



THE PORTAL

VOLUME XXXIII

CONTAINER 3

MAY/JUNE 2001

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Helping to Save the Planet**

2000-2001
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About our cover: The Delahaye Moving London and Paris facility in Surrey, UK — one of the "green" movers profiled in this issue. Photo courtesy of Delahaye Moving.

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PRESIDENT'S MESSAGE



**By Terry R. Head
HHGFAA President**

Start Small — But Start

Think about it: The water that you showered with this morning may very well have been the same water that your grandfather used to irrigate his lawn over 40 years ago, or the same water that your great-great grandmother used to wash the family's clothes more than a century ago. A strange and intriguing possibility that should give all of us pause.

Every molecule of water that existed when the Earth was created is still present today in one form or another. It could be frozen in ice, it might be suspended in a gaseous state in the atmosphere, or it may be in liquid form, as in a river that runs through your part of the world.

The water, air, and land that support life here on Earth have all been here since the beginning and are essential to our survival. Sadly, as citizens of this fragile planet, we and our ancestors have not chalked up a good track record of managing our environment. We have taken our abundance for granted and often abused the resources we inherited from our forefathers. That's the bad news. The good news is that we are finally becoming aware of our past mistreatment of our world and, thanks to our newfound enlightenment, we are beginning to mend our ways ... slowly.

There is much to be done, and there is much that determined individuals and environmentally aware companies *can* do.

As global citizens, we have the responsibility to care for the environment and conserve the finite resources we have overused in the past. It is also in our best interests as individuals and as businesspeople. Many within the moving and relocation industry have already turned their concerns into action. Several of those firms and their environmental programs are profiled in this issue of *The Portal*. Their efforts certainly should be applauded; nevertheless, we all must do more to raise the environmental consciousness of our employees and our customers and to get everyone involved.

The challenge of learning about and protecting the environment may at first seem overwhelming. Environmental issues are often complex and overwhelming. You might well ask: What difference can one person make? But there are simple — often painless and not unduly burdensome — things that everyone can do to benefit the planet and the community. Sometimes, doing the right thing isn't the cheapest way to go, but as a number of HHGFAA companies understand, doing right by the planet is a sensible investment in the interest of your children and grandchildren. Review these articles and see what you and your company can do.

The linchpin of ecological responsibility in companies is leadership. This is where you come in. Your example — among your staff, within the community, and within the industry — will serve both your planet and future generations well. As you will see in the following pages, a number of your colleagues have seized the opportunity to make meaningful changes in the way they do business as a way to reverse recent trends in global warming, pollution, and the squandering of natural resources.

This issue contains many helpful suggestions for consciousness raising as well as constructive actions you and your company can take to fix what's been broken by human beings who don't care, who have simply not stopped to think, or who have failed to weigh the consequences of their profligacy.

Just as every journey begins with a single step, the key to preserving our world for future generations is to start small and go on from there. But you have to start. ■

THE GREEN MOVER

ISO 14000: The Environmental Standard

Most individuals working in the moving industry today are probably familiar with "ISO 9000/9002." In the future you will see more companies also adopting and implementing Environmental Management Standards (EMS), or ISO 14000.

Both ISO 9000 and ISO 14000 are actually a family of standards. ISO 9000 (ISO 9002 is used primarily in the moving/warehousing arena) is concerned with "quality management." Quality management is defined by the policy and procedures (standards) put in place and monitored to ensure that the operational activities of the company conforms to the organization's or its customers' requirements.

ISO 14000 is primarily concerned with "environmental management standards," meaning what the organization does to minimize any potential harmful impact on the environment caused by its activities.

ISO 14000 shares many characteristics with its cousin, ISO 9000. An organization is free to shape its environmental management system to fit the needs of that particular company's size, market, and economic

situation. Also, some of the elements of management system are the same, such as document control and statistical methods.

Why should your company develop ISO 14000 (EMS) standards?

- EMS may be used by organizations to better manage their environmental affairs

A Special

PORTAL

Focus

and show a commitment to environmental protection. Many customers would look upon this favorably, and others may actually require it in the future as a vendor qualification, just like ISO 9000. This may prove to be true particularly in Europe and for transactions involving the U.S. government.

- EMS could become a condition for

business loans; in some cases, insurance companies may offer lower premiums to those who have implemented EMS.

- In the courts, ISO 14000 may become a standard of "due care" in assessing whether a company was in good faith making consistent and diligent efforts to manage its environmental impact.
- Even though EMS does not prescribe performance levels, operational performance improvement and increased employee morale will be invariably achieved by any business if its commitment to environmental care is emphasized and employees are trained and aware of policies in place to protect the environment.

For additional information on environmental standards (ISO 14000), consult the following Internet Websites:

American National Standards Institute:

www.ansi.org

International Organization for

Standardization: www.ISO.ch

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THE GREEN MOVER

Beirut Cargo Center Lebanon

At least one Lebanese company has always had an eye on conserving resources. "We have been committed to environmental causes since the establishment of our company in June 1992," explains Talal Bejjani of Beirut Cargo Center. "All our materials are recyclable from the cartons that we use to the photocopy paper in the office."

"Our President, Joseph Harb, was involved in these activities even before starting this company. He is a person who loves the environment, and all the activities are done under his full supervision and authority."

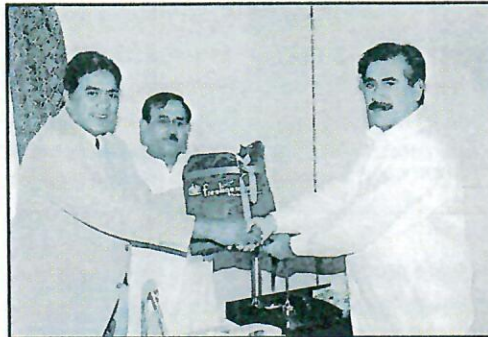
The company has found that its attention to conserving natural resources is good for business as well as for the planet. "The community sees our acts as setting an example in caring for the environment," says Bejjani. "It makes BCC a leader in our field, as few other companies are implementing these policies."

Despite the respect BCC has earned for its conservation efforts, the company's "green" attitude derives not from its hope for favorable publicity but out of its belief in caring for the environment. That philosophy is set forth as part of its mission statement: "Keep clean."

Employees are encouraged to participate in environmentally-friendly activities and are recognized for their work by the company. "Promoting environmental awareness is not an easy task to perform," Bejjani notes. Beirut Cargo Center has succeeded, however, in raising the consciousness of its employees with respect to recycling and other means of conserving resources. "Our employees support the company's efforts based on their belief that this is right and that what should

be done. If we don't protect our environment, pollution will kill us. Our lives are based on our environment, and without it everything will be lost."

E-mail: tbejjani@bcc.com.lb

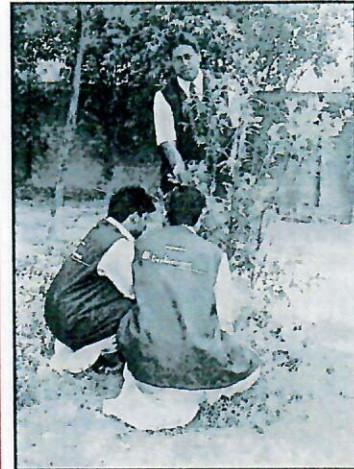


Alamgir Shah (I.), managing director of Freeline Movers, donates special jackets for gardeners to Dr. Sheikh Suleman, director of the environment, Capital Development Authority.

Freeline Movers Pakistan

Freeline Movers, based in Islamabad, Pakistan, founded in 1988, has been very active in protecting the environment under the concept known as Green.

"Our managing director, Alamgir Shah, takes special interest in the field," says Jawad Ahmad, Freeline's manager of business development. Recently, Freeline Movers provided special jackets to the gardeners engaged by the Capital Development Authority (also known as the Directorate of Environment). Some Freeline employees, including Shah, participated in the maintenance and upkeep of so-called "green belts" in the city.



Freeline employees, including Managing Director Alamgir Shah, help to maintain green belts.

nance and upkeep of so-called "green belts" in the city.

Freeline Movers also plans to arrange a special walk for the promotion of Green. Large numbers of the local elite as well as expatriates are expected to participate in the walk. Special lectures and debates will be arranged to highlight the necessity of protecting the green belts and the environment, and to promote the eradication of atmospheric pollution.

In September 2001, Freeline Movers also plans a painting contest for students at the International School Islamabad to underscore the necessity of eliminating pollution and to raise awareness of Green among the youth.

E-mail: flm@isb.paknet.com.pk

Website: www.flm.com.pk

Argenmove Argentina

Argentina International Moving's main warehouse is located in an industrial area of Buenos Aires. Since the early 1980s, its personnel have developed a very effective recycling system for all used packing materials, according to Argenmove's Daniel Oveido.

A local company provides open containers, which are placed at the back courtyard of the Argenmove warehouse, where they are filled with cartons and papers. Warehouse personnel receive payment for the contents according to weight. Cartons in good shape

ECOFACT...

At the rate tropical rain forests are being destroyed, a quarter of the planet's species could be eliminated in 50 years.



Freeline Movers' "green team."

are usually reused for additional protection of containerized shipments or some local moving services.

Almost all of the wood, whatever the size of the pieces, is recycled to make crates of different sizes. Materials that are beyond recycling possibilities are picked up by the public garbage service, who deliver them for ecological treatment and filling of swamps.

"In Argentina," says Oviedo, "environmental awareness is widespread among the population, mostly due to the constant action and advertising displayed by local and worldwide nongovernmental operations. Protecting the environment is good business, for the short and long term, for mankind."

E-mail: argenmove@argenmove.com.ar

Kungsholms Express & Spedition ab Sweden

*"We do not inherit the earth from our parents,
we borrow it from our children."*

Those words set the tone for the *Environmental Guide* produced by the Swedish company Kungsholms and distributed to its customers worldwide. In addition to conserving the planet's resources for future generations, the company also believes environmental responsibility makes good business sense. "Our investment in the environment, quality and the workplace can be seen as ways to ensure our long-term competitiveness," says Managing Director Birger Falkner. The firm has set forth some major environment goals for the near future:

- Reduce fuel consumption by 10 percent by Dec. 31, 2003.
- Conversion to environment-friendly electricity for all branches no later than Dec. 31, 2002.
- Certification of Kungsholms environment management system under ISO 14001 no later than March 31, 2002.
- Providing environment education for all members of the staff at least once a year.
- Mandating that all Kungsholms key transport companies abide by the company's environment requirements no later than Dec. 31, 2003.
- Reducing consumption of paper by 25 percent from 1999 level by Dec. 31, 2001.
- Increasing by 30 percent the use of "environmentally friendly" products by Dec. 31, 2003.

Toward that end, Kungsholms has undertaken an in-depth environmental analysis, put into place a system for keeping personnel and suppliers abreast of new measures adopted by the company, introduced a long list of concrete measures applied throughout the organization to encourage recycling of materials, as well as the use of clean diesel fuel, environmentally-friendly tires, detergents and cleaning materials. In addition, company vehicles in Stockholm are equipped with engine heating systems so that vehicles don't have to idle while the engines are warming up.

Kungsholms has put into place a comprehensive management program designed to give employees and customers a broad perspective of the environmental impact of their actions, processes, and consumer choices. The *Environmental Guide* contains an overview of the way discarded products form a blight on the planet. Matter can disappear, the *Guide* points out, but only changes form and scatters.

The *Guide* provides a crash course in transport and energy at

continued on page

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Environmental guide



how fuel-burning machines (such as cars and trucks) contribute to the Greenhouse Effect. Even as it strives to reduce vehicle emissions, Kungsholms racks up some 160,000 kilometers a year in business trips — that's the equivalent of four times around the world.

The *Guide* is chock-full of tips consumers can apply to their daily lives, but also addresses tasks Kungsholms employees with responsible stewardship of resources. Examples: Turn off appliances and equipment (such as computers and photocopiers)

overnight; switch to low-output bulbs; ensure that warehouses and offices are well insulated to prevent heat loss. Awareness is key to conservation.

The company has attempted to reduce the quantities of plastic wrapping, cardboard, and wood it uses. For example, it reduces the amount of plastic and paper products required for removals by using blankets for packing rather than disposable materials. In the office, electronic communications have reduced the amount of paper used. Employees are encouraged to drink coffee and tea out of reusable mugs, not paper cups, and to make purchasing decisions based on a product's environmental friendliness.

