitted after the deadline date will not be considered for selection.

HoH SELECTION COMMITTEE: The HoH Selection Committee is comprised of a balanced group of participants from the following groups:

1. Governing, Core, Supplier, Industry Veteran, and YP-35 memberships of IAM
2. Broad global geographic representation
3. At least one representative from the IAM Executive Committee and the Core Members Management Board
4. Committee members are appointed to serve a minimum of 3 to 5 years

INDUCTEE SELECTION: The Selection Committee will advise the IAM President of all recommended inductees by June 1. Following formal acceptance by the IAM Executive Committee, all inductee names will be published in *The Portal* magazine and subsequently posted on the Association's website.

MINIMUM/MAXIMUM NUMBER OF INDUCTEES: The Hall of Honor Selection Committee has determined that the three candidates who receive the highest scores during voting will be automatically recommended to the IAM Executive Committee for HoH induction. In addition, the Selection Committee can recommend induction for up to two additional candidates when there are equally meritorious candidates.

INDUCTION: Announcement and the induction ceremony will occur each year during the IAM Annual Meeting.

AWARDS: Recipients will be recognized by award with permanent enshrinement in the IAM Hall of Honor and will be acknowledged in *The Portal* magazine, on the Association's website, and in other publications.

Call for 2010 Nominations

Help IAM recognize the true founders and leaders of the moving industry by nominating a deserving candidate for induction into the Hall of Honor during 2010.

Nominations may be submitted by any IAM member, client, or customer. The awards will be presented in September during the IAM 48th Annual Meeting in San Diego, California.

- A separate Nomination Form must be submitted for each nominee.
- Companies are not eligible for induction.
- Nomination Forms are not submitted for specific categories of nominees.

The Selection Committee will consider all duly completed nomination forms. Complete nominations include the nominee's name and current professional affiliation and the reasons for making the nomination. Nominations must be received at the IAM office no later than April 1, 2010. The current Nomination Form can be found on the Association's website: <http://www.IAMovers.org/member.cfm>. You may then submit your nomination in any one of the following ways:

- **Mail** the completed form to
IAM HOH Selection Committee
5904 Richmond Highway, Suite 404
Alexandria, VA 22303
- Complete the form, scan it, and **e-mail** it to hoh@IAMovers.org
- **Fax** the completed form to (703) 317-9960

Questions may be directed to hoh@IAMovers.org.

Emotional Intelligence: A Career Advancement Tool

By Hilary Potts Parry

We all know about IQ, or the “intelligence quotient.” Tests that measure IQ attempt to determine an adult’s mental potential. But is it possible that emotional intelligence—also called the emotional quotient (EQ)—can play as large a role as IQ in your professional success?

The answer is yes, according to Travis Bradberry and Jean Greaves, authors of *Emotional Intelligence 2.0* and cofounders of the training and development organization TalentSmart. They define EQ as “the ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage behavior and relationships.” They propose that employees with a high EQ are more effective in their jobs and advance at a faster pace than those with lower emotional intelligence. (TalentSmart offers EQ testing and training to employers and their staffs, to hiring managers, and work teams.)

This is where relationship management comes in: using your self-awareness and your perceptions of others to manage your reactions.

In the TalentSmart model, EQ has four components: self-awareness, self-management, social awareness, and relationship management. Self-awareness relates to your ability to accurately perceive your own emotions as they occur and to recognize your tendencies to react in a certain way. If you realize that you tap your pen on the table when someone drones on in a meeting, that’s self-awareness of an emotion—impatience or annoyance, perhaps. Self-management teaches you to pause before you react, letting you reconsider showing that emotion (tapping your pen).

The third building block, social awareness, entails accurately picking up on the emotions of others and understanding what’s really going on with them. If your coworker keeps his eyes glued to the computer screen and gives one-word answers when you start talking about your new car, you could choose to think he is disrespecting you or doesn’t like you. But it may be that he is on a deadline and is anxious about meeting it. He *is* sending you a message: I don’t want to talk right now. This is where relationship management comes in: using your self-awareness and your perceptions of others to manage your reactions.

Research by companies specializing in this niche has shown that in the business environment young professionals exhibit lower EQs than colleagues who have been on the job longer; younger employees also tend to have a higher job turnover rate. TalentSmart cites surveys of employees at two large U.S.

corporations, which found that workers with higher EQs not only met their established work goals more often, they also showed increased job performance.

Surveys and statistics aside, the bottom line is that there doesn’t appear to be a downside to developing tools that can help you navigate tricky business situations by learning self-awareness and valuable interpersonal skills. A good first step in developing a higher EQ is to learn your triggers—what tips your emotional balance—and then how to manage them. Start by finishing this sentence: “I don’t like it when _____.” The words you choose define a trigger event. Now ask yourself questions about the trigger event: How did I feel when it happened? What were my thoughts? What did I say or do? And, most important, what was the outcome? Do this for each trigger event you identified.

Complete this exercise by next choosing the action to take when you encounter your trigger event. For some it may mean taking a few moments to think, or to count to 10. For others it could be a few deep breaths, or taking a walk. Or you may find it useful to type out thoughts and feelings, but be very careful here: *Draft* the letter or e-mail but be sure to delete it in the end, rather than sending.

The key to emotional intelligence is understanding your feelings and reactions and those of others, then acting in the most appropriate way based on that understanding. We can’t change our IQs, but it’s never too early or too late to improve our emotional intelligence quotient. Think of the impact a higher EQ could have on your business relationships, your productivity, and—most compelling—on career advancement.

For more information on EQ, and training and testing for EQ, visit TalentSmart http://www.talentsmart.com/products/training_tools.php?ID=54, and <http://www.eiconsortium.org/measures/msceit.html> to take the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT).

Hilary Potts Parry is a young professional freelance writer living in Fayetteville, North Carolina.

Editor’s Note

Success in the moving industry is largely based on relationships—with clients, fellow companies, and coworkers. *The Portal* will feature occasional articles on self-development and building relationship skills.

At Globe Moving & Storage, Social Responsibility Is Key

By Roppa Venkat

Corporate social responsibility is the deliberate inclusion of public interest into corporate decisionmaking and honoring of a triple bottom line: People, Planet, Profit.

At **Globe Moving & Storage Co. Pvt. Ltd.**, social responsibility is an integral part of the company's value system. With the aim of contributing to society, a nonprofit trust was established in 2001 to support Globe's social initiatives. The trust supports programs and organizations devoted to the cause of the rural poor, the mentally challenged, and the economically disadvantaged members of society.

Another initiative very close to the heart is support to the hearing-impaired. We currently have at our Bangalore office employees who are hearing impaired, some of whom have been with us for over a decade. With adequate training these special staffs are able to meet the moving industry requirements. Though there are immense challenges employing these special staff, we are very proud of their progress. Experience has proved to us that these employees are very committed to their jobs and are extremely hardworking and sincere.

India is a large country and has been prone to a number of natural disasters, such as tsunamis and the Gujrat earthquake; the recent floods in Karnataka have been most devastating, causing widespread damage to the life and property. During all of these catastrophes Globe Moving & Storage Co., including YP-35 member Ajit Venkatesh, has helped mobilize relief materials including clothing, food, and medicines during relief operations. We also support other charitable organizations like CRY (Child Rights and You) and the Spastics Society, to name only two. While these initiatives are underway, plans for more social initiatives are being considered.

YP-35 Is Now on Facebook

If you are or have been a YP-35 member and are on Facebook, please search for "YP-35" on the social media website and request to join the IAM YP-35 group page.

Our Facebook group page serves as a forum for YPs to discuss industry experiences and share ideas on how to improve the YP-35. In addition, since we have only one opportunity to meet F2F during the year, the YP-35 FB page represents the best way to stay connected with colleagues and friends throughout the world.

As many companies have restricted access to Facebook, some YPs can sign on only during their free time. Therefore, we encourage all members to post anything you feel would be of interest to the group, including photos and jokes, as a way to keep the page lighthearted and fun to visit.

ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone of the IAM Scholastic Assistance Program, which is aimed at promoting and supporting individuals engaged in higher education related to the areas of transportation and logistics. Donations (by major annual giving levels) to the Alan F. Wohlstetter Scholarship Fund received in the last 12 months are as follows:

Platinum (\$5,000 or more)

AARE Logistics LLC
Gridiron Forwarding Co., Inc.
(in memory of Jay L. Goldberg)
Hilton Hawaiian Village Beach Resort & Spa
National Van Lines, Inc. and
National Forwarding Co., Inc.
(in memory of F. L. McKee Sr.)
*Walter E. & Alicejo P. Saubert Fund at
The Seattle Foundation

Gold (\$2,500–\$4,999)

ABBA International
James Thompson Jr. (Crown Worldwide)
(in memory of James Thompson Sr.)
Daycos
DeWitt Moving & Storage (in memory of
Woodrow W. DeWitt)
Gosselin Group NV
Matson Navigation Company
Royal Hawaiian Movers
Suddath Government Services, Inc. (in
honor of Quinn Bell and M. Richardson)
The Pasha Group
*Alan F. Wohlstetter Jr.

Silver (\$1,000–\$2,499)

A&P Shipping Corp.
AAAA Forwarding, Inc.
ABBA International
Acorn International Forwarding Co.
Adele Forwarding, Ltd. (in memory of
Woody DeWitt)
Affiliated Transportation Systems, Inc.
(in honor of Terry K. Bell)
All Ammerican Moving Group
Aloha Worldwide Forwarders, Inc.
American Roll-on Roll-off Carriers
Andrew Forwarding, Inc.
Approved Forwarders, Inc. (in memory of
Woodrow W. DeWitt)
Arpin International Group, Inc.
Arrowpak Intl. UK

Arven Freight Forwarding, Inc.
Axis International
David Beere
BINL Corp.
Cartwright International Van Lines
Classic Forwarding, Inc.
Covan International, Inc.
Crystal Forwarding, Inc.
*Deseret Forwarding International, Inc.
DeWitt Companies
Dyer International, Inc.
Executive Relocation International Inc.
Frontier Van Lines
Gateways International, Inc.
Government Logistics NV
Great American Forwarders, Inc.
Interstate Van Lines, Inc. & Morrissette
Family Foundation
Island Forwarding Inc. (in memory of
Woodrow W. DeWitt)
Jet Forwarding, Inc.
Bob and Jean Kelly
Logistics International
NEDRAC, Inc.
Nilson Van & Storage
P&F Safepac Co., Ltd.
Perfect Pak Company
Pullen Moving Company, Inc.
Rainier Overseas Inc.
Rose Containerline, Inc.
S&E Transportation, LLC
Senate Forwarding Inc.
R. D. Simmons & Associates, Inc.
(in memory of Robert Simmons)
Sancho Ortega International S. A.
Southwest Port Services, Inc.
Total Military Management
Transportes Ferris
Tri Star Freight System, Inc.
True North Relocation, LLC
Twin Oaks Moving Company
Westpac International, Inc.
Women's Traffic & Transportation
Club of Tacoma

*World International Forwarding Co.
*Worldwide Moving & Storage, Inc.