At Kungsholms' Malmö facility there are 10 assorted drums and containers located in the warehouse yard for recycling various

**ECOFACT...**

Just 100 people using coffee mugs would save 50,000 paper and foam cups a year.

A Checklist for Individuals and Businesses

- Don't buy items you don't need.
- Ensure that the supplier is responsible for picking up waste materials after you use them.
- Buy materials that conform with the natural cycle.
- Ensure that hazardous materials are sorted separately and dealt with accordingly.
- Reuse products and packaging.
- Always recycle.
- Put organic materials on the compost heap.
- Dispose of all types of used batteries properly and recycle then whenever possible.
- Recycle old, used, and even unused equipment by donating it to charitable organizations.
- Send rubbish to the incinerator where it can be used to produce energy.

—SOURCE: Kungsholms
Environment Guide

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materials. In the offices, there are containers at each workstation for paper recycling and a box for toner cartridges, which are picked up by the toner supplier.

E-mail: sales@kungsholms.se

Arrowpak International England

Arrowpak International, the Suffolk-based removals company with a worldwide network of customers, is helping a 22-year-old environmental studies graduate to achieve his ambition of working on two key marine conservation projects in East Africa.

It is the dream of Andrew Fowler, from Brandon, to join an expedition that will study the marine ecosystems of Madagascar in the Indian Ocean and Tanzania on the east coast of Africa.

To make the trip possible he needs to raise £4,000 and on Saturday, March 3, he staged a sponsored truck pull at Arrowpak's Brandon headquarters along with 10 of his colleagues who have volunteered to help with his fundraising.

The three 5,000-kg. removals trucks from the Arrowpak fleet were pulled a total of 100 meters by the group. It is hoped that this feat of strength will raise a total of £700 to go toward his travel, living expenses, and extensive SCUBA dive training to undertake the marine surveying work required by the project.

Richard Crowther of Arrowpak explained: "Andrew has worked for us during the time he has been completing his degree course at Sunderland University. When he decided to get involved with this conservation trip we as a company agreed to support him. With our international links around the world, it was the least we could do to help."

The support he has received from his fellow workers to stage the sponsored truck pull has been quite overwhelming. Everyone is keen to help him on his way to his dream trip.

The west coast of Madagascar is home to some of the most fascinating wildlife on the planet; the island's flora and fauna have been in isolation for 165 million years. The mangrove-fringed coastal waters of Tanzania support a complex and fragile ecosystem that includes hundreds of species of reef fish,

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corals, sharks, dolphins, and turtles that without attention could become — if they are not already — endangered.

Coral mining, poor fishing practices, pollution and uncontrolled tourism are all taking their toll on the delicate East African web of marine life. The trip will survey the marine life and recommend protective management policies to be employed for the long-term benefit of the area.

Commenting on the help he is receiving from his employers and his colleagues, Fowler said, "Everyone knows how keen I am to get on this trip and they have been very enthusiastic and supportive by offering to help me raise the money I need. If I make the trip I will organize a presentation of my expedition for them on my return. I am very grateful to everyone."

Donations to help fund Fowler's environmental study trip can be sent care of Arrowpak International, Sherwood House, Norwood Road, Brandon, Suffolk.

Website: www.arrowpak.co.uk

The Environment Management System

- ✓ There are international standards on how to establish an environment management system. ISO 14000 is an international standard set by the International Standards Organization. EMAS is a system set by the European Union. [See article on page 12.]
- ✓ A certified environment management system means it has been checked and approved by an external auditor. It is not strictly necessary to have a certified environment management system but certification does increase its value as far as your customers and other business partners are concerned.

—SOURCE: *Kungsholms Environment Guide*

An Environmental Fact File

- ✓ Rail is the form of transport producing the lowest amount of harmful substances per kilometre traveled.
- ✓ Ships are relatively energy efficient in terms of fuel consumption; however, they emit large amounts of sulphur and nitric oxide. By burning bunker fuel low in sulphur and by using catalytic converters they can reduce harmful emissions substantially.
- ✓ Aircraft use a large amount of fuel and emit relatively large amounts of carbon dioxide, which contribute to the Greenhouse Effect.
- ✓ "Green electricity" — that is, electricity produced by hydroelectric or wind-driven generators — widely used in Sweden.
- ✓ A typical 2-liter car emits the equivalent of 20 rubbish bags of exhaust products each minute. The same car emits 2.50 kilos of carbon dioxide every 10 kilometers. A typical Swedish fir tree absorbs 20 kilos of carbon dioxide per annum, and a typical Swedish car travels on average 15,000 kilometers annually. To compensate for the effect of the carbon dioxide annually produced by one car would need 250 fir trees.
- ✓ Western consumers account for 15 percent of the world's population but use 80 percent of its resources. Behind all the consumer goods we own lie mountains of rubbish and waste products from the mining, production, and energy required to produce them. To produce a catalytic converter for a car takes 3 tons of natural resources.

—SOURCE: *Kungsholms Environment Guide*

ECOFACTS...



The average office worker throws away a half-pound of high-grade recyclable paper every day — that's over 180 pounds a year.

Recycling one ton of paper saves 17 trees. Moreover, up to 64 percent less energy is required to produce paper from waste paper instead of from virgin wood pulp.

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Delahaye Moving London and Paris

By Elisabeth Delahaye, President

Delahaye Moving is a family business without external ownership or funding; this provides us with more freedom than most businesses and the opportunity to make independent decisions about how we run the company. Some of these decisions make good financial sense and some simply reflect our philosophy as corporate

citizens about how we wish the world to be. As a grandmother, I am acutely aware that what I do today will make a difference to the world that my grandson will live in and the company that I hope he will one day inherit.

Recycling is central to the way we do business as a moving company, and this starts with the materials we buy in. It costs a little more to buy cartons and packing materials from recycled paper and are themselves recyclable, but we do it anyway, and we find that those customers who ask if our materials are recycled appreciate our response.

In an era in which time is money and dumping is cheap, we take the time to sort carefully through materials at the end of a job to see what may be reused. Sometimes this may mean a second life for a carton in somebody's garage or garden. When packing materials cannot be reused, they are taken to a special recycling facility. Other items discarded by our customers during a move are taken to charity shops.

We also keep our vehicle fleet green; as many people know, developments in engine technology mean that vehicle manufacturers are continually developing their engines to make them more environmentally friendly. Generally our fleet of vans and trucks are less than three years old with cleaner engines. By keeping them regularly serviced, we can also optimize fuel efficiency and minimize their environmental impact. In addition, most trucks are equipped with crew cabs; these allow us to use fewer vehicles on jobs. Moves are also carefully planned so that larger trucks are not driven unnecessarily, particularly in residential neighborhoods.



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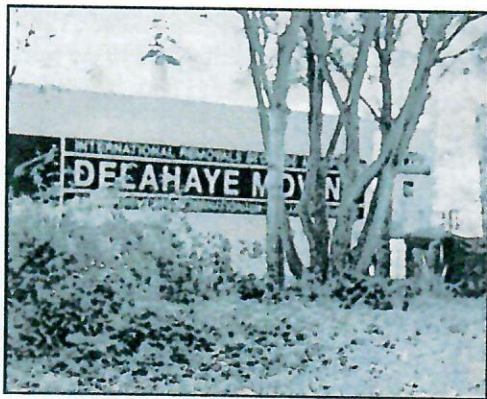
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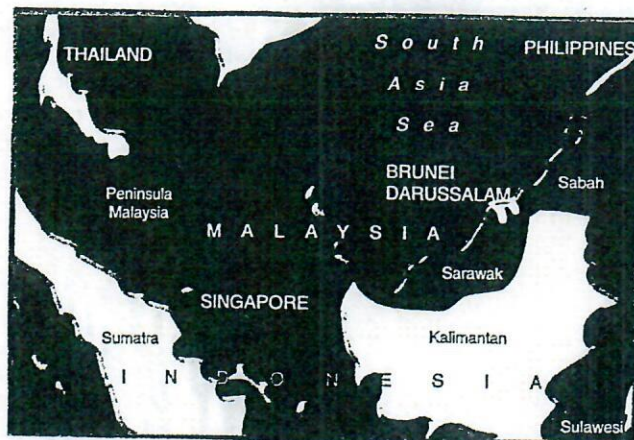
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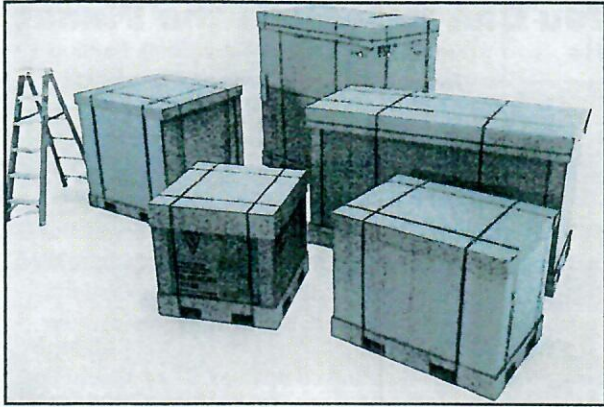
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Power-Pak containers are certified and approved by several major testing and certification associations, including the International Safe Transit Association (ISTA), International Air Transport Association (IATA), and U.S. Department of Defense Military Traffic Management Command (MTMC).

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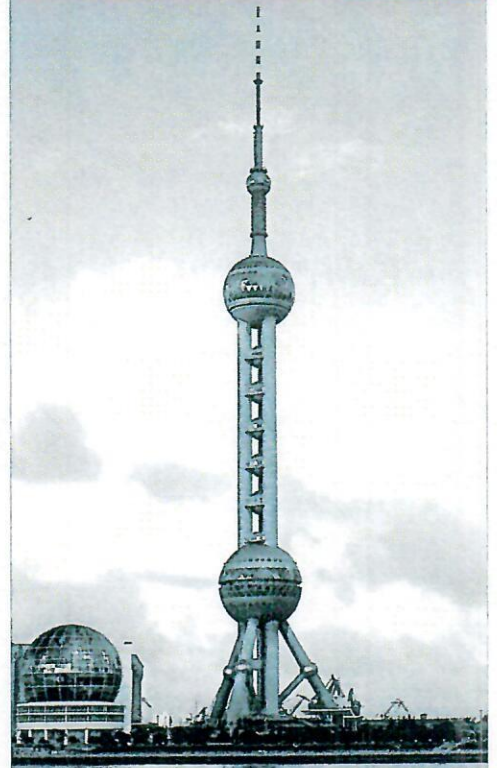
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How You Can Help Save the Planet

Paper Products: Some Ideas for Conservation

1. Start by paring your mailing list and eliminating duplications. For example: If you send more than one copy of your mailings to HHGFAA — as many of our members do — eliminate all but one of those mailings, since items of interest are routinely circulated among HHGFAA staff.
2. By the same token, if you receive numerous irrelevant or duplicate mailings, notify the offending companies. They should be happy to save postage and resources, and you will have far less junk mail to contend with. To avoid getting your name put on many new lists supplied by larger mailing list companies in the United States, write to Mail Preference Service, c/o Direct Marketing Association, P.O. Box 9008, Farmingdale, NY 11735-9008. Encourage your employees to do the same to cut back on the amount of unsolicited mail they get at home.



The 'Green' Mover: **PORTAL** A Special Focus

3. Don't discard outdated or even used stationery! You can easily have the clean side cut down into scratch pads. Another idea: offer unusable stationery and other supplies to schools or daycare centers, many of which appreciate having them to use in their youngsters' art classes. Perhaps some facility in your area would be delighted with your castoff paper.
4. Appoint someone in your office to study ways to consolidate paper use and/or implement a computerized electronic mail system. Other individuals could assume responsibility for coordinating separate activities like newspaper collection and quality paper recycling, to name just two. Even many types of plastic are recyclable. Remember that every ton of recycled office paper saves 380 gallons of oil. By the way — even envelopes are recyclable, as long as they don't have plastic windows in them. To find your nearest recycling center, call your local city government. Moreover, many community and charity groups collect newspapers or other recyclables as a fundraising project.
5. Use ceramic mugs for coffee and tea instead of paper or styrofoam. Consider having personalized mugs made up with your company's logo — it's good for team spirit and advertising, as well as the environment. At the same time, it's a good idea to establish a policy that instructs everyone to clean his/her own mug.
6. If you use automatic coffee makers, use unbleached coffee filters or reusable cotton filters. The process of bleaching paper creates dioxin, a deadly toxin which has been dumped into many of the world's waterways.
7. When you buy groceries or other products, bring your own

shopping bag or carton. If your purchase is small, don't ask for a bag at all. Paper bags may say "recyclable" on them, but they are ALWAYS made of virgin products, never recycled, so they are not ecologically cheap. Overall, however, they're still better than plastic.

8. If your company prints a newsletter, consider using recycled (or at least recyclable) paper. Slick paper and coated covers are not easily recyclable.
9. Use supplier companies that sell recycled products.
10. Make two-sided copies when you can. You'll save thousands of pages annually.
11. Use the backs of used sheets of paper to print drafts or laser proofs.
12. Reuse manila envelopes by putting gummed labels over the old addresses.
13. Don't toss outdated envelopes that you can't use for formal mailings. Use them for interoffice communications and paychecks, etc.

14. When you order your stationery, specify white letterhead; it requires fewer resources to make and is more easily recyclable than colored paper. And ask your printer to use soy-based ink, which is environmentally friendly.

15. Try to implement a system for reusing your cardboard cartons and packing materials. Each ton of recycled paper saves more than three cubic yards of landfill space.

Fuel/Energy/Other Resources

1. Encourage your employees to carpool or take public transportation to work by offering gasoline allowances or other incentives. They'll save energy, fuel, wear and tear on their vehicles, and will enjoy their commute much more.
2. Recycle the oil used by your company's fleet. Just one pint of discarded motor oil can create a poisonous oil slick an acre in diameter. Consider investing in a do-it-yourself oil recycling technology. Did you know that it takes 42 gallons of

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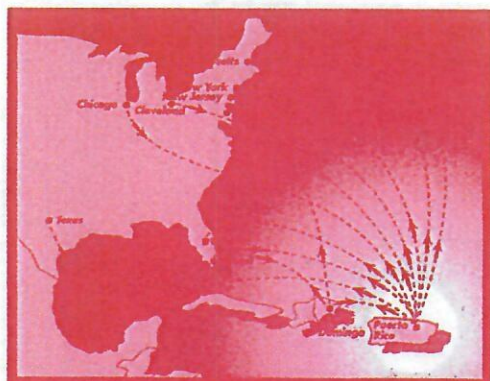
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virgin oil to make 2.5 quarts of motor oil? But it takes only a gallon of used motor oil to make 2.5 quarts of new!

3. Keep your furnace tuned up and clean it regularly. This will increase your building's efficiency and save thousands of cubic feet of gas or scores of gallons of oil per year.
4. Remember that compact fluorescent lights are big energy savers. They last longer and use a fraction of the energy of an incandescent bulb. Substituting a compact fluorescent for a traditional bulb will keep a half-ton of CO₂ out of the atmosphere over the life of the bulb. The fluorescent bulbs cost more, but use much less electricity than standard bulbs.
5. Don't throw glass away! That bottle you toss into the wastebasket today will still be languishing in a landfill by the year 3000. When you set up your paper recycling program, make arrangements to recycle cans, glass, and plastic as well. It's easier than you might think to instill in your employees an attitude that makes recycling second nature. And you should know that all the glass you turn in for recycling is actually used to make new glass. The resources used to make glass can be reduced by almost 80 percent when 50 percent recycled glass is used in the process. Again, some municipalities even pay for used glass, and you can convert it into cash for your firm or for a charity.
6. Set up a special environmental bulletin board and post notices with interesting tidbits and statistics about conservation. Ask your employees to suggest ways of conserving time, energy, and resources.
7. Save water by installing faucet aerators, toilet water displacer gadgets, and other ideas that have worked well at home.
8. Have an energy audit to assess your use of electricity. It can make a big difference, even for a small business. Such an audit may reveal costly heat leaks and faulty insulation (particularly around windows and doors), and can result in ideas for making simple changes that can save you big dollars. Ask your local electric utility to help.
9. Resist the temptation to celebrate occasions with balloons released into the air. Deflated balloons — mistaken for food and swallowed — kill countless fish and wildlife each year.
10. Find alternatives to styrofoam. It's made from toxic substances that are hazardous to the environment. The styrofoam coffee cup you use this morning will still be taking up space in a landfill in 500 years. And if it ends up in a waterway, the consequences are even worse. Polystyrene foam is deadly to marine life. And don't fall for sales pitches that promise "safe" polystyrene foam. There's no such thing.
11. Use uniforms made of natural fibers. Permanent-press clothes are treated with resins that produce toxic fumes.
12. Whenever possible, use rechargeable batteries; also, recycle alkaline batteries.
13. Keep your fleet tuned up and keep track of your gas mileage. If it drops suddenly, you can get the problem fixed quickly. Also, keep fuel filters clean.

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14. Keep your vehicle air conditioners in good repair. Poorly functioning air conditioners spill deadly chlorofluorocarbons (CFCs) into the air.
15. Use tires made with recycled rubber, or look into using retreads.
16. Ensure that your warehouse and office are well insulated. You'll conserve resources as well as save money.
17. Safeguard the environment and underground water supplies by ensuring that any underground storage tanks are insulated and in good repair. It's not only environmentally correct — it's the law!
18. Keep the water heaters in your home and office at 130 degrees — hot enough to kill bacteria and still save energy.
19. Recycle floppy disks and other computer gear by donating it to local schools.
20. Speaking of computers, remember that some monitors are powerful generators of heat. Leaving the monitor on during cold days and switching it off on warm days when it's not in use can ensure more efficient use of electrical energy required for heating and air conditioning.
21. If you use laser printers with your computer, use recycled toner cartridges. There are many suppliers who offer reloaded cartridges at a discount, while ensuring the same quality performance you would expect from a new one. Some manufacturers — such as Hewlett Packard — encourage recycling by paying shipping costs for returning used cartridges to the company. ■



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DOT/TRUCKING NEWS

FMCSA Steps Up Crackdowns on Carriers

Several Florida moving company employees have pleaded guilty to charges related to a customer scam and two other trucking firms were fined for various violations. These actions by the Federal Motor Carrier Safety Administration are the latest in a stepped-up enforcement presence by the agency. As of May 15, the agency had shut down over 60 carriers as opposed to three in all of 2000.

In the criminal case in Florida, All American Van Lines employees David Frank (manager and foreman of the warehouse), customer service representative Melanie Murphy, and office manager Caroline McGowan pleaded guilty to working with the owner to overcharge primarily elderly people, then withholding their goods if they did not

pay a higher rate than they had been led to believe would apply.

The owner of the Pembroke Park, Fla., household goods mover, Yaron Tishby, orchestrated the scam and pleaded guilty in 1999 to charges of wire fraud, mail fraud, hiring illegal aliens, and violating federal transportation laws. He was sentenced to 5 years in jail and ordered to pay \$1.5 million in restitution. The company closed after the investigation was concluded.

DOT reported that Tishby's crews would show customers paperwork that lacked a binding estimate, intentionally rush the customers through it and load all, or most, of a customer's goods on the truck, and then demand full payment in cash.

FMCSA also cited ACM Transportation, a Fairfax, Va., trash hauler, for alleged drug and alcohol testing and hours-of-service violations. The company was fined \$220,000

— *SOURCE: Daniel L. Whitten writing for Transport Topic.*

How Green Is Your Company?



See the tips beginning on page 22 to discover what more you can do to save the planet.

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- A **10% discount** off the unrestricted midweek coach fares is available when you buy your tickets 7 days in advance.
- An **additional 5% discount** will apply when your purchase your tickets at least 60 days in advance of your travel date. So book early to take advantage of promotional fares that give you the greatest discount.

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But getting there is only half the story. Have you made your room reservations for the HHGFAA's 2001 Annual Meeting?

HHGFAA has negotiated a special rate of \$163.00 for a single or double room at the fabulous Paris-Las Vegas hotel. The hotel is now accepting advance reservations *by telephone only*.

Call (702) 946-7000 or (888) 266-5687 to reserve your room.

Watch your mail for other materials related to the 2001 Annual Meeting, including registration forms and instructions and other important information.

Meanwhile, mark your calendar NOW and plan to join your friends and colleagues in Las Vegas Oct. 8-10, 2001. As always, this is a "can't miss" event!

Incidentally, you might want to check out the hotel's Website: www.parislvs.com

Car Rental Avis and Alamo

Avis and Alamo rental car companies will offer attendees of the HHGFAA Annual Meeting discounts of 10% off the applicable rental when reservations are made in conjunction with United Airlines air reservations.

About Las Vegas

Climate: An arid climate where the Sun Shines an average of 320 days a year, Las Vegas temperatures average in the 70s in the spring and fall. But do bring your sunscreen. The desert sun can be brutal! And keep a bottle of water on hand when spending time outdoors.

What to Wear: Although there is no dress code in Las Vegas, some restaurants and showrooms require formal wear (a dress or suit).

Liquor Laws: Liquor can be purchased 24 hours a day by anyone over 21 years of age.

Child Care: Visitors under the age of 21 are prohibited from loitering in the casinos, so many resort hotels provide activities for children and teenagers as well as baby-sitting services.

Finances: Credit cards are widely accepted and ATMs are readily available in most hotels. For a fee, visitors can make use of check-cashing businesses that handle out-of-state personal checks, money orders, and even savings account passbooks. Verification and personal identification are required.

Getting Around: There are more than 1,100 taxis, a dozen limousine companies, and 16 bus charters serving greater Las Vegas. A mile-long monorail connects Paris/Bally's with the MGM Grand for convenient,

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TECHNOTES

AMR Research Report Details Top Infrastructure Technologies for 2001

In a recent report, analysts from AMR Research detailed the following top infrastructure technologies to watch in 2001.

- 1. Wireless technologies.** The number of companies using wireless applications will "significantly increase" and the number of vendors offering wireless devices and services will decrease.
- 2. Network and storage management.** Industry leaders plan to move 60 to 100 percent of their transactions to the Internet over the next two years, and need to deploy the infrastructure to handle such traffic. This year, bandwidth consumption will continue to grow while old ways of storing data are no longer viable for the Internet. The answer is Storage Area Networks, which free Local Area Networks for their regular operations. The convergence of storage and Internet networks is increasing and will be a full-blown industry within three years. The SAN market is expected to exceed \$35 billion by 2004.
- 3. Optical technology.** Optics will continue to be one of the fastest-growing areas in telecommunications and Internet infrastructure because of the need for bandwidth, but the reality of optical is probably still a couple of years off.
- 4. Peer-to-peer computing.** The technology behind Napster "lets companies share computing capacity and content — on a network, said analysts. The technology allows organizations to use their existing investments by distributing computational tasks among their PCs. A number of companies are developing business applications for P2P.
- 5. Business community integration.** Vendors and standards abound, both in electronic data interchange and extensible markup language formats, for integration among enterprises. There is hope for a consistent XML standard
- 6. Application servers.** AMR Research expects a consolidation of vendors to the

point where three vendors own the market. With IBM and BEA Systems controlling half of it now, the two top spots are locked. 2001 will be pivotal in determining who will be third.

— SOURCE: Kathleen Hickey, *TrafficWorld*

Tying It All Together

NYK Line plans to unveil an integrated, Web-based logistics system in March or April that will combine the carrier's various freight-handling capabilities. A separate initiative - the Pegasus Project — that is focused on the carrier's liner shipping operations will be part of the broader logistics system.

The many group companies under the NYK banner cover various transportation services including ocean, truck, rail, and warehousing. NYK has decided not to become a founding member of any of the industry portals that have been launched recently; rather, the company wants to preserve its independence and establish links with relevant portals.

Rolling out the Pegasus Project will bring NYK up to speed on the use of e-

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YP-35 ENVIRONMENTAL GUIDELINES

We are a diverse group, and there are many different degrees to which we attempt to be “green.” Those of us who don’t warehouse or physically move household goods can adapt the following suggested environmental guidelines:

1. Utilize and employ companies that are environmentally conscious and clearly state their “green” policies.
2. Practice ecologically sound office policies when ordering supplies and discarding recyclable materials.
3. Financially support environmental organizations.