Bronze (\$500–\$999)

AAA Dispatch International, Inc.
American Shipping, Inc.
Blonde International Services, Inc.
Dell Forwarding, Inc.
Denali Group, Inc.
Foremost Forwarders, Inc.
Logistics International, Inc.
Pac Global Insurance Brokerage
Paul Hanson Partners
Silver Ridge Forwarding Inc.
Sourdough Transfer, Inc. (in honor of
Leo Schlotfeldt)

In Kind or Other

Jackie and George Agner (in memory of
Cheryl Baker)
Jackie and George Agner (in memory of
Mariann Bartlett)
Jackie and George Agner (in memory of
Chuck Fuller)
Jackie and George Agner (in memory of
Ken Garrison)
Jackie and George Agner (in memory of
Jack Stern)
“B” Transfer, Inc.
Claims Adjustment Technology, LLC
(in memory of Mary Reeve)
Coast Transfer Co., Inc.
Denali Group, Inc.
Douglas Finke
*Ralph and Susan Howard
Jim Wise Associates, Inc.
Jones & McIntyre, PLLC
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16th Young Movers Conference: Rome 2010

The Federation of European Movers Associations (FEDEMAC) and the Young Movers Conference organizing committee have circulated the details for the 2010 Young Movers Conference to be held in Rome. Established in 1991, the Young Movers Conference has evolved into an opportunity that allows young owners and employees of removal companies to network and maintain business contacts within our industry. The Young Movers Conference also presents education sessions discussing business-related topics affecting the industry for the benefit of attendees.

In an effort to promote cooperation and synergy between the Young Movers and the YP-35, IAM is pleased to sponsor the Young Movers Conference.

For more information about the conference, visit the website:

<http://2010.youngmovers.eu/>

ATTENTION YP-35 MEMBERS

Please check your contact details and e-mail address on the YP-35 website (www.yp-35.org) and let us know if any corrections need to be made so that we may properly contact you and keep you informed. Please ensure that your birth date is listed! If you have difficulty accessing the website, or if you have questions or ideas concerning YP-35, or to supply your updated contact information, please e-mail pcolmenares@portan.com.

Aloha International, United Cerebral Palsy Hold Great Hawaiian Rubber Duckie Race

By Marilyn R. Sargent

Allied International Hawaiian Islands, Inc., and Aloha International Moving Services, Inc., are proud sponsors of the United Cerebral Palsy Association. We store, transport, and launch 6000 rubber ducks in the water every March in support of the Great Hawaiian Rubber Duckie Race to benefit the The United Cerebral Palsy Association. For \$US5, a person can go online and adopt a numbered rubber duck. The first 51 ducks across the finish line win a prize. At the conclusion of the race, the ducks are caught, dried, and placed into storage in our warehouses to be recycled for use the following year.

The United Cerebral Palsy Association provides services to assist those affected by cerebral palsy or others with severe disabilities. The 2010 event will mark the 23rd year of the race. Honolulu holds the distinct honor of being home to the first Rubber Duckie Race in the United States.

To watch the race on YouTube visit <http://www.youtube.com/watch?v=X1uvCTodRcw>.



Marilyn R. Sargent, president of Aloha International Moving Services, Inc., in Kapolei, Hawaii, serves as a Core Members Management Board representative for IAM's Oceania region.



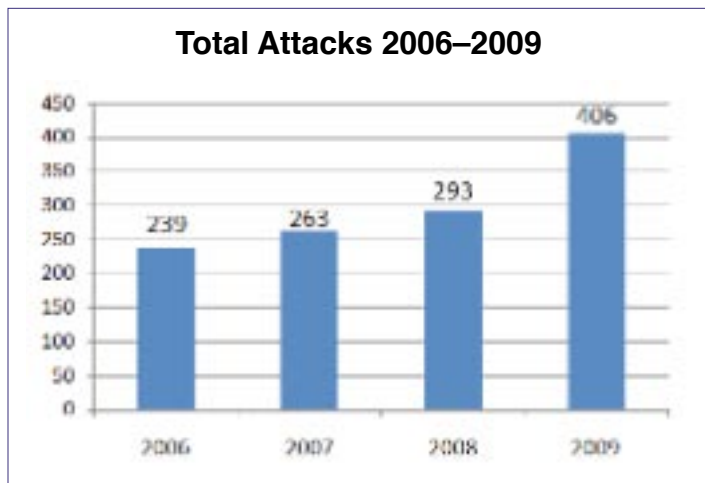
2009 Worldwide Piracy Figures Surpass 400

A total of 406 incidents of piracy and armed robbery have been reported in the 2009 annual piracy report issued by the ICC International Maritime Bureau's Piracy Reporting Centre (IMB PRC). The last time piracy figures crossed 400 incidents was in 2003.

Also, for the third successive year, in 2009 the number of reported incidents increased, with 239, 263, and 293 incidents reported in 2006, 2007, and 2008, respectively. The report states that worldwide in 2009, there were 153 vessels boarded, 49 vessels hijacked, 84 attempted attacks, and 120 vessels fired upon, compared to 46 ships fired upon in 2008. A total of 1052 crew were taken hostage. Sixty-eight crew were injured in the various incidents and eight were killed. The level of violence toward the crew has increased along with the number of crew injuries.

The total number of incidents attributed to the Somali pirates stands at 217 with 47 vessels hijacked and 867 crewmembers taken hostage. Somalia accounts for more than half of the 2009 figures, with the attacks continuing to be opportunistic in nature.

In 2008, 111 vessels were targeted by Somali pirates, resulting in 42 hijackings. While the number of 2009 incidents almost doubled, the number of successful hijackings was proportionately



less. This can be directly attributed to the increased presence and coordination of the international navies, along with heightened awareness and robust action by the Masters in transiting these waters. IMB Director Captain Pottengal Mukundan stated, "The international navies play a critical role in the prevention of piracy in Somalia and it is vital that they remain."

However, 2009 saw a significant shift in the area of attacks off Somalia. While the 2008 attacks were predominantly focused in the Gulf of Aden, in 2009 more vessels also were targeted

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along the east coast of Somalia. Since October increased activity has been observed in the Indian Ocean, with 33 incidents reported, including 13 hijackings. Thirteen of these last quarter incidents occurred east of the recommended east of 60° east, including four hijacked vessels. Many of these attacks have occurred at distances of approximately 1000 nautical miles off Mogadishu.

“Motherships have traditionally posed as fishing vessels or dhows to avoid detection,” Mukundan explained. “Reports of such crafts so far from the coast should be questioned and investigated.”

Twenty-eight incidents were reported for Nigeria in 2009. Of these, 21 vessels were boarded, three vessels were fired upon, one vessel was hijacked, and three Masters reported an attempted attack on their vessel. One crew was reported killed as the robbers tried to escape after looting the vessel. Vessels attacked include general cargo, bulk carriers, reefers, and all types of tankers. The majority of incidents related to the oil industry and fishing vessels go unreported. Information from external sources suggest that at least a further 30 unreported attacks occurred in Nigeria in 2009.

Mukundan noted, “The Nigerian attacks are much more violent in nature than Somalia, localized but with the capacity to attack vessels and installations further from the coast. The incidence of violent attacks against ships has also spilled over into neighboring states.”

Indonesia was applauded for its tireless efforts in curbing piracy and armed robbery in its waters. There continues to be a year-by-year decline in the number of incidents, with 15 incidents for 2009, the majority opportunistic in nature. Only two incidents were reported in the Malacca Straits—the same as in 2008.

This is the second year in a row in which incidents in the Singapore Straits have increased. Nine incidents were reported in 2009, compared to six in 2008. Of these, six vessels were boarded and three reported attempted attacks.

Thirteen incidents were reported by ships steaming in the South China Seas. This was the highest number of incidents in the previous five years. Of these, 11 were boarded, one vessel was hijacked, and one reported an attempted attack. In some attacks the bridge crew was physically removed from the bridge for a short period of time—leaving the vessel effectively “not under command.”

Although there has been significant improvement in the safety and security of the Southeast Asian and Far East waters, there remains an underlying potential for incidents to increase without any prior warning. The pressure on the pirates and the robbers has to be maintained by the littoral states and the constant physical presence in the waters.

Bangladesh (Chittagong) showed a slight increase in the number of attacks as compared to 2008. Most of these have been opportunistic. Of the 17 vessels attacked, 14 were boarded and ship stores stolen. Most of the incidents took place within the Chittagong anchorage.

Thirty seven incidents were reported from countries in the South American continent as compared to 14 in 2008. Twelve incidents occurred in the anchorage of Callao in Peru in 2009, compared to five the previous year. Other countries affected were Brazil, Colombia, Costa Rica, Ecuador, Haiti, and Venezuela. Most of these attacks were successful and were carried out while the vessels were berthed in port or at anchor. This is a similar trend as in 2008.

Mallory Alexander Is ISA-Approved Carrier

During meetings in Orlando, Florida, in October, the board of directors of the International Shippers Association awarded IAM member Mallory Alexander International Logistics status as an approved provider of ocean transportation services for international shipments of commercial household goods. Mallory has subsequently taken action to satisfy the necessary service agreement filing requirements with the FMC, as well as to assure that its planned services meet the expectations of the ISA’s board of directors and by-laws.

Mallory’s initial service offering will focus on FCL U.S. export shipments, for which special rates have been developed for ISA members. Pricing for LCL and U.S. import services are in development, and will be offered in the near future.

Rates for services can be quoted directly by the customer service staff located at Mallory’s Household Goods Customer Service Center in Louisville, Kentucky, or can be obtained through a unique Internet-based rate portal, which has been prepared for ISA members. Access to the rate portal can be achieved by accessing <https://tm.managementdynamics.com/tm/faces/ocean/LoginOcean.jsp>.

To obtain a user ID and password and gain full access to the rate portal, e-mail Theresa Walker at theresaw@mallorygroup.com.

Mallory Alexander, an FMC-licensed NVOCC, is C-TPAT and ISO:9001 certified.



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DP3 Enters the 4th Quarter

By Charles L. White

Being an avid American football fan and former high school football coach, I find that current phase of the Defense Personal Property Program (DP3) seems like very familiar territory. It has the feel of the fourth quarter of a game—crunch time! This “game” has taken the industry on a wild roller-coaster ride.

The “pre-game” began with the myriad problems Transportation Service Providers faced in trying to navigate through the initial qualification process in DPS. The qualification period had to be extended a number of times to allow all TSPs to gain access to the new Defense Personal Property System (DPS) and complete the process by which they would qualify to file rates for what was then called the Families First program. The problems didn’t end there. Numerous problems popped up when rate filing began. After a number of false starts, the rate filing was finally accomplished well after the date set in the original schedule. After a number of months spent trying to qualify and file rates, officials delayed the start of the program for six months.