Moving and storage companies can have a more direct impact on the environment by choosing to employ some of the following guidelines:

1. Encourage customers to accept used cartons and packing materials.

Tumi International Movers hands out an information sheet to their customers stating its environmental policy of utilizing “a few, in good condition, used cartons” in their shipments. The customers are then asked to accept or reject this policy with a signature.

2. Utilize non-bleached packing materials and cartons.
3. Reuse and repair lift vans.
4. Send unwanted or abandoned furniture to recycling plants or donate them to worthy causes.

As usual, we received many great ideas and constructive suggestions for this “Green Movers” issue of *The Portal*. Special thanks go out to the following YP-35 members for sharing their company policies:

Craig Bailey, Executive Insurance Services
Eric Beuthin, Worldwide Movers Uganda Ltd.
Macarena Pauley-Scalia, Tumi International Movers, Inc.
Miguel Alcaraz, Bolliger Spedimpex, S.A.

**WE LOOK FORWARD TO SEEING YOU IN THE YP-35 SECTION OF THE
HHGFAA 2001 MEMBERSHIP DIRECTORY AND ON THE YP-35 WEB SITE!
TOGETHER...WE ARE MAKING HISTORY! JOIN TODAY!**

commerce in the liner business. Lykes Line introduced online bills of lading for customers in North America in January, and plans to extend the service to Mexico and Europe soon. The carrier already offered online rate and pricing information for U.S.-related traffic, electronic cargo tracking and, for U.S.-inbound cargo, a facility for checking the customs clearance status of cargo prior to the arrival of the shipment. Lykes plans to introduce online submission of shipper instructions this year.

NYK already offers online cargo tracking but the service will be enhanced to include exception-based reporting systems and customized reports. Customers can now print bills of lading for North America export cargo and the same capability will be available in Europe and Asia soon. More online features will be introduced throughout the year, including rate inquiry services, scheduling, booking, and cargo status notification.

— SOURCE: Ken Cottrill, *TrafficWorld*

ECOFACTS...



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In Brief ...

Atlantic Container Line is taking advantage of the Electronic Signatures in the Global and National Commerce Act, signed into law by President Clinton last June 30, by sending bills of lading direct from ACL to customers via e-mail. Each ACL office has a "signed on behalf of the carrier" electronic signatory, eliminating the need for exchanging the original bill of lading between parties.

The **Information Systems Agreement**, representing eight ocean carriers, has developed XML computer-language stan-

dards for shipping instructions. The ISA says it is soliciting comments from carriers and customers for XML standards for other transport-related messages. The ISA was established in 1991 to develop common standards for electronic communication between carriers and customers. Current members are **APL Ltd., Hapag-Lloyd, "K Line, Maersk Sealand, OOCL, P&O Nedlloyd, Yang Ming, and Mitsui O.S.K. Lines.**

Beware of misleading Web names, says Internet consultant Dana Blankenhorn. At first glance, consumers may think they are dealing with a government agency or a maj-

Have You Made Your Annual Meeting Reservations Yet?

If you don't make them soon, you could miss out on some great discounts. Unless you have cash to burn (and who does?), you'll want to check out the money-saving information that appears on page 27 of this issue.

Don't wait — lock in your airline, hotel, and car reservations NOW!

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company. But keep in mind that almost all government Websites end in .gov. A Web address that ends with .com is most likely a business. And don't be impressed by official-looking sites or logos. Read all information on the site; look for a phone number and call for information. To find out exactly who operates a site, visit www.register.com. Type in the Web address and click on the site name.



U.S. Customs and Jacksonville, Fla., Port Authority are deploying an imaging machine called the **Stolen Auto Recovery** system that uses gamma ray technology to see inside cargo containers. The device, located at Jacksonville's **Blount Island Marine Terminal**, is used to detect stolen automobiles and machinery hidden in containers.



ALK Technologies (formerly **ALK Associates**) of Princeton, N.J., has released **PC-Miler 15**, a routing, mileage and mapping software. New features include Comdata GeoFuel truck stop network, additional road miles, locations and ZIP codes, and enhanced Internet functionality. Users can drag and drop move stops within a route or between different route windows and more accurately estimate route times with border crossing time LeanLogistics' designation functionality.



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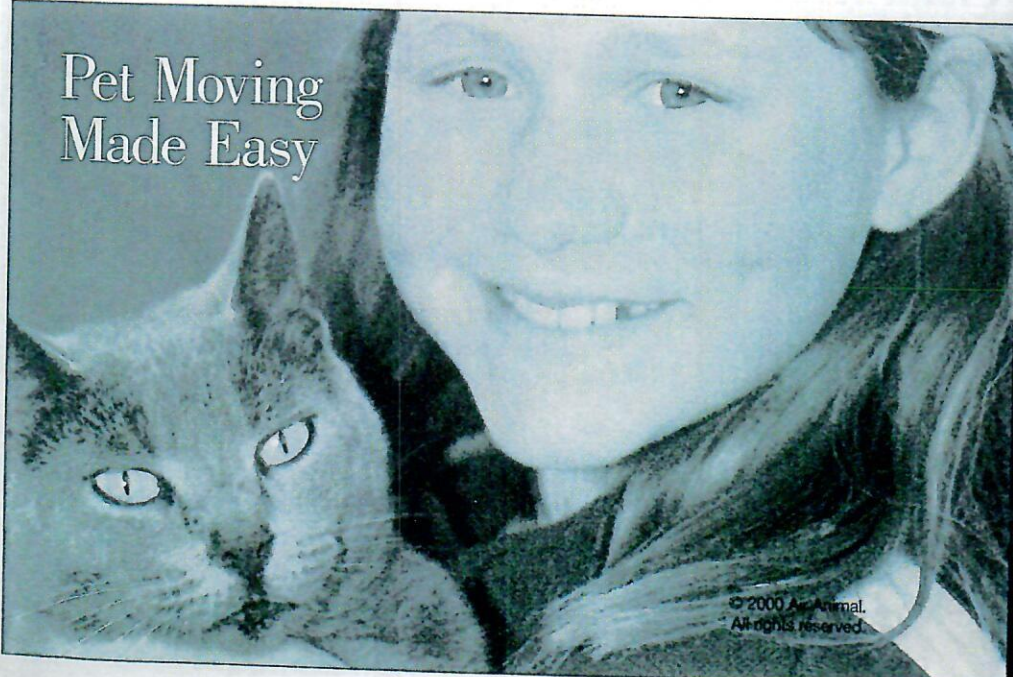
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MARITIME/OCEAN SHIPPING

For Cleaner Seas

TrafficWorld reports that the 158 member states of the International Maritime Organization agreed on April 27 to an accelerated, global phase-out of single-hull oil tankers. The oldest and largest single-hull tankers will begin to be phased out as early as 2005 and yearly all the rest of the fleet will be gone by 2015.

The agreement is the result of two single-hull oil tanker accidents that caused extensive environmental damage. Following the 1989 *Exxon Valdez* disaster in Alaska, the United States moved unilaterally in 1990 to phase out single-hull vessels in U.S. waters by 2015. The second accident, the 1999 *Erika* oil spill off the coast of France, sparked the European Union into similar unilateral action, which pressured the IMO to find an agreement or face further regional regulation of the global ocean shipping industry.

The EU is nearly finished with its work on its own "Erika I" package of regulations, which will ban older and larger single-hull oil tankers from European waters beginning in 2005 and phase out newer single-hull vessels by 2010.

Passage by the European Parliament of the EU's maritime safety legislative package has been held up by an amendment proposed by the legislature's transport committee, which wants all cargo and passenger ships over 300 tons gross weight to be equipped with voyage data recorders, the "black boxes" used in accident investigations. The committee wants ships not equipped with the devices

The European Parliament wants ships to be equipped with data recorders.

within 5 years to be banned from European ports. The European Union's rotating presidency, currently held by Sweden, opposes the amendment and a compromise will have to be worked out before final passage.

Under the existing IMO convention, all oil tankers built after 1996 have to be equipped with two hulls, offering greater protection



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against oil spills in certain types of shipping accidents. The adoption of the faster phase-out period will result in about a third of the global oil tanker fleet being sent to the scrap yard by 2010. A few of the newer single-hull tankers will be allowed to operate after the 2015 cutoff dates. Currently about a third of the oil tankers at sea have double hulls. Scrapping the single-hull tonnage will reduce overcapacity in the tanker industry, which should stabilize rates for carriers.

Piracy Thrives on the High Seas

The International Maritime Bureau reports that piracy and murder on the high seas are on the rise. The frequency of pirate attacks against commercial ships increased to more than one attack a day last year, and those attacks were much more deadly.

Pirates killed 72 seafarers last year, compared with three in 1999, says the IMB, and 99 were injured in pirate attacks, up from 24 the year before. Hostage taking decreased — only 202 sailors were taken hostage by pirates last year, half the number reported in the previous year.

There were 469 attacks against ships at sea, at anchor, or in ports in 2000 — a 57 percent increase; ships were boarded on 307 occasions, and eight ships were hijacked. There was a dramatic rise in piracy in Indonesia (which accounted for about a quarter of the incidents), Bangladesh, the

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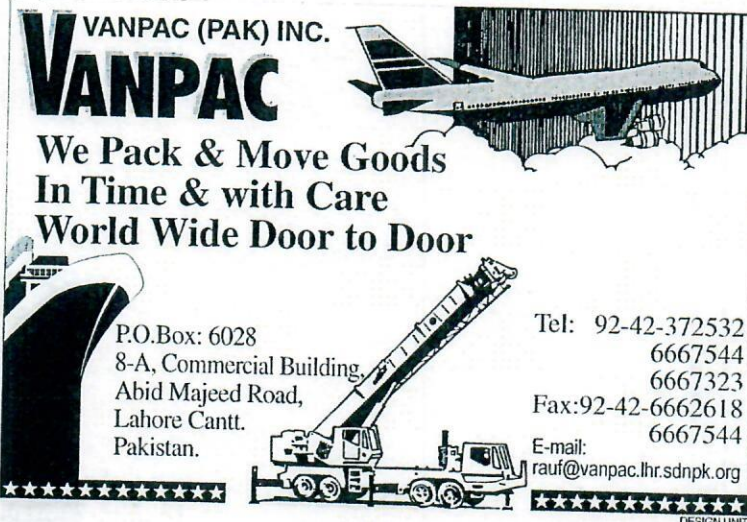
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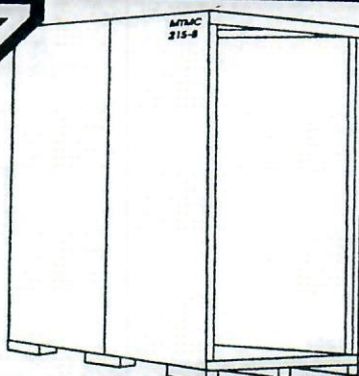


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Malacca Straits, India, Ecuador, and in the Red Sea. The greatest violence against crews occurred in Indonesia.

In the Malacca Straits, pirate attacks jumped from 2 in 1999 to 75 last year. Two groups of pirates were captured by Malaysian Police last year, but other groups are known to be operating there.

Off the coast of Bangladesh, attacks on commercial ships nearly doubled to 55 incidents, prompting Bangladeshi police to increase their efforts in the second half of the year. The Singapore Straits was one of the few areas to see a reduction in piracy.

The IMB has taken the fight against piracy to the Internet, where it posts updates on attacks and warnings about potentially dangerous areas. IMB also broadcasts by satellite daily status bulletins from its Piracy Reporting Center in Kuala Lumpur and on the icc-ccs.org Website.

APL to Buy Automar

APL will acquire American Automar in a transaction valued at about \$50 million. APL says \$15 million of the transaction is debt.

American Automar is a ship-owning company providing U.S.-flag sealift services to the U.S. Department of Defense and other agencies. Automar, based in Bethesda, Md., will continue to operate as a separate company under its current name, management and organizational structure.

—SOURCE: *Transport Topics*

Into Africa

In early May, Atlantic Container Line started a new RO/RO service between North America and 11 west African ports that are gateways to some of the poorest nations on Earth. The ACL service focuses mainly on oncontainerized cargo such as trucks and construction equipment needed to build the continent's basic infrastructure. The new weekly service, which adds substantial capacity to a trade served by only a few shipping lines, comes at a time when the United States is embarking on a new relationships with Africa designed to increase trade and help lessen poverty on the continent.

On May 16, in announcing that the United States has invited leaders of 35 African nations to Washington this fall for a trade summit, President Bush noted, "Democracy is emerging in countries like Ghana and Nigeria, and showing enduring strength in Senegal, Botswana and South Africa. We Americans want to be more than spectators in Africa's progress. We want to encourage a brighter future through policies that nurture and support freedom and democratic reform."

The October meeting was mandated by the African Growth and Opportunity Act signed into law last year by President Clinton. The measure is designed to give

African nations that implement market reforms and protect basic human rights more favorable trade status with the United States. The legislation states: "The United States seeks to facilitate market-led growth in, and thereby the social and economic development of, the countries of sub-Saharan Africa."

ACL promises to offer a service unique in the west African market. The weekly service will make calls at Baltimore, Portsmouth, Va., New York, and Halifax before crossing to Antwerp. There cargo will be relayed to Grimaldi Line vessels calling directly at several west African ports. ACL will issue through bills of lading to all of those ports for all types of noncontainerized cargo, including breakbulk cargo, trucks, construction equipment and materials, drilling equipment, and machinery. ACL will also offer inland transportation at both ends of the shipment.

Last year in trade with Africa, liner cargo volumes amounted to only about 1 percent of U.S. trade worldwide. According to Federal Maritime Commission statistics, in 1999 the United States exported 114,323 TEUs of cargo to Africa and received 81,087 TEUs in imports. The FMC estimates that trade grew by about 8



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percent in 2000.

Last year, the World Bank invested about \$13 billion in Africa, mainly on projects designed to improve the transportation infrastructure, with special emphasis on modernizing port facilities. Many ports lacked basic equipment such as cranes, which, in addition to uncollected empty containers, led to congestion and delays.

Africa must attract more investment as well as change its attitude toward international trade. Customs clearance can be a nightmare in some countries. The Europe-West Africa Trade Agreement has imposed a congestion surcharge on Nigerian ports because of recent unexplained delays by customs officials.

The new African initiative will focus on changing both economic and political attitudes toward international trade, according to President Bush. "The United States," he said, "wants to engage sub-Saharan African countries as valued economic partners."

—Adapted from an article by John Parker in *TrafficWorld*

Appointments



Martinelli



Hellow

Troy Container Line has opened the line's newest office in Braintree, Ma., and named **John E. Martinelli** as assistant vice president to set up and head the new office and direct all sales operations in New England. Martinelli has spent his entire career in the shipping industry, including more than a decade as regional sales manager for Mediterranean Shipping Company.

Troy Container Line also announced a new, faster service direct to the United States from seven ports and many inland ports in India. The new service provides fast transit times and competitive rates for both full container movements and LCL freight. To



Mahoney

facilitate the new service, Troy has expanded its agency base in India by adding six new agencies to their network of offices. The company says the additional volume generated by the new direct service and the added agency representation will enhance all of the line's import services from India. Troy Container Line is currently among the top three NVOCCs shipping out of India by volume of cargo.

Import Supervisor **Christopher Hellow** and **Patrick Mahoney**, customer service representative, have been designated USA coordinators of the new service, working out of Troy Container Line's headquarters in Red Bank, N.J.

Troy Container Line's new LCL service from India offers weekly consolidations inbound from 21 cities in India, including

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The new direct India service from Troy Container Line also includes full container movements inbound and outbound, to and from Calcutta, Cochin, Kandla, Madras, Mumbai, Nhava Sheva, Tuticorin, New Delhi, and all other major inland container depots. The line also offers a weekly LCL export service to India as well as regular service from India to London and continental European ports and all of Asia.

The six new offices added in India to serve Troy Container Line's new direct service bring the total number of the line's local agencies worldwide to 112.

Also at Troy Container Line, **Thomas M. Vaccaro** and **Matthew D. McKenna** have been named account executives as part of the company's ongoing expansion program.

Vaccaro will be responsible for sales development within the mid-Atlantic region. He is a veteran of the shipping industry, with more than two decades of service in sales and sales management positions. Vaccaro comes to Troy Container Line from Hyundai Merchant Marine, where he was district sales manager. He had previously been district sales manager for both American President Lines and United States Lines. He is active in

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the industry, and is a founding member and past president of the International Commerce Club of New Jersey.

McKenna will also focus on the mid-Atlantic region, servicing existing accounts and developing new ones. Although he is new to the ocean shipping industry, McKenna brings with him a proven sales, sales management, and sales training record from his position at Denco Distributors. He has several years of solid experience in customer service, both in-house and in the field. His experience also includes service at Osteotech Corporation, where he was responsible for warehouse organization, interfacing with shipping companies and their representatives.

In Brief ...

The Maritime Administration has revised its procedures under which shippers can seek waivers from U.S.-flag shipping requirements for government-financed cargoes. The policy is a fine-tuning of more extensive changes that Marad made to cargo-preference rules in 1997. The new policy allows shippers to seek conditional waivers for up to 2 years when no U.S.-flag ships are available. It also allows U.S. carriers to preempt foreign carriers if the U.S. operator can show it can carry the cargo. Marad also has added a restricted-access Internet site to allow shippers to list their needs for carriers to find cargo opportunities.

The Title XI program, which guarantees mortgages of U.S.-built ships, has won support in both houses of Congress; 38 Senators have signed a letter asking for \$100 million to fund the program in FY 2002. The letter, addressed to Sen. Judd Gregg (R-N.H.), whose subcommittee oversees the Title XI budget, is nearly identical to one sent to the House Appropriations Committee in April, with the signatures of 62 representatives.

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Editor's Note: See the Washington Update in this issue for these other stories related to maritime shipping:

- FMC Won't Halt SED Fees
- FMC Promotes Alternative to Litigation

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MILITARY/GOVERNMENT UPDATE

Small Business Role Touted In DoD Transportation

Quality performance should be a critical goal for all small business entrepreneurs.

"Your reputation is at stake...you better be able to do...because past performance is a key discriminator," said Tracey Pinson, Director, Small & Disadvantaged Business Utilization, Office of the Secretary of the Army. Pinson was one of the key speakers at MTMC's Small Business Conference in Dallas, Tex., held in connection with MTMC's annual Training Symposium.

The conference, which attracted about 100 participants, was organized by Pamela Monroe, the Associate Director for MTMC's Small Business Program. Monroe has been active in promoting an expanded role of MTMC with its small business contractors.

The session participants also included several large shipping firms that use small businesses as part of their work with MTMC.

HHGFAA President Terry Head represented the Association at the conference. "Small business entities make up a large portion of our membership," he explained, "and we want to ensure that they continue to be provided the opportunity to participate as prime contractors in the various MTMC/DoD transportation programs."



HHGFAA President Terry Head attended MTMC's Small Business Conference

MTMC Quality Awards Honor Exceptional Service

Awards were presented by Major General Kenneth L. Privratsky to 11 transportation firms at the MTMC Training Symposium in Dallas. Several HHGFAA members were among the recipients.

"These transportation firms represent just absolutely tremendous service to the Defense Transportation System ... we are very appreci-

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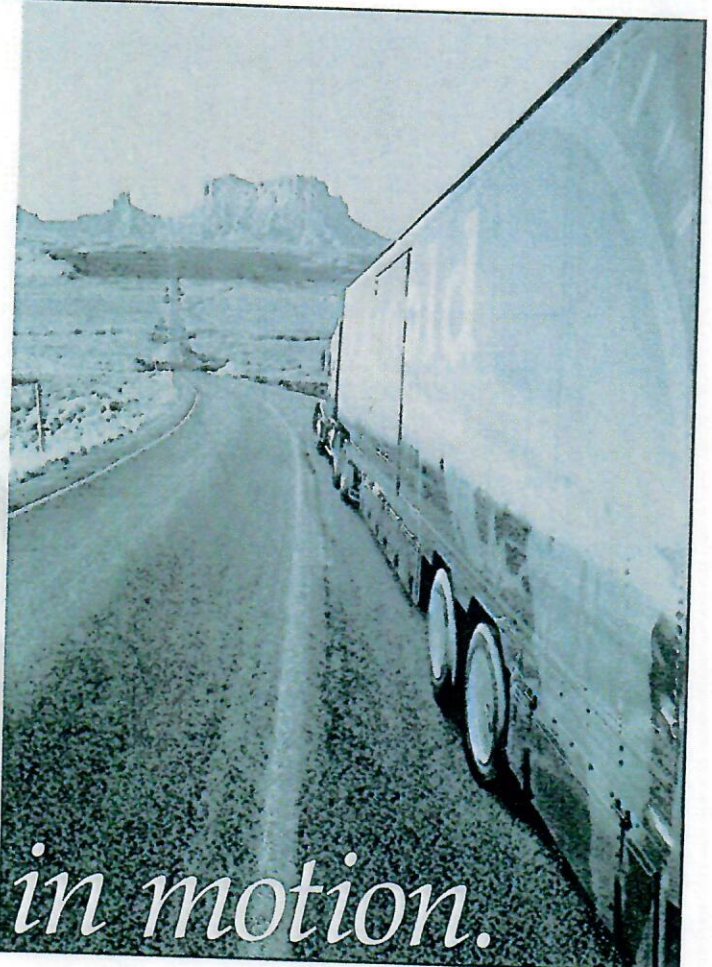
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tive of their work," said Jeanie Bell Winslow, symposium manager.

Among the winners were the following (HHGFAA members are designated with an asterisk):

- **All States Moving & Storage**, for its commitment to timely service and the open lines of communication maintained with customers. The firm uses a tracking service so a customer can call any time to obtain the location of their shipment.
- **American President Lines***, for its user-friendly Website providing the ability to track a shipment. The firm took the lead in supporting Management Reform Memorandum #15, which encourages the use of commercial automated systems).
- **Boyle Transportation**, for its success in accomplishing White House Communications Agency missions in which the government saved \$1.3 million. The firm is top rated for safety and serviceability by the U.S. Department of Transportation.
- **Emery Worldwide***, for moving over 14,000 shipments weighing a total of over 13



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million pounds for the Defense Supply Center, one of Philadelphia's Medical Prime Vendors. The firm's commitment to the work has led to the systematic improvement of contract standards.

- **Landstar Ranger, Inc.**, for its record movement of Trident 1 C4 second-stage

rocket motors which saved the taxpayers \$840,000. In addition, the firm was a key transporter in the movement of Bill Clinton's papers to the future site of his Presidential library in Little Rock, Ark.

- **Matson Navigation Co.***, for its high degree of customer service. Matson's sailing schedules are consistently reliable and provide a stable weekly service for both scheduled and emergency shipments.
- **R&B Falcon**, for its outstanding support to U.S. Navy personnel and their family members at Naval Station Guantanamo Bay Cuba. In addition, the firm has streamlined the booking process for shipments.
- **Roadway Express, Inc.**, for the superlative transportation service of less-than-truckload to Fort Hood, Tex., since 1975. Fort Hood freight shipments get to their destinations within 2 days with a 100 percent on-time guaranteed delivery.
- **Studdard Moving & Storage***, for high customer service. The firm has a comprehensive training program that addresses every aspect of customer service including proper packing/loading procedures.

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• **Zust Ambrosetti**, for demonstrated ability to provide service and cost savings in support of U.S. Navy and Department of Defense units throughout southern Europe. The firm ships freight of various sizes with consistent high performance.

Privratsky's Tour at MTMC Extended

Maj. Gen. Kenneth L. Privratsky will serve an additional year as Commander, Military Traffic Management Command. Privratsky, who assumed command July 9, 1999, will now serve until the summer of 2002.

"This is my preference," said Privratsky, of the tour extension. The announcement was made on May 14. MTMC commanders typically serve a 2-year long tour of duty.

"I am very pleased to be able to continue working with the professionals of the Military Traffic Management Command and industry to improve support to the military community."

In recent speeches, Privratsky has told MTMC employees and outside groups he would like to continue his tour of duty. He said the MTMC mission of worldwide freight distribution for the Department of Defense is extremely satisfying. Another factor, he said, is an extensive, ongoing reorganization of MTMC. Major components of that reorganization are scheduled to continue through June 2003.

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INDUSTRY NEWS

APPOINTMENTS



Smith



Van Handel

Arpin International Group, of West Warwick, R.I., has named **Anthony J. Galecke, Jr.** as West Coast regional manager. Galecke will be responsible for all West Coast business development and operations.