The second quarter was a rough one. We discovered very quickly that the system may not quite be ready for “prime time.”

The first quarter for the DP3 program began at 18 Personal Property Shipping Offices (PPSOs) in November of 2008. Both the industry and the PPSOs started slowly, with very few DP3 shipments moving among the 18 designated PPSOs. In early 2009 there was talk of expanding the program to all of the other DOD installations worldwide. In late February 2009 we entered the second quarter of the game when DPS began to roll out to installations beyond the original 18.

That second quarter was a rough one. Both industry and DOD found the going tough as the number of shipments moving through DPS began to grow almost exponentially. We discovered very quickly that the system may not quite be ready for “prime time.” The volume that DOD tried to push through DPS almost

overwhelmed it. System timeouts, system shutdowns, very slow response times, and other system issues became the rule rather than the exception.

More critical problems began to surface when short-fuse shipments were added to the list of shipments eligible to move through DPS. We found that almost 20 percent of the DPS shipments were short-fuse in nature. Industry had developed what DOD called “webbots” when the agency did not supply a two-way interface that would allow for the electronic transfer of data between DPS and TSP internal systems. Webbots enabled TSPs to electronically capture short-fuse shipments but also stressed DPS beyond the expectation of the DPS developers. For that reason short-fuse shipments were pulled out of DPS early in the 2009 peak season. The “two-minute warning” was sounded and halftime ended as we moved out of the 2009 peak season.

In the fall of 2009 halftime ended and the third quarter began with a quarterback change for DOD. LTC William Carberry retired as the program manager for the Joint Program Management Office for Household Goods Systems (JPMO HHGS) and was replaced by Col. Michael Miller. The third quarter has been uneventful as the traffic level for traffic moving through DPS remained steady at approximately 15 percent of the total DOD volume. The game statistics (as of January 7, 2010) as we moved toward the end of the third quarter of the game were as follows:

- 97,757 members counseled
- 86,083 shipments awarded
- 64,472 shipments delivered
- 8,036 surveys submitted (12 percent)
- 7,577 claims submitted (12 percent)
- 115 out of 117 PPSOs participating

The fourth quarter is looming! The latest JPMO HHGS timeline shows short-fuse shipments being reintroduced to DPS in February. The Personally Procured Move (PPM) element could be added to DPS as early as March, and that opens the door to making most domestic shipments eligible to move through DPS. JPMO HHGS is predicting that 75 to 80 percent of DOD shipments will be eligible to move through DPS by the beginning of the 2010 peak season.

It looks as if the fourth quarter for DPS could bring a wild finish. Let’s all hope sudden death overtime isn’t necessary.

Charles L. White is IAM’s director of government and military relations.

Navy Guam Assumes Personal Property Functions on Guam

Mandated by Base Realignment and Closure, Navy Guam's Transportation Office assumed responsibility for all personal property functions on Guam effective October 1, 2009. Traffic Manager Dianalee Naputi said that a transportation sub-office will operate from Anderson Air Force Base.

The sub-office will provide personal property counseling and quality assurance assistance.

SDDC Pacific Personal Property Training Workshop

The SDDC Pacific 2010 Personal Property Training Workshop will be held October 17–21, 2010, at the Sheraton Waikiki in Hawaii. The theme for the workshop is “Weathering Change in the Personal Property Climate.”

Frequently asked questions and other workshop-related information will be available in the near future on SDDC's Pacific Workshop website: www.sddc.army.mil.

Sheraton Waikiki information is available on Sheraton's website: www.starwoodmeeting.com/Book/smmsdd.

SDDC Stakeholder Survey Results 2009

The Surface Deployment and Distribution Command has issued the results of a survey that provides stakeholders' opinions on the quality of SDDC's existing and future services.

Overall, service members and industry reported improved satisfaction with SDDC services:

	Customer	Industry
Overall satisfaction	85%	61%
Communication/collaboration	74%	61%
Customer service	79%	58%
Quality of Support	81%	63%
Systems support	57%	51%

(Editor's note: This survey was not just for Personal Property and was aimed at accessing levels of satisfaction across the board for SDDC customers—the services and service members—as well as industry Transportation Services Providers and other vendors.)

Carrier Liquidations, 'Cautious Recovery' Predicted

Although container freight rates are on the rebound on many routes, this does not mean the ocean container shipping industry will recover any time soon, and many carriers may run out of money before a recovery sets in, according to the *Drewry Container Forecaster*, published by Drewry Shipping Consultants in London.

The *Journal of Commerce* reported that according to the report's editor, Neil Dekker, the industry may need an estimated \$1.4 billion in cash this year—in addition to the same amount of fresh cash it received from shareholders in 2009—just to stay afloat.

The Drewry report forecasts a “very cautious recovery” in 2010, with global container traffic expected to increase by 3.4 percent. Nevertheless, it warned that the industry still has a long way to go before it can be considered to have reached any kind of stability, despite some encouraging signs.

Meanwhile, the report notes that large banks, which are already highly exposed in the shipping industry, might refuse to lend more money to liner companies, which would produce any of three outcomes: Carriers could be forced to liquidate their assets, selling off ships and terminals; suppliers and banks or carriers could walk away from vessel orders at shipyards; or governments could be forced to rescue the carriers.

SOURCE: *Journal of Commerce*

Coast Ports See Possible Boom

With the recession showing signs of ebbing, Gulf of Mexico ports hope hundreds of millions of dollars in expansion projects proposed before the downturn will help them capture more trade as the world economy recovers.

A \$5.25 billion project to expand the Panama Canal will allow the largest container ships to cut through to the eastern side of North America, and perhaps cut into the dominance of West Coast ports handling freight from Asia.

Even though the downturn has clouded future trade patterns, port officials said now is the time to be getting ready. Expansions pegged to the Panama Canal project, which is due for completion in 2014, had largely been on the drawing board before the recession began.

Some ports throughout North America have been waiting to see how long the current economic environment will last, an executive of the Mississippi State Port Authority at Gulfport told clarionledger.com (Jackson, Mississippi). However, waiting could be a costly decision.

The Panama Canal project, approved by Panamanian voters in a 2006 referendum, involves construction of two larger locks expected to double the 50-mile canal's capacity within 20 years. The project includes \$2.3 billion in institutional financing. The waterway now moves about 5 percent of the world's cargo.

The largest container vessel that can now use the canal has a capacity of about 5,000 TEUs (20-foot equivalent units), generally the standard container size that can be transferred easily from ship to rail or truck. The expanded canal will be able to handle giant ships that can carry more than 14,000 TEUs.

Since the 1950s, containers—basically enclosed trailers without wheels—have come to dominate the shipping industry.

The largest Gulf Coast container port is the Port of Houston, which, according to the American Association of Port Authorities, handled nearly 1.8 million TEUs in 2008. New Orleans was a distant second with 235,324, followed by Gulfport with 214,074.

Los Angeles handled 7.8 million TEUs last year, while Long Beach took in nearly another 6.4 million, much of both totals coming from Asia. During booming times, both ports have congestion problems, with ships waiting at anchor for days before being unloaded.

Some planners believe the Gulf Coast will eventually be a lower-cost alternative to the West, despite the additional 4,500 miles ships from Asia have to travel to reach the Gulf of Mexico. Gulf Coast port expansion projects being developed and proposed total over \$1 billion.

The Port of New Orleans is seeking private investors for a \$237 million expansion of its container terminal. And Tampa is expanding berths and storage space and adding two cranes at a cost of \$17 million. Mobile, which opened its second container terminal last year at a cost of \$300 million, is working on a \$75 million facility to transfer container cargo to five railroad outlets and a turning basin to handle larger ships. Gulfport is in line for \$570 million in federal funds to elevate the port to 25 feet above sea level.

Some experts, however, warn that predictions of more trade coming into Gulf Coast ports may come up short because of numerous post-recession unknowns that could affect shipping, such as congestion in the U.S. freight system, and the federal government imposing new environmental standards—such as limits on diesel emissions—on U.S. ports. Thus, foreign companies could decide it's cheaper to build plants in the United States rather than pay expected higher shipping costs with less delivery reliability.

Since the Gulf ports don't have channels deep enough to handle the largest container vessels, almost all plans call for the initial transfer of cargo into smaller ships. Such facilities already exist in the Caribbean. But the state of Louisiana hopes to attract enough private investors to build a \$1 billion-plus transfer point off the mouth of the Mississippi River in the Gulf.

SOURCE: *Associated Press/clarionledger.com*
(Jackson, Mississippi)

Why Your Not-To-Do List Is More Important Than Your To-Do List

By Gary Bencivenga

We all have the same 24 hours in a day, yet some people accomplish so much more than others. What are their secrets? Here are the best ways to boost productivity from some of the brightest minds on the subject.

Smarter strategies

- **Apply the 80/20 rule to everything.** Roughly 20 percent of your daily activities are responsible for 80 percent of your success, income, and personal happiness. These are your “big-payoff” activities. Conversely, 20 percent of your activities are causing 80 percent of your wasted time. These are your “low-payoff” activities.

The best way to multiply your productivity is simple: Always be looking to free up more time for your big-payoff activities by ruthlessly eliminating the dozens of low-payoff ones that you unwittingly tolerate. For example, one of the most successful executives I know keeps a framed sign over his desk and carries an index card in his shirt pocket with the same message: *Is this leading me to my main goal?* He checks that reminder numerous times a day and saves countless hours each week by staying on track—cutting off quickly from time-wasting phone calls, meetings, gossip, etc., and relentlessly getting back to the big-payoff activities for himself and his company.

- **Harness your “hour of power.”** Whatever your highest-payoff activity, rise early and give it the first hour of your day—what I call your “hour of power.” This gets your day off to a highly productive start. The late Earl Nightingale, a management guru, explained that if you spend this early-morning hour in the study of your chosen field, you’ll be a national expert in five years or less.
- **Gain six to eight extra hours of productivity every day.** Your second-most-productive hour is right before you go to sleep. This is a great time to leverage your productivity by arranging for your mighty subconscious mind to solve a problem while you sleep peacefully.

How to do it: Just before going to bed, think about a problem or question that you’re working on. Then say to yourself, “Great subconscious mind, I don’t want to work on this matter too hard, so please just figure this out for me by the morning while I sleep peacefully.” Then completely forget about it and drift off to sleep.

You’ll likely find that during your hour of power the next morning, you will be brimming over with ideas that are perfect for your project. Be aware that your morning ideas are slippery fish. If you don’t catch them immediately upon getting up, they’ll swim away forever. Keep a pad and pen at your bedside to capture your ideas.