Galecke joins Arpin International Group with over 12 years' experience in international transportation. He has a strong managerial background in logistics and strategic planning, as well as international freight forwarding.

Kelerbay Limited, owner of the U.K.-based Doree Bonner International Group, has named **Nigel Smith** as company secretary. Smith joined Doree Bonner in 1990 as financial controller, bringing with him a wide range of experience in many different sectors of the shipping industry. In 1994, Kelerbay



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

Limited acquired Doree Bonner International and since then annual turnover has increased from £1.7 million to £5.5 million in 2000, with employee numbers rising from 40 to over 100.

Doree Bonner also has announced two new appointments at its head office in Dartford. **Ian Parker** recently joined the company as Group international manager and **Iain Ollason** will assume a new role as Group business development officer.

Parker brings with him over 15 years'



Parker



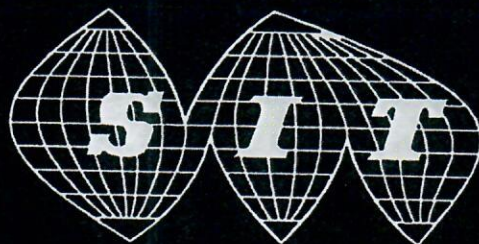
Ollason

experience in the international removals business, most recently at Allied Pickfords, where he was head of export services. He will have responsibility for all international household relocations to and from the United Kingdom.

Ollason is tasked with expanding the Group's activities throughout the UK. He will focus on acquiring new commercial contracts and developing existing business relationships. Ollason had previously worked at the Vanguard Pickfords Group, where he was technical sales manager for 9 years.

As it moves into its 110th year, Pelichet of Geneva has implemented a new structure for the company. It is now divided into two main management divisions, one covering sales/administration and the other operations. Three senior appointments have been made to steer the change through the company, which

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now employs more than 100 people.

Lenny Madussi, who has been with Pelichet for 5 years, is the managing director of local, commercial, and international moving, encompassing sales, coordination and administration. His colleague, **Jean-Michel Hermour**, now heads up logistics, including labor, vehicles, and warehousing.

Supervising these two activities is **Marco Trippi**, who joined Pelichet a year ago. He oversees all aspects of finance and general management for the whole Pelichet group. A specialist in logistics and management (as well as a national-class skier), Trippi will also help take the company through its next expansion stage, which includes doubling its records storage and household goods capacity.

The sales team has been strengthened by the appointment of **Russell Van Handel** and **Hugo Kundert**. A new philosophy within the sales structure is that the team headed by Lenny Madussi now sells all services across the board, from domestic moves through commercial relocation to international shipping.

♦
Mark Westbrook has been named vice president and general manager at Sentinel



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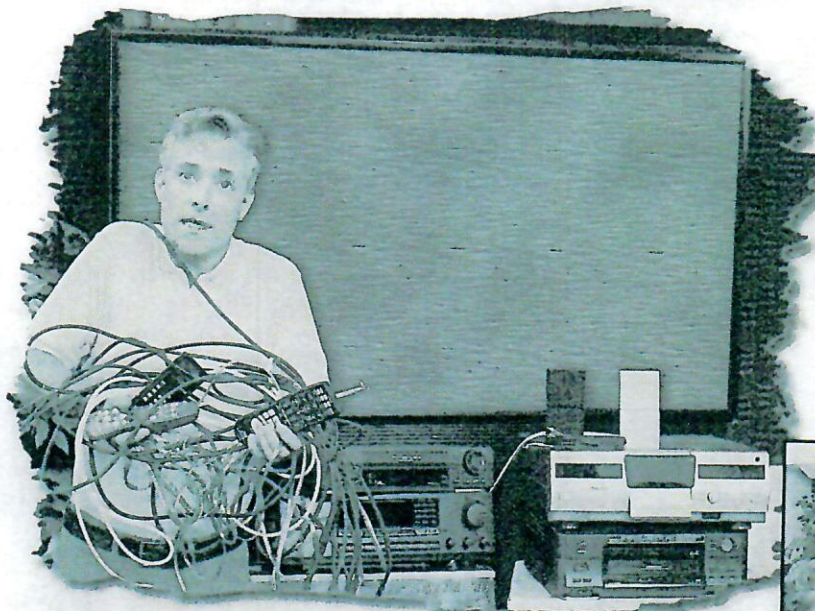
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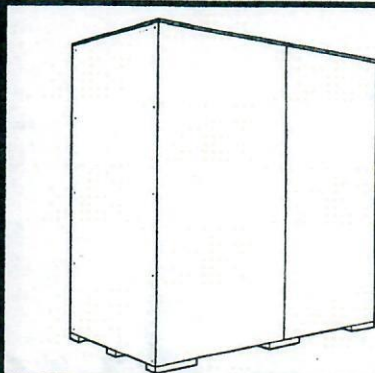
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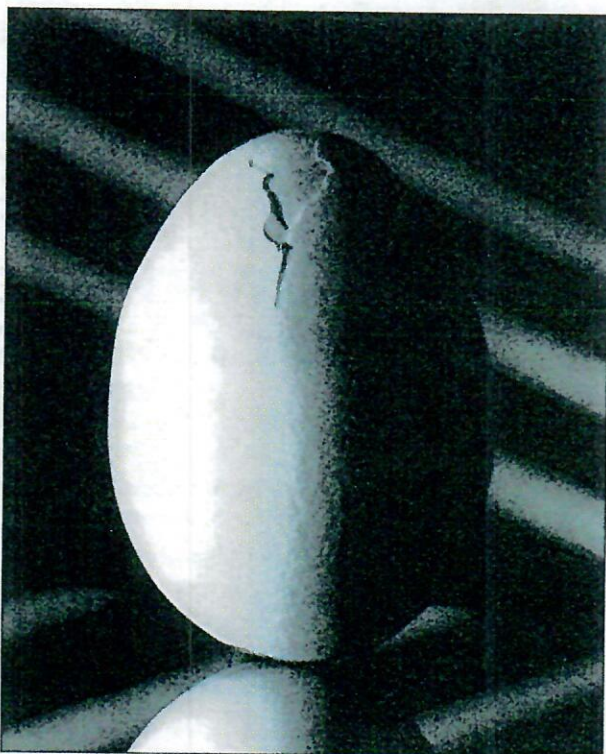
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International Forwarding, Inc., in Everett, Wash. Westbrook has over 15 years' experience in the household goods removals business, beginning as a packer and driver during his college summer breaks, when he worked with Chipman Moving & Storage in San Leandro, Calif., and Seattle, Wash.

After graduation he returned to his birthplace in Frankfurt, Germany, where he joined Interdean International at its Frankfurt branch and then its Berlin facility as a computer systems analyst and later in the marketing division. In January 2000, Westbrook returned to the United States and went to work in the family business.

EXPANSIONS

Global relocation giant **Crown Relocations** announced the opening of a new office in Doha, Qatar, strengthening the company's presence in the Persian Gulf region and the Middle East. The Doha office joins existing offices in the United Arab Emirates (Dubai, Abu Dhabi) and Bahrain.

"Besides better overall coverage by Crown in the Middle East, this new office represents our entry into an important developing market with huge oil reserves and one of the largest natural gas reserves in the world," said Fabrizio Stanig, general manager, Crown UAE (based in Dubai).

Crown Doha's operation will result in a better network and increased synergy in the Persian Gulf and the Middle East, working with our existing offices in the UAE and Bahrain.

Crown Qatar offers a complete package of comprehensive household goods services (import and export) and total relocation services to companies in Doha, a relatively small city with a large number of expatriate employees.

Qatar is a high-potential market, as the government has recently announced several major [oil] pipeline initiatives that will result in a significant increase in foreign investment and, of course, imported foreign expertise in the form of expatriates.

Astrand Salazar, branch manager of Crown Doha, said in addition to an administrative office the Doha facility includes a 6,000-sq.ft. warehouse storage space and several fully-equipped moving vehicles. Having previously worked for Crown China, Salazar brings to Qatar over 9 years of relocation industry experience, including 2 years of general management experience in

Vietnam.

Located on the east coast of Arabia, Qatar is a peninsula that comprises close to 12,000 square kilometers. The capital city Doha lies on the east coast of the country and includes a superb bay.

The country derives its wealth chiefly from the oil and gas industries with extensive modern facilities. Qatar's population is approximately 600,000, a high proportion of whom are expatriate workers.

Paxton Van Lines, an Atlas Van Lines agent headquartered in Springfield, Va., has added a new facility in Richmond, Va., to the Paxton family of agencies. The new military-approved facility is over 35,000 sq.ft., hosts seven docks, three drive-in bays, a certified scale, over an acre of fenced-in lot, a driver's room, wet sprinkler system, and 24-hour security.

Nancy Kemper, with over 14 years of industry experience, has been named director of sales and marketing. Carol Midkiff is also adding her extensive background in the relocation and real estate industry to Paxton's efforts in Richmond.

Singapore-based **Interport Executive** is handling more international moves than ever before. In the last year alone, its outbound volume to the United States has increased by 92 percent, to Australia by 81 percent, Canada by 50 percent, and the UK by 76 percent compared to 1999.

To mark the increased demand for its worldwide removals services, Interport Executive has purchased a 22,000-sq.ft. single-story warehouse/office with a mezzanine level in Jurong Industrial

Estate, and has expanded and relocated its Singapore office.

The new address is 105 Second Lok Yang Road, Singapore 628174. Phone: +65 264 2622; fax: +65 262 6186. E-mail address:

Ricky Chng, managing director: ricky@interport.com.sg

Maryanne Teo, general manager: maryanne@interport.com.sg

Malaysia: malaysia@interport.com.sg

Website: www.interport.com.sg

The **Doree Bonner International Group** has entered a new chapter of the company's history in style, with the completion of its brand new headquarters in Dartford, UK. The relocation of the company

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Gordon Lyall (l.) and Geoff Watson, directors of the Doree Bonner International Group, open the new, purpose-built Group Headquarters in Hartford.

ees it laying the foundation for future expansion and job creation.

The international removals and storage company has now moved to a 25,000-sq.ft. development, which boasts the most modern storage facilities in the South East. Features include a specialist steel span housing an extensive storage area capable of storing in excess of 1,700 palletized containers. Integral offices now accommodate the Doree Bonner International Group's operational department as well as the Group head office. The site also offers a highly safe and secure environment, with BT Red Car alarm systems and 24-hour security.

The £1.8 million development incorporated Doree Bonner's specific requirements and was completed on schedule, ensuring that the company's operations continued to run efficiently.

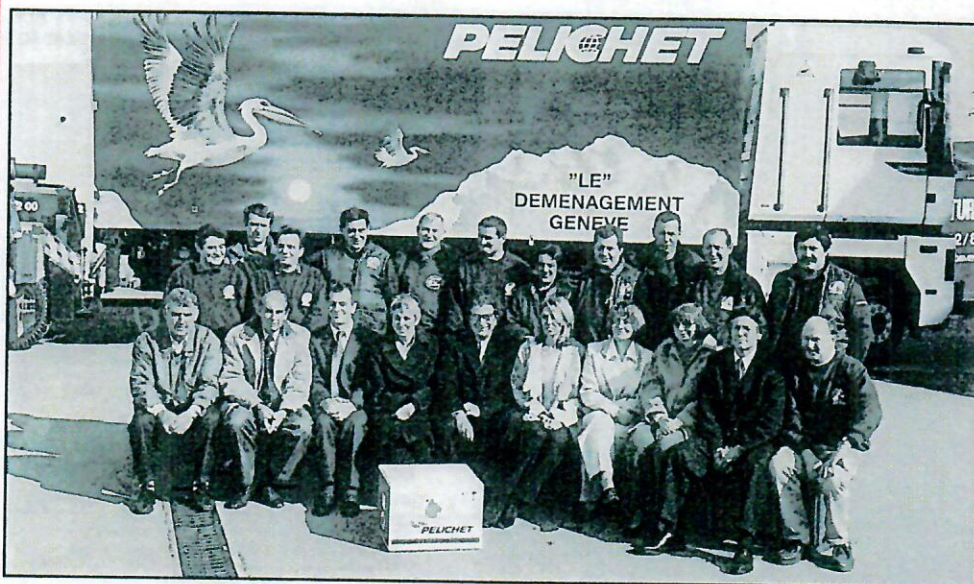
Managing Director **Geoff Watson** noted,

"We are delighted with our new headquarters and all involved in the project offered the experience, guidance and professionalism needed to ensure the venture went as smoothly as possible. This development continues the expansion of our activities across southern England and I believe the investment we have made will provide us with both the facilities and status necessary to meet all our plans for future growth.