- **Don’t carry your “to-do” list in your head.** You not only will forget things that are on the list, but an inner voice will perpetually nag that you must be dropping balls somewhere. Use a written to-do list to capture everything you must

remember: Every phone call, task, and follow-up action. Review the most urgent and important items daily, and all items weekly.

- **Don’t multitask.** As Confucius said, “A man who chases two rabbits catches neither.” Modern studies show that when you try to accomplish two activities that require focused attention at the same time, both suffer significantly.
- **Slow down.** When focusing on one high-priority item at a time, don’t rush through it. You do your best thinking when you are focused and relaxed. As Mae West advised with a wink, “Anything worth doing is worth doing slowly.”
- **Get enough sleep.** Research shows that your productivity, clarity, alertness, judgment, creativity, memory, motivation, relaxation, cheerfulness, and lots of other wonderful qualities all thrive on adequate sleep and suffer without it. Also consider an afternoon nap—one of life’s most rejuvenating luxuries.
- **Do what you love.** It’s much easier to be productive when your work is your play. You will want to give it your full attention and every minute you can—and you easily will brush off countless distractions that seduce others. So in all of your activities and goals, and especially when deciding which to choose as your highest priorities, remember the words of editor and author Christopher Morley: “There is only one success—to be able to spend your life in your own way.”

Your “not-to-do” list

Your not-to-do list is even more important than your to-do list. You must work every day to minimize or get rid of those 20 percent of activities that are wasting 80 percent of your time. Here are some helpful tips:

- **Never answer e-mail in the morning.** Reserve your precious morning time for your highest-payoff activities. Also, shut off your e-mail program for most of the day so that you won’t be interrupted by each new incoming message. Limit reviewing your e-mail to specific periods, perhaps once around noon and again later in the day. Keep replies short with answers such as, “Thanks,” “Look forward to it,” “Will do,” or “I agree.”
- **Don’t answer phones just because they ring.** Too often, it is a salesperson, fund-raiser, or other pesky soul out to waste your time and ruin your focus. Have an assistant or answering machine screen your calls, or let them go to voice mail. As psychiatrist Edward M. Hallowell, M.D., author of *Crazy Busy*, says, “If you don’t manage your time, it will be taken from you.”
- **Flex your *no* muscle.** Whenever someone asks you to do something that you would rather not do, remember this simple two-part formula: (1) “Thanks for asking” (for having confidence that I could do this, etc.), (2) “I can’t, because [you’ve just been given a major new assignment or whatever], so I wouldn’t be able to give it the time that it deserves.” If the petitioner persists, don’t debate the issue. Just keep robotically repeating your reason for declining, and the person soon will let you alone.

Of course, if the person making the request is your boss, remember that he or she is your number-one customer and that it’s important to be on the same page about what’s im-

portant. Sound out whether this new request supersedes your current tasks. In other words, know what is most important at all times, and put your focus there.

- **Ask two questions of every task:** (1) Does this have to be done? (2) If so, does it have to be done by me? In all matters, strive to be not just efficient but effective. Efficient means doing things right, but effective means doing the right things—which is far more important.
- **Delegate the *kaizen* way.** If you're a control freak and can't delegate easily, do it the *kaizen* way. *Kaizen* is the Japanese approach of continuous improvement with small, nonthreatening, easy-to-take baby steps. Ask someone to do a small task for you. As soon as you're comfortable with one delegation baby-step, take another, and so on. It's easier to get 10 people to work for you than for you to do the work of 10.

SOURCE: Bottom-Line Magazine On-line

Doing Business Indian Style

When participating in or conducting a meeting in India, it may be beneficial to make a presentation that is longer than average. People in India tend to emphasize context, so abundant information would likely be welcome. The presentation can be converted into a story that contains numerous details about the company. It is also prudent to dress conservatively and to expect delays before and after a meeting.

Indians tend to focus on processes, and may spend more time describing how they reach a certain point instead of what they will do after they get there. As a result, the presentation should have the process worked out to the last detail and address why certain things are being done. Small talk is a normal part of any meeting because Indians want to feel acquainted and at ease with others. Asking questions about a person's education and background are commonplace. It is also important to understand the hierarchy in Indian organizations, where bosses typically have the last say on key issues. As a result, it is crucial to identify that person early on and be on good terms with him or her. Finally, it is very important for Indians not to lose face in front of colleagues, so foreigners should be courteous and respectful and avoid being overly abrupt.

SOURCE: Easy Expat

Are you an international IAM member who can offer Portal readers advice on how to deal more effectively with their counterparts in your country? If so, please send us a brief e-mail. We'll collect responses and publish them in a future edition of *The Portal*.

Where Is America Moving?

In the wake of the economic downturn, people are moving away from states with high unemployment, according to the 2009 *Atlas Van Lines Migration Patterns* study. Atlas's annual study has tracked the nation's moves since 1993.

Residents of Rust Belt states continue to relocate in large numbers, as steel and manufacturing industry jobs decline. And although historically the nation has moved westward, heavy job losses—particularly in construction, manufacturing, and tourism in California, Nevada, and Oregon—have made these states less popular destinations than in years past.

Migration patterns also show that the Southwest pocket—Texas, New Mexico, and, for the first time in five years, Oklahoma—continues to attract residents. Also popular are the Northeast and Southeast states. Washington, D.C., had the highest percentage of inbound traffic for the fourth year in a row, and Connecticut had the highest percentage of outbound traffic. New Jersey and South Dakota narrowly follow Connecticut to round out the top three outbound states.

As the economy cooled in 2009, so did household moves industrywide, according to the study. Atlas's total interstate and cross-border moves were down nearly 16 percent from 2008, when Atlas moved 84,447 households. The total for 2009 was 71,301. However, a higher-than-average jump in relocation activity during the summer months may be a sign that the moving market is recovering.

"Atlas' migration study takes the pulse of our nation—it reflects the economic climate and is a guide to the general migration patterns throughout the country," said Glen Dunkerson, chairman and CEO of Atlas World Group. "The results this year are surprising, because many states that have for years been outbound, inbound, or balanced have changed."

Here's a closer look at relocation patterns in 2009 as identified in the Atlas study:

- **Southwest fiesta.** Texas, New Mexico, and Oklahoma are popular destinations. However, neighboring Colorado, which has historically been an inbound state, became balanced in its number of moves, meaning the numbers of people moving in and out were about equal.
- **Northeast and Southeast lure.** The South Atlantic states of Virginia, North Carolina, and Washington, D.C., are popular destinations, with Washington, D.C., showing the nation's highest percentage of inbound traffic for the fourth year in a row. For the first time in four years, Maryland joins the Southeast pocket of states as inbound. In the Northeast, Vermont and New Hampshire have surfaced as popular destinations.
- **Rust Belt woes.** Outbound moves from the Rust Belt states continue, but for the first time in 10 years, Illinois joins neighbors Indiana, Michigan, and Ohio as outbound. Indiana has been an outbound state for more than a decade, while Michigan ranks in the top four outbound states.
- **Down and out in the Dakotas.** Residents are leaving North and South Dakota, an unusual trend because both states have historically been inbound or balanced for more than a decade. Because unemployment rates are low in both states, factors causing the shift are unknown.

For full results of the migration survey and to view a map and annual histories for each state, visit www.atlasworldgroup.com/migration.

How status is determined

Each state or province has a threshold value, which is the total number of shipments multiplied by 0.55 (for example, in a state with 100 moves, at least 55 of them would have to be outgoing to classify the state as outbound).

A state or province is considered:

- outbound when outbound shipments exceed the threshold.
- inbound when inbound shipments exceed the threshold.

All other states are classified as balanced. Shipments noted for Canada are cross-border to or from the United States (not inter-provincial).

Freight Trains Vital to Global Supply Chain

More than 4,000 miles of train tracks stretch through California, winding up the blustery Cajon Pass and snaking through the desert surrounding Barstow. Those tracks could be seeing a lot more traffic in the next few years as trains loaded with Chinese-made toys, electronics, and clothing roll eastward, connecting West Coast ports with cities across the United States.

Warren Buffett is a believer. In November, the world's second-richest man paid \$34 billion for railroad giant Burlington Northern Santa Fe Corp., despite a deep downturn in the railroad industry. Buffett characterized his investment as an "all-in wager on the economic future of the United States." But it's also a bet on globalization and the renewed importance of rail in the nation's transportation network.

Southern California is a key hub in his new empire. About 40 percent of all goods that the United States receives in containers from overseas enter the country through the seaports of Los Angeles and Long Beach. That freight must then move overland to retailers across the country.

Fort Worth-based BNSF has invested hundreds of millions of dollars in recent years to beef up its Southern California operations to grab a bigger share of that business for its 28-state network.

China's rise has given a new push to U.S. railroads, which have chugged their way back into the nation's transportation future after losing ground for decades to the trucking industry. The sheer volume of inbound cargo from Asia to North America—more than 40 million container loads last year—has made it cost-prohibitive to haul all those goods over congested U.S. highways.

Rail companies have strengthened their networks and upgraded their equipment to handle the ubiquitous metal shipping containers to provide a nearly seamless transition from cargo ship to freight train to truck or any combination in between. This so-called intermodal traffic has been the fastest-growing segment of the industry for about a decade.

In 2008, international and domestic intermodal cargo accounted for nearly a third of BNSF's revenue, a figure that is expected to grow when the U.S. economy gets back on track.

SOURCE: McClatchy-Tribune Information Services

FMCSA Announces Chassis Rule Delay

The Federal Motor Carrier Safety Administration announced a six-month delay in implementing some intermodal chassis safety requirements to give operators of that equipment more time to create a database to track the condition of each chassis, according to a recent article in *Transport Topics*. The delay moves from December 17 to June 30 the requirement for ocean carriers to maintain a database of vehicle condition reports.

In a *Federal Register* notice published on December 18, the day after the rules took effect, the agency said, "The large number of intermodal facilities and the significant variations in their operating practices make the implementation of the enhanced intermodal equipment safety oversight activities a challenging task."

The new database will standardize reports about key components such as brakes and tires, and truck drivers will fill out the reports when they pick up and drop off chassis. Ocean carriers, and other chassis owners such as railroads, currently have their own chassis condition reporting procedures.

The Ocean Carrier Equipment Management Association (OCEMA), a steamship line trade group whose members own most of the estimated 850,000 chassis in the United States, sought the delay. The postponement was the latest setback for a program that was required by a 2005 federal law to create chassis safety standards and to end the practice of holding truckers responsible for chassis defects.

It took FMCSA two years to write the rules, which the agency will implement gradually, with the final requirements taking effect in July of this year, when ocean carriers must have FMCSA-required markings on each chassis.

Drayage carriers tried to submit inspection reports to comply with the December 17 deadline, only to find that there was no standardized system in place to accept them at the terminals.