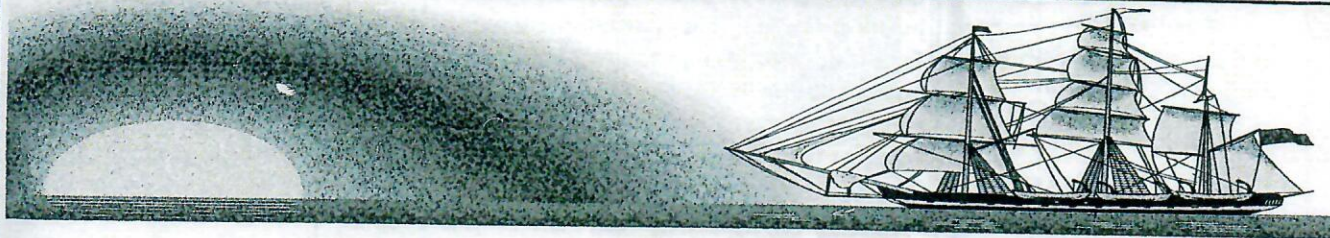
Effective March 1, **Corporate Relocations UK** has been rebranded as **Sterling Corporate Relocation**. Since Sterling purchased CRUK last year the business has enjoyed growth rates of 50-60 percent and is now fully integrated with the Sterling International Group.

As of April 9, Sterling Corporate Relocation opened simultaneously in both

Pelichet Marks 100 Years



Nearly 750 years of solid moving experience are represented in this picture of Geneva-based Pelichet staff. The Pelichet company itself celebrates 110 years of being in business, while its sister firm, Natural Le Coultre, can claim 142 years. Then there are 24 members of the staff who have been working for either one of the companies for a total of 495 years. And the longest serving employee? None other than owner Jean Jacques Borgstedt, who has spent 42 years with Pelichet and has been the architect of its considerable expansion over the years.



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Paris and Lyon. This development will enable Sterling to provide a full range of relocation services from both these locations including home search, school search, furniture rental, and visa assistance.

Emmanuelle Denis-Langlois will lead the relocation team in France. She has experience as an expatriate in London, and has a strong background in the relocation industry.

Website: www.sterlingrelocation.com
E-mail: mail@sterlingrelocation.com

IN MEMORIAM

W. Richard 'Dick' Helstrom

W. Richard "Dick" Helstrom, who until his retirement in 1986 was senior vice president at North American Van Lines and an attorney-at-law, passed away in Fort Wayne, Ind., on April 24. Mr. Helstrom was a Marine Corps captain who served in World War II and the Korean War. He was a volunteer at the Northeast Indiana Reading Service for the Blind.

Mr. Helstrom is survived by his wife, two sons, and three grandchildren.

Lawrence W. 'Larry' Magsamen

Lawrence W. "Larry" Magsamen, 69, who in 1986 retired as vice president from International-Global Van Lines, died at his home in Fort Wayne, Ind., on Feb. 11.

Mr. Magsamen had worked for the van line for 12 years. A U.S. Air Force veteran, he is survived by his wife, a sister, two sons, two daughters, and seven grandchildren.

Kenneth P. Petrey

Kenneth P. Petrey, president of Pegasus Forwarding, Inc., passed away on April 28 at the Yokohama Central Medical Centre in Yokohama, Japan.

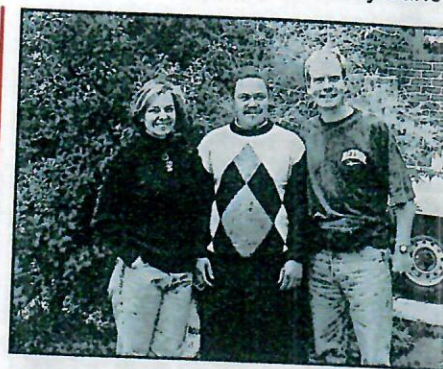
Biddulphs Moves TV Celebs from J'burg to London

This news could bring a feeling of gloom to thousands of avid "Gladiators" fans in South Africa, where Glenn Hicks has been the presenter of the wildly successful TV show for a number of years.

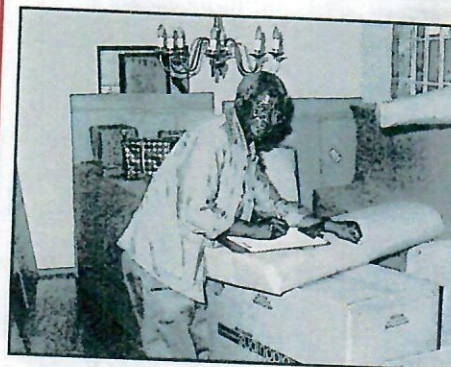
However, all is not lost, as Hicks says that even though he will be based in London, where he has other exciting projects in the works, he will be traveling to the Standard Bank Arena in Johannesburg twice a year to produce the ever-popular "Gladiator" shows.

When the Biddulphs International overseas packing team were loading the consignment into storage pallets at the Hicks home, they felt that they could have used the strength of some of Glenn's Gladiators. However, under the direction of Eddie Harrison — who was calling out the familiar chant, "Gladiators — are you READY?" — everything was soon safely stowed and transported to the Biddulphs warehouse.

So let the games begin ... or rather, continue.



Jane Hicks, Biddulphs warehouse manager Eddie Harrison, and Glenn Hicks prepare for big move north.



Team leader Elias Maile reviews the list of packed items prior to the Hicks' move.

Crown Employee Training Goes Online and Global

The Crown Group has announced the rollout of Lotus' online training program LearningSpace for its worldwide network of employees. The program features in-depth training courses on all of the Crown Group's business divisions. The courses offer training for a wide selection of areas, including new hire orientation, phone handling, customer service, and international packing training.

Ron Pigate, Crown's Hong Kong-based group training manager, noted, "LearningSpace will standardize and advance our training program worldwide. ... We can custom-tailor the program to suit their needs. We will be able to provide courses, monitor the students' progress through tests and quizzes, and give the student feedback concerning areas of weakness."

LearningSpace is an educational software application designed by Lotus. The individual courses for Crown's LearningSpace module were designed by the company's Group Training Department and specialists throughout the Group.

LearningSpace — unlike a manual or

written documentation — can be constantly updated and the changes are seen immediately throughout the company's worldwide network. Each training module is composed of articles, presentations, quizzes and serve to make learning more enjoyable.

Course participants and course instructors can share ideas, collaborate on projects conduct discussions and ask questions online. In December 2000, Crown's Executive Board began preliminary testing of the LearningSpace application. The pilot course then got further trials by selected employees within the Crown Group worldwide.

LearningSpace initially will be targeted to new hires in order to bring them up to speed regarding the company, its services, and its expectations. The second step will be to tackle key functional training areas in the industry, and LearningSpace will be used in conjunction with pre-existing training seminars and workshops. It will be used during Crown's annual management training program for recent graduates and internal candidates — Crown University — which takes place later this summer in Los Angeles, Ca. LearningSpace is designed to supplement — not replace — the many existing training measures Crown has established within the

company.

Crown's website is www.crownrelo.com.

HONORS AND AWARDS

Interstate International, Inc., headquartered in Springfield, Va., has qualified as a Registered International mover (RIM) as awarded by the international component of the American Moving and Storage Association (AMSA). Two Interstate team members, Lisa Mensch Herbig and Jean Panza, also received their individual RIM certifications, further adding to the professional status of Interstate's international team.

Ambassador International, Interstate's D.C. area service provider and close trading partner in the international marketplace, also met the requirements to receive RIM certification, and the company's Jean Panza was certified on behalf of Ambassador.

Interstate Van Lines received honors in all categories of fleet safety at AMSA's annual conference in Tucson, Az., in March. Interstate received first place for the organization's most prestigious safety award, the Safety Initiative Award, receiving this industry-wide honor for the fourth time in the past 5 years. Additionally, competing in the "up to 10 million miles" category, Interstate received First Place in Fleet Safety and First Runner-up for the Most Improved Fleet Safety.

The **AGS Group** has announced that four of its branches have successfully completed the FAIM audit. The four branches are AGS Bucharest, AGS Budapest, AGS Warsaw, and AGS Kenya.

Asian Tigers K.C. Dat recently joined a growing number of international moving companies around the world to obtain the coveted FAIM/ISO quality assurance award. The accreditation followed an intensive company audit undertaken by Cap Gemini Ernst & Young, acting on behalf of FIDI.



Augusto Alegre, president of Peruana de Opinión Pública, presents award to World Shipping & Storage General Manager Juan Galvez and Commercial manager Julio Soriano.

Peru-based **World Shipping & Storage S.A.** has been honored for the second consecutive year by Peruana de Opinión Pública, an organization that measure

ISO NEWS

Phoenix Transport Services, Gm Bremerhaven, Germany, received its ISO 9002 certificate effective April 14, 2001



Front row, l.-r.: Yannick Sage-Glarnier and Michael Hemour. Back row: Marco Trippi (l) Jean-Jacques Borgstedt.

Pelichet S.A. in Geneva, Switzerland has successfully renewed its ISO 9002 certification under the new qualification Pelichet is the only ISO-certified moving company in Geneva, says the company.

The team that handled the certification procedure comprised Yannick Sage-Glar and Jean-Michael Hemour; they were assisted by Jean-Jacques Borgstedt, president and chairman of the board, and Marco Trippi, administrative and financial director.

Trans-Link Exhibit in RELO 2001



Bangkok-based **Trans-Link Relocation** recently exhibited in the Relocation & Living Overseas Conference (RELO 2001), Asia Pacific's first education and exhibition program for human resources professionals, expatriates, and relocation service providers. Organized by IRS Network (Integrated Relocation Success), the RELO 2001 was held in March in Bangkok, Thailand, where some 140 attendees gathered. The conference was aimed at offering specialized solutions for HR professionals and expatriates and creating an excellent marketplace for international relocation service providers. For more information, visit www.irsworld.com.

7M Transport Allies with Computrex Logistics

Houston-based **7M Transport, Inc.** has formed a strategic alliance with **Computrex Logistics** under which Computrex will assume the day-to-day operational responsibilities of providing air, ocean, domestic, international transportation services to all clients. 7M will continue to exist primarily a support and sales group, but with limited operational capabilities.

Howard Leff, president of 7M, will join the Computrex Logistics management team as senior vice president, household goods division. Leff has over 40 years of diverse experience in international supply, transpor-

Turkey: Light at the End of the Tunnel?

Turkey has been mired in a deep economic and political crisis since late February. The well-publicized downturn has featured spiraling inflation, tapering industrial production, and massive layoffs affecting locals and expatriates alike. "Due to the reduction in foreign investment and general increase in costs, many companies are now either downsizing or waiting for a sign of stability before committing to new services," said Carol-Anne Pugh, corporate services manager for Crown Relocations.

Pugh has weathered the storm firsthand, having opened Crown's first Turkish office, in Istanbul, in January. Many Turkish companies are reducing the number of employees and cut costs, and foreign companies are cutting back on the employment of costly expatriates.

Turkish Finance Minister Kemal Dervis acknowledges the next few months will be difficult for the country. Dervis predicted, however, that the Turkish economy may rebound by the end of the summer, buoyed by strong tourism and exports.

Crown Relocations moves expatriates across national lines. Pugh works with both Turkish companies and Turkey's large expatriate community, the majority of which resides in the nation's largest city, Istanbul.

She said expatriates are feeling the pinch, noting that "Many worry that expat salaries in Turkey will cost too much for companies to afford."

Turkish companies have been hit hardest of all. Many are suffering from cash-flow problems and decreased profit levels. Many of Crown's competitors in Turkey have been forced to drop prices significantly to acquire additional business and increase revenues.

As the economic climate has deteriorated, companies have experienced increased pressure to gain revenues and reduce costs. Sales and research and development departments have been the most affected.