OCEMA General Counsel Jeffrey Lawrence told *Transport Topics* that the new systems will "enhance safety, reduce costs, and reduce delays at marine and inland terminals." He added that the delay also helps drayage carriers because it will make them more willing to file the reports when required in the future.

SOURCE: *Transport Topics*



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NAFTA Trade Up in October

Surface trade between the United States and its North American Free Trade Agreement partners Canada and Mexico grew for the fifth consecutive month in October and showed improvement in the rate of decline from a year earlier. This was the lowest year-over-year decline since December 2008.

Trade using surface transportation among the NAFTA countries amounted to \$61.4 billion in October, according to the Bureau of Transportation Statistics of the U.S. Department of Transportation. That was a gain of 7.2 percent from September to October, picking up the pace of steady growth since May.

The *Journal of Commerce* reported that compared with October 2008, surface trade fell 15.5 percent, slowing the pace of year-over-year declines of more than 20 percent through the first nine months of 2009. The bottom of the slump was in May, when surface trade fell 35.4 percent compared with a year earlier to \$47.9 billion.

About 88 percent of U.S. trade by value with Canada and Mexico moves by truck, rail, and pipeline.

U.S.–Canada surface transportation trade totaled \$36.3 billion in October, down 19 percent from October 2008. The value of imports carried by truck was 15.8 percent lower in October 2009 than in October 2008, with the value of exports carried by truck 9.5 percent lower during this period. U.S.–Mexico surface transportation trade totaled \$25.1 billion in October, down 10 percent from October 2008. The value of imports carried by truck was 4.2 percent lower in October 2009 than in October 2008; the value of exports carried by truck was down 13.5 percent.

SOURCE: Journal of Commerce

Intelligence Solution Sought to Find Criminals

With airlines and their customers spending \$5.9 billion a year on security, IATA Director General and CEO Giovanni Bisignani has called on governments to stop looking for “nail clippers and rogue bottles of shampoo” and focus instead on finding bad people, according to a report in *Air Cargo World*.

In a letter to U.S. Homeland Security Secretary Janet Napolitano, Bisignani said the air transport industry could not support a 100 percent level of human searches. Instead, he said he favors a process that combines “the best of screening technology with the best of intelligence gathering.”

The security challenge is considerable, according to the IATA. In the 12 months to September 2009, the global air transport industry carried 2.2 billion passengers including 820 million international travelers, of whom 140 million flew to and from the United States.

Another industry leader said that when national governments introduce uncoordinated new security requirements, without prior consultation, practical implementation is difficult. With such requirements unpublished, and even in some cases unwritten, inconsistency of application results, he warned, so close government and industry cooperation is critical to standardize aviation security measures globally.

In a related move, The Chubb Group of Insurance Companies has joined the CargoNet initiative to combat cargo theft in the United States through improved information sharing between industry and law enforcement. The initiative involves a national database and a secure information-sharing network, as well as education and loss prevention services. It will be launched in spring 2010.

SOURCE: Air Cargo World



CargoNet National Database, which will be managed by ISO and launched in early 2010, is intended to help prevent cargo theft and increase recovery rates through secure and controlled information sharing among theft victims, their business partners, and law enforcement. The CargoNet national database and information sharing system will be managed by crime analysts and subject matter experts.

The system applies an integrated, layered approach that exploits the weakness of cargo thieves at multiple points and includes integrated databases; a theft alert system; law enforcement task force investigative support through the National Insurance Crime Bureau; a tractor-trailer theft deterrence program; a Truck Stop Watch program; driver education and incentives; secondary market monitoring and interdiction; crime trend analysis; and training and education through an outreach program.

New Security Measures in Effect for International Flights to U.S.

Travelers entering the United States by air face new security measures, the U.S. Transportation Security Administration (TSA) announced recently. The security directives apply to all U.S. and international air carriers on U.S.-bound international flights and mandate “threat-based and random screening” for passengers on such flights.

The measures come in the wake of a failed attempt to create an explosion aboard a Northwest Airlines plane on December 25, 2009, when a man tried to ignite a device.

The new measures are mandated for every person flying into the United States “from anywhere in the world traveling from or through nations that are state sponsors of terrorism or other countries of interest,” the TSA said, adding that passengers on such flights will undergo “enhanced screening.”

The TSA described the measure as “long term” and developed “in consultation with law enforcement officials and our domestic and international partners.”

Two days after the terrorist attempt, the TSA announced that passengers on international flights to the United States will see “increased gate screening, including pat-downs and bag searches.” The Washington, D.C.-based U.S. Travel Association called the new measures appropriate. It is estimated that nearly 60 million international visitors enter the United States annually, and more than 30 million travel by air.

SOURCE: Society of Human Resource Managers

India's Freight Industry Growing

Bangalore, India-based consulting company Novonous says India's overall freight industry is expected to grow at 10 percent per annum to 2014.

The airfreight sector is set to expand by 8.5 percent per year for the next five years because of rising competitive pressures from cargo operators among India's immediate neighbors and main trading partners.

India spends 15–20 percent of its \$1.22 trillion gross domestic product—currently growing at 7 percent per annum—on transport and logistics. Novonous says this compares to an average 8–10 percent in other developing countries.

The Indian government has allocated \$500 billion in infrastructure spending between 2007 and 2012.

Don't Get Blamed for Rental Car Damage

Photograph your rental car before driving away. Take photos of the exterior, interior, and trunk to document any missing items. If your camera allows you to add a date to each photo, make sure that you leave this function turned on and the date properly set. Documenting damage will ensure that you are not liable for anything that you did not cause.

*—Nancy Dunnan, TravelSmart Newsletter/
BottomLine Personal*

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Small Business Marketing in 2010: A Forecast

Small business owners in the United States are planning to engage customers in new ways in 2010, according to an Adology Research study: 28 percent say they will spend at least the same or more on online video; 25 percent say they will commit more resources to social media; and 21 percent say the same for mobile advertising.

Business outlook improving

Well over half of small business owners (57 percent) say sales in 2009 were equal to or higher than sales in 2008, down from 60 percent who said the same last year. Looking ahead to 2010, 86 percent expect sales to be equal to or higher than 2009 figures, up from 83 percent last year.

Concerns about the economy have eased since last year: 22 percent say they are fearful about the economy, compared with 25 percent last year; 48 percent say they are concerned about the economy, compared with 58 percent last year; 17 percent say they are “cautiously optimistic.”

Online marketing

Nearly one-half of small businesses (46 percent) say they do not have an active company website. Of those with active sites, the primary functions are to inform customers about products and services, provide general information, and offer special promotions.

E-mail marketing and company websites remain the most popular online marketing methods for small business owners.

In 2010, many small businesses plan to spend the same or more on the following online activities:

- 57 percent on e-mail programs to current clients
- 57 percent developing a company website
- 55 percent on e-mail programs to potential clients.

Plans for some newer online marketing methods show a notable increase over last year: 28 percent say they will spend more or about the same time or money on online video in 2010, an increase of 12 percentage points from last year, and 21 percent say the same for mobile advertising, up 10 points from the previous year.

Social networking

Overall interest in using social media in 2010 is nearly the same as in 2009, as 58 percent agree that social media are a good way to both increase business and know what people are saying about a business. Some 46 percent say they wish they knew more

about social media, and 27 percent think only young people use social media.

Small business leaders say Facebook and LinkedIn are more effective than other sites. Among those who say social media is “very or somewhat beneficial” to business:

- 33 percent say Facebook is more effective than others.
- 21 percent say LinkedIn is.
- 19 percent say Twitter.
- 17 percent say MySpace.
- 15 percent say YouTube.

Among small business owners who use social networking, the top benefits cited include generating leads (50 percent), keeping up with the industry (45 percent), and monitoring online conversations (44 percent).

Asked about obstacles to using social media, 31 percent say their customers do not use social media and 29 percent say they do not have the time for it.

Advertising

Among small businesses, 36 percent say they spent at least \$1,000 on advertising in the previous 12 months. Of those who did not spend that much, 44 percent cited lack of money and 43 percent cited the overall high cost of advertising.

Consistent with last year, ad rates have the biggest effect on what type of media are used (48 percent), followed by the ability to reach where the best prospects are located (39 percent) and “what we’ve always done” with 36 percent. “Ease of buying” ranked higher this year, up five percentage points, or 25 percent higher than last year, indicating marketers’ continued frustrations with the ad-buying process.

Looking forward to 2010, 29 percent of marketers plan to spend more on advertising, up from 26 percent last year. Some 60 percent plan to spend about the same as in 2009, and only 10 percent plan to spend less than in 2009, compared with 15 percent who planned on spending less in 2009 than in 2008.

By media type, 27 percent of small business owners plan to target increased resources to local online advertising in 2010, while 20 percent plan to use more direct mail. Another 10 percent say they plan to allocate more resources to local newspaper advertising.

SOURCE: Marketing Profs

About the data

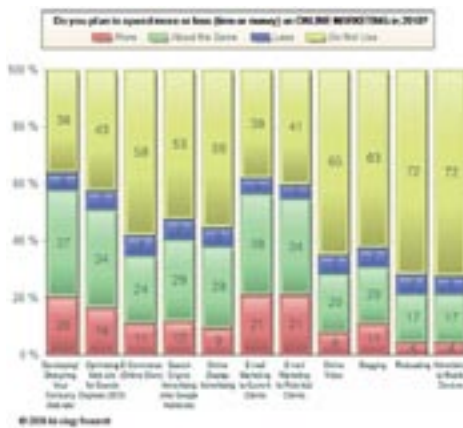
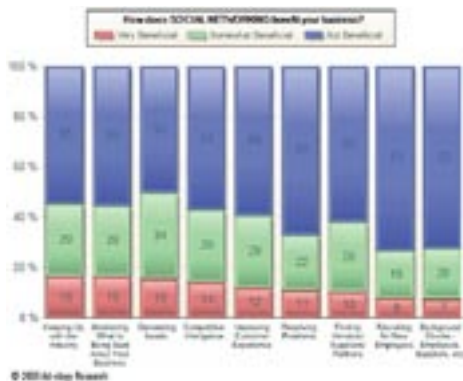
The Small Business Marketing Forecast study was conducted in November 2009 by Adology Research and analyzes the attitudes and marketing plans of 1,100 owners of U.S. businesses with fewer than 100 employees.

U.S. Economy Rebounds

A convincing rebound in the U.S. economy is suggested by the charts at right, reflecting the initial estimate of real GDP growth for the third quarter, which came in at a 3.5 percent annual rate. Cheap money and the government stimulus package get some credit, but so does the natural resiliency of the economy. When prices and output collapse, someone starts buying and someone has to start producing again.

That said, unemployment will continue to rise, predicts Probe Economics, and it will be a “jobless” recovery for a few years. Growth rates are unlikely to be fast enough to absorb new entrants to the workforce and chip away very much at unemployment. The slower growth will be driven by higher taxes, greater frugality (not a bad thing), and tight credit. Credit problems are particularly acute for the small and medium-sized businesses that create most jobs. They have not been blessed with government bailouts, and they do not have access to the bank lines of credit available to large firms.

SOURCE: Probe Economics



China Could Top US Production by 2015

The rest of the world is doing better than the Western industrialized nations such as the United States, Western European countries, and Japan. The main drivers have been China and India. China will be a bigger manufacturing economy than the United States by 2015, according to projections by Global Insights.

China undertook an enormous stimulus program to get its economy going. Its real GDP reportedly grew at a 14.9 percent annual rate in the second quarter.

As a percentage of GDP, the stimulus was larger than that in the United States and Western Europe. It primarily entailed Beijing-directed, juiced-up bank lending. Bank balance sheets were eroding so fast that some feared a bubble and eventual banking collapse. Perhaps for that reason, China dialed back lending drastically.

It remains to be seen whether China can maintain its current growth, given that the lending has subsided and exports are way down. Of course, given China's recent successes, it is hard to bet against it these days.

SOURCE: Probe Economics

Cartus Acquires Primacy Relocation

Realogy Corp. subsidiary Cartus Corp., headquartered in Danbury, Connecticut, has purchased Memphis-based Primacy Relocation, a relocation and global assignment management services company, for an undisclosed amount.

Primacy has 700 employees in 25 offices throughout the Americas, Asia, and Europe. It serves a number of U.S. government agencies and companies in the Fortune 500 and 1000, Global 100, and smaller emerging-market organizations.

Richard A. Smith, president and CEO of Realogy, said the acquisition will position Realogy for strategic growth and broaden its global capabilities to provide relocation services to the government sector.

Matt Spinolo, Primacy's chief executive officer since 1995, will lead Primacy's operations.

SOURCE: Movers Search Group

Industry Moves One Step Closer to Global Standard

The global household goods industry continues to pursue the development of a globally recognized standardized code for the electronic transmission and sharing of shipment related data. This effort is being conducted under the initiative and coordination of IAM.

In 2008, IAM pursued approval as an Accredited Standards Developer from the USA-based American National Standards Institute (ANSI). IAM President Terry Head noted, "The approval process was very extensive. It took the Association well over a year to develop the processes and procedures which were required to be fully documented to obtain final approval from ANSI as an accredited developer."

Gordon Keene, a principal of Abba International and chairman of the IAM Technology and Communications Committee, has led IAM's efforts since Boris Populoh left IAM to become managing director of the FIDI Global Alliance, based in Brussels.

IAM, through its Technology Partnership, made up of a variety of other well-known industry trade associations, including the Federation of European Movers Associations (FEDEMAC), has just recently completed the development of the proposed codified set of U.S. Standards. These are not quality standards, but measures that facilitate and allow for the sharing of shipment-related data between reciprocating trading partners, accounts and



customers, and/or even security- or customs and immigration-focused entities.

As part of the latest step in about an 18-step process, IAM has distributed ballots to members of the partnership's Consensus Committee, which comprises representatives from IAM, FEDEMAC, FIDI, AMSA, PAIMA, and CAM, as well as several software vendors and knowledgeable industry users of electronic household goods systems.

Head recently met with the board and membership of FEDEMAC and briefly addressed the FEDEMAC assembly during his attendance at the FEDEMAC 50th Anniversary Celebration in Brussels in mid-November. It was an excellent opportunity to explain the purpose of the initiative and gain support for the acceptance and approval of the global standard.

Once the representatives of the Consensus Committee have voted, IAM will then formally submit the Standards to ANSI for publication in the U.S. *Federal Register*. The formal publication of the Standards will provide for a reasonable comment period; any comments or concerns must be addressed before ANSI issues final approval of the Standards.

Once ANSI grants final approval on the U.S. Standards, the next step will be to pursue approval from the International Organization for Standardization (ISO). It is anticipated that obtaining ISO approval may take an additional six to 12 months.

Do Well and Do Good

Donate to your favorite cause and get bargains in return. At www.goodshop.com, which connects to the sites of some 1,400 retailers including Target, Apple, and Sears, up to 30 percent of what you spend is donated to your favorite charity. Choose the beneficiary from more than 84,000 listed, or add your own. Retailers add coupons and discounts on GoodShop, some of which aren't offered elsewhere. A related website, www.goodsearch.com, is a search engine that donates a penny to your favorite cause for every online search you make.

--Sid Kirchheimer, writing for AARP Magazine

Keyboard Cleaning

Keyboards accumulate a lot of dirt and germs, but they are easy to clean. One of the simplest ways is using compressed air, which you can find in a hardware or computer store. Spray quick bursts under the keyboard, shake the keyboard upside down, and repeat a few times. To clean the keys, you can use alcohol or disinfectant wipes. It's best to turn off your computer first in case you press a button unintentionally.

SOURCE: BottomLine Personal

Deleting Private Data Permanently

If you are donating an old computer to a charity or just want to make sure that sensitive information is deleted forever, there are a few things you can do. For PCs, try File Shredder (www.fileshreder.org) or KillDisk (www.killdisk.com). Both are free programs that can permanently remove files. On a Mac, just put the files in the Trash and select "Secure Empty Trash" from the finder menu.

SOURCE: BottomLine Personal

Getting Through U.S. Customs Faster

The Department of Homeland Security's Global Entry program allows preapproved travelers to pass through Customs by swiping their passports at a kiosk, posing for a photo, scanning their fingerprints, and answering some basic questions on a touch screen. The kiosks are now available in 20 U.S. airports. The cost to sign up is \$100. For information about how to sign p and a list of participating airports, go to www.cbp.gov, and click "Travel."

SOURCE: Travel + Leisure

E-Notes

To avoid accidentally sending an unfinished e-mail, add the recipient's name last. Even if you are replying to an e-mail, delete the sender's e-mail address and reenter it after you have completed your response.

SOURCE: BottomLine Personal

A look at people and events shaping IAM member companies



Gause



Lindberg



Bovermann



van Geijtenbeek



Jones



Grimshaw

APPOINTMENTS

Marianne Gause joined **Asian Tigers Transpack** in Seoul as director of sales and marketing in August 2009. Until last year, she worked in Berlin as a director of sales in human resources and the IT industry. Korea is her second assignment in Asia, as she also lived in Beijing, China, for four years.

Gause currently represents Asian Tigers in several Korea-based organizations: Seoul International Women's Association, American Women's Association, Australian New Zealand Association, British Association of Seoul, and the Deutscher Club of Seoul.



Pacer International, the asset-light North American freight transportation and logistics services provider, announced that its chairman and chief executive officer, Michael E. Uremovich, retired effective December 15, 2009. **Daniel W. Avramovich** succeeds Uremovich as CEO and will serve as a director and chairman of the board of directors.

Avramovich had been Pacer International's chief operating officer since June 2009, with day-to-day leadership of Pacer's retail and wholesale intermodal service units, as well as the highway brokerage, supply chain, and warehousing service units. He joined the company a year earlier as retail intermodal services president.

He brings to his new position a breadth of experience as an executive of logistics, rail and intermodal transportation companies, as well as skills in building relationships with customers and vendors.



Stevens International Sales Development Manager **Marc Lindberg** now coordinates moves through the freight forwarding office in Columbia City, Indiana. Lindberg will continue to reside in Seattle, where he had worked in sales for the Stevens International Seattle location for nearly 20 years.

Recently, Stevens International Forwarders consolidated its two freight forwarding offices to the Columbia City office, managed by **Leet Zwepink**. The consolidation was completed to streamline duties and create efficiencies in the division. The Stevens Group includes **Stevens Worldwide Van Lines**, **Stevens International Forwarders**, and **Stevens Records Management**.

Lindberg also has experience as a corporate sales consultant for Graebel Van Lines and North American Van Lines agents.



Anke Bovermann has been appointed European sales director for **The TEAM Group**. Bovermann, who holds a PhD in economics from Freiburg University, previously served as vice president for Rettenmayer, her former family company; in that role she was responsible for introducing the Quality ISO:9002 and FAIM processes. In 2000, she became joint managing director, a role she shared with her father and brother.

Rettenmayer was acquired by TEAM in 2007. The TEAM Group is an independent company specializing in delivering integrated mobility services, including moving, relocation, and other specialized services, primarily within the corporate market.



The **Crown Worldwide Group** has named three new managers to its Middle East operations.

Gus van Geijtenbeek is business development manager for Crown's fine arts division in the Middle East; **Amanda Jones** is division manager for moving services in Dubai; and **Christopher Grimshaw** joins **Crown Doha**, Qatar, as general manager.

Van Geijtenbeek will focus on developing Crown's established fine art services in the Middle East and on growth to confirm market leadership. Jones will work to increase Crown's market share in Dubai, lead an efficient, customer-focused team, and get Crown Dubai more involved with supporting community associations. In his role as general manager, Grimshaw will apply his years of experience in corporate sales, transportation and logistics, technology, and the moving industry to further expand Crown Relocations, Qatar.

The three new managers bring to their new roles a combined 37 years of experience in their fields of expertise.



Boonma International Group recently announced that **Tiddy S. Teerawit** joined the group as executive director on December 1, 2009. He brings 20 years of experience in the international moving and relocation industries. Teerawit is tasked with developing human resources, quality systems, international marketing and communications, and a corporate strategic plan for Boonma Moving & Storage and M-PE Industry, a manufacturer of packaging materials. Boonma Moving & Storage was established in 1964 by Boonma Pungthong and has evolved into one of the oldest moving and relocation companies in Thailand. Chaivudthi Pungthong, the founder's son, is the group's managing director.





Teerawit

Price

Angell

Interdean International Relocation has named **Simon Price** director of UK relocation services. In his new role, he is responsible for growing Interdean's UK relocation division, concentrating on destination services and U.K. home sales.

Price will be based in Interdean's London office and will bring a wealth of relocation experience to his new role. He began his relocation career in 1992 as a home search consultant at Karen Deane Relocation. In 1998, he was promoted to sales and operations director before becoming managing director of the company in 2001 when it rebranded as Prudential Relocation and subsequently Pricoa Relocation UK Ltd. In 2005, Price assumed the position of director of relocation services at Sterling Relocation, before working as a consultant to the relocation industry and joining Interdean International Relocation.



Georgia Angell has joined the International Household Goods Division at **Deseret International Forwarders**. A former chair of IAM, serving four years, Angell brings to her position many years of professional industry experience.



Greg Cutlip has been named president of **Graebel Movers, Inc.** From his office at Graebel Houston Movers, Inc., in Texas, he will oversee the moving and storage division's operations, comprised of 42 centers nationwide. A 32-year moving industry veteran, he began his career with Graebel in 1977 at the company's service center in Atlanta, Georgia.

He has successfully opened or has been the company's first general manager at its New Jersey, Connecticut, and Washington State moving and storage centers. For more than three decades Cutlip has held positions of continuing and increased responsibilities at the company. In addition to overall management of many major moving and storage centers, his prior positions included

operations management and sales leadership. Most recently he served as general manager and senior vice president in Graebel's Houston, Texas, facility, where he oversaw the service centers in the western states.

Cutlip named four people to general manager roles in Graebel's Texas and Oklahoma centers, redefined the moving and storage division's regions, and assigned 11 general managers to regional operations and management roles.



The Gosselin Group, headquartered in Antwerp, Belgium, has named **Frederic Delahaye** as move management director. Delahaye has many years of in-depth experience through his family business, Delahaye Moving.

In addition, the company has made other changes to its moving division.

Vivet-Gosselin, the original moving company created in 1930 and currently managing operations (movers, drivers, and equipment), will be merged into **Gosselin Moving NV** to streamline and optimize the internal moving process, allowing increased attention to quality and service.

From its Antwerp headquarters, Gosselin Moving NV will also monitor the operations and commercial performance of GCCA (Gosselin Caucasus & Central Asia), Gosselin Italia SRL, Gosselin Suisse AG, and Gosselin Moving BV The Netherlands.

Corstjens will continue to focus on the Eastern European moving and relocation market (CIS countries) and manage and oversee the performance of these 20 branches from its headquarters near Amsterdam, The Netherlands.

Heading the moving division of the Gosselin Group will be a steering committee consisting of **Mark Smet** (Group CEO), **Stephan Geurts Sr.**, **Eddy Bonne**, **Guido De Rijck**, **Charles De Rijck**, **Frederic Delahaye**, and **Cees Corstjens**.

At the Antwerp headquarters, the management team is comprised of the following:

- **Eddy Bonne**, director of the moving division, will be responsible for agent relations and relocation matters.
- **Guido De Rijck**, commercial director, will head the sales team and monitor the day-to-day activities of Gosselin Moving NV.
- **Charles De Rijck**, operations director, will be Guido De Rijck's counterpart in charge of operations.
- **Frederic Delahaye**, move management director, is tasked with the smooth interface between sales and operations.

EXPANSIONS



Corallie Pringle, managing director of Corporate Relocations South Africa



Charles Luyckx, joint CEO of Elliott International

Elliott International, a South African move management company, has set up specialized business units to handle its expanding relocations services into and out of Africa.

In line with its expansion objectives, in 2008 Elliott acquired **Corporate Relocations South Africa** in line with its expansion objectives. Corporate Relocations, established in 1993, is South Africa's largest independent relocation company and has among its 38-member staff countrywide accredited global mobility specialists trained through the Worldwide Employee Relocation Council's relocation professional academy.

Since the acquisition, Corporate Relocations has brought significant expertise and resources to Elliott, enabling it to provide customers with an integrated service offering including the latest technology in assignment and household goods tracking systems. In October Corporate Relocations was honored by Cartus with a Commitment to Excellence Platinum award for outstanding performance.

Elliott International will merge the business activities of Corporate Relocations and Elliott Relocations into a company to be known as Corporate Relocations South Africa (CRSA). With headquarters in Bryanston, Johannesburg, it will provide relocation and immigration services within the borders of South Africa.

In addition, Elliott Relocations Africa is expanding its suite of services to the rest of Africa from its offices at the Elliott Africa move center in Johannesburg.

Corporate Relocations has aligned itself with one of the world's leading immigration law firms, Fragomen. With offices in 14 countries, including South Africa, Fragomen provides immigration solutions for short- and long-term international assignments and permanent transfers, as well as local recruitment of foreigners globally.

❖
Santa Fe Relocation Services has opened a new office in Suzhou, China. The company's network now includes 40 offices in 14 countries across Asia and the Middle East. The new office is inside the Suzhou Industrial Park, and key contacts are relocation consultants **Linda Zhu** in sales and **Lila Li** in relocation services.

❖
The **Crown Worldwide Group** has opened its fifth office in Canada. The office, located southeast of Ottawa, will service the Montreal, Ottawa, and Kingston corridor with its population of approximately 5 million. General Manager Paul Harvey has 20 years of industry experience.

A majority of Canada's government relocation contracts originate in Ottawa, which is known for its telecommunication and technology sector and is just two hours from Montreal, the computer software hub of Canada. Harvey will offer services, including records management, primarily for government contracts and embassies.

❖
What started as a small office in Kuwait employing four people has now grown to 12 offices in five countries, employing 124 staff and serving clients throughout the region. **Move One's** latest expansion follows the opening of its office in Riyadh, Saudi Arabia, allowing the company to offer relocation, moving, and logistics services in the country.

With the largest economy in the region, the Kingdom of Saudi Arabia is an important location for a number of organizations, with numerous expats living there, and large quantities of freight traffic. This is therefore an important step for Move One, the company said.

AGENCY NEWS

New agents joining the National Van Lines family between 2008 and 2009 were recognized at the recent NVL Agent Convention held in Chicago, Illinois.

The new agents, each of whom received a commemorative plaque, are **All Around Moving & Storage**, Romulus, Michigan; **Astro of New England**, Exeter, Rhode Island; **Castle Rock Moving & Storage**, Hillsboro, Oregon; **Inland Empire Moving & Storage**, Ontario, California; **Leaders Moving & Storage**, Columbus, Ohio; **Metro Moving & Storage**, Littleton, Colorado; **O'Neill Transfer & Storage**, Portland, Oregon; **Relocation LLC**, Tulsa, Oklahoma; **Royal Moving & Storage**, Orlando, Florida; **S Thompson Moving**, Dexter, Missouri; and **Union Transfer**, Joplin, Missouri.



Pictured from left to right: Ananda (Boonma inbound manager), Col. Dr. Brown (AFRIMS), Tiddy S. Teerawit (Boonma executive director).

Boonma Impresses AFRIMS Diplomat

Thailand-based IAM member **Boonma** was recently authorized to handle Col. Dr. Arthur Brown's household goods inbound to Bangkok, Thailand. As the Deputy Commander for Science, Col. Dr. Brown has been in charge of medical sciences for Armed Force Research Institute of Medical Sciences (AFRIMS). AFRIMS has a dual Royal Thai Army and US Army Command with the American Component being a special foreign activity of the Walter Reed Army Institute of Research in Washington, D.C.

After the 40-footer was unloaded and the unpacking was completed, Brown sent a letter of appreciation to Boonma's executive director saying, "Thank you for your team's hard work last week. A team from Boonma International Group arrived on the date of scheduled delivery ahead of time. The team work non-stop once they started to unload the truck because the residence was just above a restaurant which had noon customers. This effort was much appreciated. Unpacking was carried out after a lunch break, and completed by 4 p.m. The team cleaned up the waste from packaging around the truck area and within the residence. Special thanks go to the team for carrying a piano up one flight of stairs, and protecting it from damage."

HONORS AND AWARDS

Delahaye Moving Managing Director **Elisabeth Delahaye** recently was awarded the prestigious Chevalier Ordre de la Couronne (Knight of the Order of the Crown) by King Albert II of Belgium for services to the Belgian state. The Chevalier Ordre de la Couronne was created in 1897 by King Leopold II of Belgium to recognize heroic deeds or distinguished service.

This honor follows a similar recognition earlier this year, when French President Nicolas Sarkozy nominated Delahaye to the Chevalier dans l'ordre de la Legion d'Honneur for her volunteer and charitable work over many years in France and Belgium. (See the story in the March/April 2009 issue of *The Portal*, page 76.)

Elisabeth Delahaye founded Delahaye Moving, headquartered in Surrey, England, more than 30 years ago. The company has branches in Paris, Nice, and New York as well.



IDG's *Computerworld* has named **Randall C. Poppell** as a 2010 Premier 100 IT Leaders honoree. This year's Premier 100 spotlights 100 leaders from both the technology and business sides of companies for their exceptional technology leadership, innovative solutions to business challenges, and effectively managed IT strategies.

"The Premier 100 awards program shines a spotlight on the best of IT leadership and innovation," said Scot Finnie, editor in chief of *Computerworld*. "Despite a tough economy, these senior IT leaders are seizing this rare moment to steer measured growth, embark on innovative pilots and build loyalty in their most valued workers. We're pleased to honor the achievements of these 100 men and women who epitomize calm and steady IT leadership."

Poppell is the chief information officer for **UniGroup, Inc.**, the parent company of United Van Lines, Mayflower Transit, and other transportation subsidiaries. As CIO, his major responsibilities include driving the strategic direction for technology while leveraging the company's IT investment through the design, development, maintenance and support of all major automated systems and infrastructure. Under his leadership, UniGroup, Inc. continues to develop and implement innovative solutions that create business value for the company.

The Premier 100 awards ceremony will be one of the highlights of *Computerworld's* annual Premier 100 IT Leaders Conference held March 7-9, 2010, in Phoenix, Arizona. The Conference, to be attended by more than 375 influential senior IT executives, will showcase honorees and other IT innovators as they discuss how to create competitive IT organizations.



**Elisabeth
Delahaye**



**Voerman
International
CEO Piet van
Herck with
certificate and
sculpture.**

During the employer seminar of Gouda-based Sound Transport in October, Netherlands-based IAM member **Voerman International** (The Hague) won the Sound Transport award in the category of large corporations. This award is handed out biennially to corporations in the transportation and logistics sector with a sound policy on health, safety, and absenteeism. The jury consists of representatives of employers, employees, and professionals in safety, health, and welfare services.

The jury's report stated, "At Voerman International we encounter the company philosophy on safety throughout the whole company. The office personnel is not forgotten when it comes to safety, health and welfare policies. Occupational hazards and absence are addressed in every staff meeting. That is partly the reason why absenteeism has dropped drastically the last years."

Voerman International CEO **Piet van Herk** accepted the award, a sculpture.

Servant-leaders achieve results for their organizations by giving priority attention to the needs of their colleagues and those they serve. Employees have the freedom to be themselves, which strengthens their self-confidence. This creates a culture of trust, motivating employees to achieve organizational goals. Productivity rises, customer and employee satisfaction improves, and absenteeism declines.



Three individuals were honored by Mayflower Transit as the Salespersons of the Month for November 2009. The award acknowledges excellent individual sales performance in the following three categories:

- *Household Goods Corporate Accounts*: **Gil Gomez**, Hogan Transfer and Storage Company, Indianapolis, Indiana.
- *Household Goods Residential*: **Sandy Sutherland**, Johnson & Daly Moving & Storage, San Rafael, California.
- *Special Products*: **Christopher Monroe**, Total Relocation Services, Inc., Green Bay, Wisconsin.





Security Storage Company CEO Chuck Lawrence receives the Corporate Star Award from local news personality Wendy Rieger of NBC4 at a luncheon on December 10. (Photo: Abra Frankel)

The National Capital Chapter of the National Multiple Sclerosis Society recognized **Security Storage Company** with the 2009 Corporate Star Award for the company's work to end MS. **Chuck Lawrence**, CEO of the Washington, D.C., company, accepted the award at the Chapter's Holiday Celebration and Awards Luncheon in Washington, D.C., on December 10.

Security Storage Company has served as the presenting sponsor of the National Capital Chapter's Capital Challenge Walk MS, a two-day, 50-kilometer walk to the nation's capital. Their support lowers event costs, which allows more of the funds raised by the event to fund research, programs, and services for people living with MS.

Since 2003, Security Storage has given more than \$300,000 to the National Capital Chapter in support of its programs and services. The company, however, has provided more than financial support. CEO Chuck Lawrence serves on the Board of Trustees, and the company has a presence at all National Capital Chapter events. Security Storage Company has donated equipment, storage space, and logistical support for events. The company even helped the National Capital Chapter move to new offices in 2007.

"Security Storage Company has made it a mission to give back to the Washington D.C. metropolitan community," said J. Christopher Broullire, president of the National Capital Chapter. "By sponsoring Capital Challenge Walk MS and supporting the National Capital Chapter, Security Storage has shown its dedication to the many thousands of people living with MS in the area."

IN MEMORIAM

Thomas G. (Tom) Nerf

Thomas G. Nerf of Poughkeepsie, New York, passed away at Vassar Brothers Medical center on December 2. He was 58.

Born in Albany, New York, he attended St. Mary's Academy in Glens Falls, New York, and earned a bachelor's degree in political science from SUNY Plattsburgh in 1973. There Mr. Nerf met his wife of 36 years, Kathleen Whalen Nerf. That same year, he began his long career in the moving and relocation industry at Whalen's Allied in Westchester County, New York, eventually becoming a respected leader in international sales.

Mr. Nerf then worked at American Exec, Advance, and Beltmann (all North American agents) before starting his own company, Total Quality Moving (TQM). He later worked for McCollister's, a United agent; most recently, he was a partner in Relocation Express, a start-up Arpin agency in New Milford, Connecticut.

He built a business model on providing high-quality international origin and destination services for the industry. Even though he worked for van line agents, he built a loyal client base by being independent. He was equally committed to servicing major van lines and small independent forwarders.

In addition to meticulously attending to the needs of his clients, Mr. Nerf held great respect for, and commitment to, his drivers, crews, and employees. He had a reputation for ensuring that they were treated fairly as professionals, and that they were properly compensated for the work they did.

When Mr. Nerf went to work at a new company, his clients, as well as his his drivers and crews, often followed him. This was still evident in his latest venture at Relocation Express and was a reflection of the trust he built over the years.

Colleagues remembered him for a work ethic and commitment to quality that were unsurpassed, and his reputation for honesty, loyalty, trustworthiness, and generosity that inspired those around him.

In addition to church-related activities, Mr. Nerf had a variety of interests, including traveling, playing board games with his family, and solving crossword puzzles. A running enthusiast, he completed both the New York City and Chicago marathons in under five hours. In addition, Mr. Nerf was an avid Yankees and Jets fan, and he loved traveling with his family.

Mr. Nerf is survived by his wife, Kathleen, their five daughters, and three grandchildren, as well as four sisters and 15 nieces and nephews.



Randall Groger
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On Congress's Front Burner in 2010

As Congress convenes for its second session, there are major issues that the congressional leadership and the Administration have identified as critical—but whether the political landscape would make them “must-pass” bills is another issue altogether. Although it is historically very difficult for lawmakers to pass legislation that is noncontroversial in an election year, the pressures on this Congress to address problems that have been under debate for years almost have become tempered by the experiences of 2009.

The likelihood of success on most of these issues is low and many interest groups are sure to be disappointed, but the obstacles confronting Congressional leaders in 2010 include a shortened election year calendar for Congress, a heightened partisan atmosphere, a new Republican Senator elected in Massachusetts, and dismal approval ratings for incumbent lawmakers. Capitol Hill is currently undergoing a sobering assessment regarding just how much of President Obama's domestic agenda is really achievable and at what cost. Among the issues that remain are the following:

- **Health care reform.** This remains the number one priority for Congress. All other legislation will wait until the houses reconcile the differences between the House-passed bill and the Senate bill. Regardless of the differences, there are also similarities between the two measures. Among the highlights of both bills that most likely will remain in a final product:
 - ❖ Starting in 2011, initial insurance reforms and consumer protections
 - ❖ A new insurance pool to make coverage available to individuals with pre-existing conditions or chronic illnesses
 - ❖ Greater transparency requirements for insurance rate increases
 - ❖ Employer responsibility to offer coverage or provide financial contributions to employees to pay for coverage
 - ❖ Creation of a health insurance “exchange” in which health plans compete based on price and quality for individual and small business employers
 - ❖ Individual responsibility to purchase some minimal form of insurance within the frameworks established in the bill
 - ❖ Increases in Medicaid eligibility levels for those with lowest income, and new funding for critical safety net services through community health centers
 - ❖ Sliding scale financial credits to ensure affordable premiums and cost-sharing assistance for households with income above new Medicaid income levels but below 400 percent of the federal poverty level
 - ❖ Modifications to Medicare coverage for prescription drugs and preventive services and implementation of major Medicare delivery system and payment reforms. The White House and Congressional leaders have declared a commitment to require that these reforms be revenue neutral. In order to achieve that goal, there is a proposed tax on “Cadillac”

insurance plans to raise the revenues required to pay for the reforms. As of this writing, the definition of what constituted a Cadillac plan was still under debate but generally it is thought that it would target family plans valued at \$24,000 annually or individual plans valued at \$8,900 annually. This is but one of the very controversial aspects of this policy debate. However, it is generally conceded that the legislation will be sent to President Obama for his signature by early February.

- **Jobs.** After health care, everyone in Washington concedes this is the critical issue in an election year. In December, the House passed a \$150 billion jobs bill that included approximately \$75 million for infrastructure spending. But many observers derided the House passed bill as a “watered-down” version of the \$787 billion stimulus bill already enacted. And whether that stimulus has actually produced the job creation that was anticipated is subject to review and debate. As a result, Senate leaders have been developing legislation that includes a list of 121 job creation provisions, with proposals grouped into a handful of categories: small business jobs, infrastructure work, green and energy-related jobs, and public-sector jobs. The Senate is also contemplating using some of the unspent funds in the Troubled Asset Reinvestment Program (TARP), which was used to help bail out some of the financial industry, as a revenue source for this jobs creation legislation. There is a clear and distinct difference in approach between the House and Senate bills, but the probability of a compromise bill early in the session is extremely high.
- **Climate change.** The chances for enactment of a climate change bill this year are almost nonexistent. The very tough votes members of the Democratic majority were required to make to move health care legislation have made those incumbents in vulnerable states reluctant to tackle another highly controversial issue like climate change. Although the House passed legislation in 2009 that included a cap-and-trade program to reduce carbon emissions, such a scheme has virtually no support in the Senate. However, a bipartisan plan being developed by Senators John Kerry (D-MA), Joe Lieberman (I-CT) and Lindsey Graham (R-SC) has some potential. That plan would drop the cap-and-trade proposal in favor of a bill focused on boosting efficiency and renewable fuels, but with the possibility of also increasing offshore drilling and expanding nuclear power. If Senator Max Baucus (D-MT), Chairman of the Senate Finance Committee, decides to hold a hearing on the Kerry-Lieberman-Graham bill, there would be a high probability of passage of such a measure this year.
- **Immigration reform.** Under strong pressure from rank-and-file House Democrats, and mindful of the Obama Administration's commitment to immigration reform, House leaders are reluctantly assessing the merits of addressing this issue. Although legislation has been introduced in the House that would create a pathway to legal status for illegal immigrants,

the Democratic leadership has indicated that it does not want to ask its members to take another tough vote on a highly controversial issue in an election year. As the Senate works on a more modest, bipartisan bill, the backlog of other issues that will require time in the Senate makes consideration of any legislation on immigration reform unlikely this year.

- **Financial reform.** The House already passed legislation in 2009 that would create a new entity—the Consumer Financial Protection Agency—which would oversee credit card financial structures and impose greater interest rate transparency on the major financial houses. However, the chances of

similar passage in the Senate are clouded considerably by the announced retirement next year of Senator Chris Dodd (D-MA), the Chairman of the Senate Banking Committee. Dodd was never viewed as a supporter of legislation that would create another new federal agency and now there will be no constituent-driven pressure to have him reconsider his position. In this regard, it is now highly likely that the authority envisioned for this new entity will instead be assumed by the Treasury Department, expanding the scope and authority of an existing agency rather than creating a new one.

Coming Up Next Time in **THE PORTAL**

Focus on Central America, South America, and the Caribbean

The March/April issue of *The Portal* will focus on IAM members in Region 2 — from Mexico in the north to Argentina in the south — and the unique business challenges of doing business there. Latin countries have attracted a great deal of interest lately, from cultural, political, and economic perspectives. We'd like to bring *Portal* readers up to date on what they should know to successfully work in Latin America.

Our special focus also will include profiles of IAM members. If your company works from Central America, South America, or the Caribbean, please submit your company profile including the following information:

- A bit about the history of your company, its size (number of branches and employees), and any specialties for which you are known (for example, art or museum exhibits, military/embassy moves, corporate/national account services, etc.).
- What should your potential trading partners overseas know about how to work with individuals and businesses in your country?
- What are your expectations and plans for future expansion or activities?

Please e-mail your stories—along with digital photos if possible—to

Janet.Seely@IAMovers.org and *joycedexter47@comcast.net*

Deadline for submissions: March 4, 2010.

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NOTE: Prices shown are the total cost for one year (six issues). **All new ads must be in color** (electronic files must be supplied).

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Industry Calendar

February 21–24, 2010

AMSA/GSA Educational Conference
& Expo
Phoenix, Arizona

February 28–March 3, 2010

LACMA Conference
Nassau, Bahamas

March 8–10, 2010

SDDC-HQ Symposium
Atlanta, Georgia

April 11–15, 2010

FIDI Global Alliance
Melbourne, Australia

May 20–23, 2010

Young Movers Conference
Rome, Italy

September 29–October 2, 2010

IAM 48th Annual Meeting
San Diego, California

October 17–22, 2010

SDDC—Pacific Personal Property
Training Workshop
Honolulu (Waikiki), Hawaii

September 12–15, 2011

IAM 49th Annual Meeting
Denver, Colorado

October 10–13, 2012

IAM 50th Anniversary Meeting
National Harbor, Maryland
(Washington, D.C.)

EDITOR'S NOTE: Visit www.iamovers.org/calendar.html for an expanded list of meetings and events of interest to IAM members.