Many multinationals have temporarily cooled plans for expansion in Turkey. Others have either delayed hiring new expatriates or sent them home.

Turkey's crisis officially began in late February. Some have compared the current debacle to the difficult years of the late '70s, following which in 1980 Turkey was taken over by a military coup. Few fear this now, although Prime Minister Bulent Ecevit's government has been under fire by Turkish newspapers and trade unions.

The current crisis erupted following a well-publicized argument between Ecevit and President Ahmet Necdet Sezer when the President criticized Ecevit's efforts to combat corruption in Turkey's government and economy. Investors panicked; overnight, interest rates rose to 20 percent, or 7,000 per annum. The stock market tumbled, losing close to a fifth of its value on Feb. 21 alone. The Turkish government was forced to abandon exchange rate controls and float its currency, which sunk like a stone in international markets. Within days, the lira lost close to half of its value against the dollar.

Real wages dropped, the GNP shrank, and inflation soared; the lira devalued further and Turkey's external debts rose. Ecevit unsuccessfully appealed to international monetary authorities for funds to fend off impending economic collapse.

As the crisis deepened, in early March Kemal Dervis, highly respected in international economic circles, was named finance minister. Dervis, who had been working with

the World Bank since the late '70s, was given extensive power to enact reforms. Under his tutelage, Turkey began following a new economic improvement program.

Soon, the IMF and the World Bank agreed to loan Turkey US\$10 billion. International investors seemed happy, and Dervis promised to push through important legislation necessary to meet with the demands for reform attached to the loan.

On April 29, while addressing his Democratic Left Party (DSP), Ecevit vowed to return Turkey's economy to health. Then, on May 1, Dervis arrived in New York to address a group of Wall Street investors. He discussed 11 major items of legislation, outlining his plans to reform Turkey's banking system, cut government spending, and privatize several major state-owned industries, notably telecommunications and banking. It remains to be seen, however, whether Dervis and Ecevit can push through the reforms.



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Critics say corruption and a lack of transparency as the main problems holding back the nation's economy and blocking structural reforms. Ecevit came to power pledging to right Turkey's economy. During last November's crisis, Turkey borrowed US\$11.5 billion from the IMF.

From November to mid-February, inflation lowered to manageable levels. By February, however, it was clear that the government lacked the resolve to push through needed, if painful, changes. Ecevit's inaction precipitated the crisis.

Turkey is an important country for many reasons. At nearly US\$100 billion, Turkey's annual foreign trade turnover approaches that of Russia. Its sphere of influence encompasses a vast area including Central Asia, the Balkans and the Middle East, and its proximity to the Caspian oilfields will come into play in the future as the region's resources are developed and exploited.

With a population of 65 million, Turkey is one of the region's most populous countries. Additionally, Turkey has been recognized as a future candidate for accession to the European Union, though membership is by no means around the corner. Turkey is also a member of NATO, and a major recipient of US arms and technology. Moreover, US President George W. Bush has recognized Turkey's important place in international affairs.

Turkey expects to receive loans from the IMF and the World Bank by the end of June. Of the total promised, US\$8.5 billion will come from the IMF and the balance will come from the World Bank.

Pugh believes better times may not be so far off. "This summer, Turkey is expecting an enormous income from tourism, which signifies fresh foreign currency being brought into the country." Pugh doesn't feel the last few months have been lost time. "With the past few rocky months behind us, we feel we will come through even stronger after meeting such challenges," said Pugh.

Pugh also believes Turkey will get back on track by the beginning of autumn, boosted by international investors. "For many foreigners, due to low prices and a favorable exchange rate now may be the best time to invest money in the Turkish market," Pugh notes. "In particular, I forecast the exporting production and manufacturing industries will be heavily favored, because prices and stocks/shares are at their lowest and a great future is to be seen." ■

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Jeffrey Coleman
Executive Vice
President
Covan International Inc.
HHGFAA Chairman

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

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P.O. Box 116
Spotswood, NJ 08884
Tel: (732) 605-1316 • Fax: (732) 605-1315
E-Mail: awtransp@aol.com
P.O.C: Ms. Deborah Weeks

(Effective May 1, 2001)

Taurus Forwarding Inc.

P.O. Box 220863
Haverhill, FL 33422
Tel: (561) 712-9566 • Fax: (561) 712-9570
E-Mail: jptauf@aol.com
P.O.C: Mr. John Placko

(Effective June 1, 2001)

Tri-Star International Forwarding, Inc.

17150 Via Del Campo, Suite 202
San Diego, CA 92127
Tel: (858) 487-0321 • Fax: (858) 487-0394
E-Mail: tristar@simplyweb.net
P.O.C: Ms. Kelley Kerscher

NEW ASSOCIATE MEMBERS (Effective June 1, 2001)

a.b.c. Ricard F.L.

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1138 Budapest, Hungary
Tel: (36) 1 239 5654 • Fax: (36) 1 349 0360
E-Mail: ricardfl@mail.datanet.hu
No of Years in Business: 10
P.O.C: Mr. Pierre Rumeau

Cargo Partner SR spol.s.r.o.

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Tel: (421) 7 68242 200 • Fax: (421) 7 68242 123
E-Mail: blahutova@cargo-partner.com
No of Years in Business: 8
P.O.C: Mrs.k Alena Blahutova

Cargo Partner d.o.o.

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P.O.C: Mr. Des Allum
Sponsors: TG Int'l Insurance Brokerage, Inc., C
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Stovrbridge DY8 1YL, England
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Fax: (44) 1 3844 40520
E-Mail: international@fox-moving.com
No of Years in Business: 30
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Transportation Services Int'l, Inc., NJ

Gamblin Demeagements SA

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92000 Nanterre La Defense, France
Tel: (33) 1 56 47 17 10 • Fax: (33) 1 56 47 17 18
E-mail: emilie.gamblin@gamblin.fr
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HHGFAA Annual Meetings: A Year-by-Year Comparison

Year	No. of Attendees	Location
1962	33	Redondo Beach, CA
1963	33	Washington, DC
1964	43	Washington, DC
1965	52	Washington, DC
1966	56	Washington, DC
1967	159	Frankfurt, Germany
1968	164	Honolulu, HI
1969	111	Washington, DC
1970	223	Palm Springs, CA
1971	194	San Juan, PR
1972	301	New Orleans, LA
1973	307	Seattle, WA
1974	335	Washington, DC
1975	546	Las Vegas, NV
1976	428	Atlanta, GA
1977	519	San Francisco, CA
1978	318	Orlando, FL
1979	438	Phoenix, AZ
1980	557	Houston, TX
1981	645	Reno, NV
1982	784	New Orleans, LA
1983	871	Coronado, CA
1984	644	Maui, HI
1985	652	Nassau, Bahamas
1986	706	Seattle, WA
1987	829	Orlando, FL
1988	972	San Antonio, TX
1989	971	Colorado Springs, CO
1990	921	Dorado Beach, PR
1991	1,078	Coronado, CA
1992	1,321	New Orleans, LA
1993	1,335	Nashville, TN
1994	1,461	San Francisco, CA
1995	1,255	Honolulu, HI
1996	1,560	Orlando, FL
1997	1,635	Reno, NV
1998	1,670	Miami Beach, FL
1999	1,679	Washington, DC
2000	1,429	Anchorage, Alaska
2001		Las Vegas, Nevada

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WASHINGTON UPDATE

Contract Bundling Study

Senator Kit Bond (R-MO), Chairman of the Senate Small Business Committee, said a new Defense Department study focused on contract consolidation offers further evidence that the small business sector is "losing the war against contract bundling," making it impossible for most small companies to win a fair portion of lucrative, job-creating federal contracts.

The study's results prompted Senator Bond to urge the Administration to establish new, stringent criteria for federal agencies to monitor the efforts of prime contractors to offer subcontracting opportunities to small businesses whenever possible.

"This study offers little comfort for small contractors who have felt that the small business community is being denied a fair slice of the pie," said Bond. "Contract bundling is a serious and complex problem for both small businesses and taxpayers — one that the federal government cannot afford to ignore. Dogged pursuit of agency indifference to this problem is one of my foremost goals in this Congress."

Bond said the study also makes a strong case for the Administration to begin work immediately on a standardized methodology to determine which agency purchases can be bundled under anti-bundling laws, and which ones should be offered to small contractors. Any such methodology must be applicable to all federal agencies, he maintained.

Contract bundling is the practice of taking a variety of different contracts, issued separately in the past, and issuing them as one contract. The resulting size and complexity of the "bundled" contract make it difficult for small business to participate. Under current law, a bundled contract must be inherently unsuitable for award to small businesses.

"Congress is unable to get a clear picture of the practical impact current anti-bundling efforts have on small contractors," Bond said. There are far too many questions and too few answers. But a standardized method for agencies to measure the benefits and costs of

bundling proposals could help Congress get to the bottom of this problem. More importantly, it would guard against bureaucrats massaging numbers to meet a predetermined conclusion."

Although the study examined 10 randomly selected cases of contract, which represented a consolidation of smaller contracts issued previously, the sample used is not statistically valid and cannot be used to draw conclusions about the prevalence of

By Jim Wise
PACE-CAPSTONE



contract bundling throughout the government. Of the ten contracts studied, only three met the current, narrow definition of bundling.

Three years ago, Congress approved anti-bundling reforms offered by Bond as part of the "Small Business Reauthorization Act of 1997." Federal law sets a goal of letting at least 23 percent of federal prime contract dollars go to small businesses.

Davis Bill Will Encourage Agencies' Use of Share-in-Savings Approach

Rep. Tom Davis (R-VA) is developing legislation to encourage federal agencies to make greater use of share-in-savings contracting, a spokesman for Davis said recently.

Share-in-savings contracting is authorized under the Clinger-Cohen Act, but is for the most part ignored by agencies. According to Davis' staff, the intent of the legislation is to help contracting officers better understand how and when to use this type of incentive

based contract. Under the Davis model, a private sector contractor puts up the front money on innovative information technology projects and the contractor's profit is based on the amount of savings that accrue to the taxpayer.

The Education Department has already had some success in using share-in-savings contracts, Davis' office stated. Further, share-in-savings contracting closely tracks return on investment contracting that exists in the private sector.

Meanwhile, federal agencies have responded to questions from Sen. Joseph Lieberman (D-CN) concerning share-in-savings contracting, according to a spokeswoman for Lieberman, the Ranking Member of the Senate Governmental Affairs Committee. The spokeswoman would say only that the responses are being reviewed. She would neither confirm nor deny that Lieberman may introduce share-in-savings legislation in the Senate.

The Davis legislation is expected to be introduced this summer.

Senate Bill Aimed at Policies Squeezing Small Businesses

Senator Kit Bond (R-MO), Chairman of the Senate Small Business Committee, recently introduced legislation to extend the Defense Department's successful Mentor-Protégé Program and reverse some of the negative effects of acquisition streamlining, which have pulled small business away from federal contracting opportunities.

"Over the last decade, some well-intentioned acquisition streamlining efforts have crowded out small businesses from federal contracts," Bond said. "The practice of bundling many small contracts into a single, large package may save time and effort for contract officers, but it discourages small businesses from going after big contracts."

"However, an enhanced Mentor-Protégé Program can help make small businesses competitive players in the government contracting market," Bond added. The bill

will extend Mentor-Prot,g., making it available to all federal agencies government-wide. The program reimburses prime contractors for providing technical assistance to small firms, giving them the expertise they need to compete in the complex world of federal procurement.

In introducing the legislation, Bond highlighted the "Catch-22" government agencies like DOD face when not enough firms can compete to provide goods and services. "It will do little good to have the money to buy defense-related goods and services if there are no vendors available to sell them," he said. "Small business is a critical, vital and indispensable part of our nation's preparedness for its defense."

When the government spends the lion's share of its money with a handful of large contractors, it usually leads to fewer goods offered at higher prices. So keeping small business involved in contracting is a matter of self-interest for the nation's defense as well as its economic security.

Congress adopted the Mentor-Prot,g. pilot program in the 1991 Defense Authorization bill. For the last decade, mentor firms have helped small businesses develop their abilities, making them competitive for larger contracts afterward. The government averages about \$180 billion to \$190 billion worth of contracting every year.

"For the Defense Department, it's a matter of having the goods, the services and the resources the war fighter needs to take into battle," Bond concluded. "The DOD Mentor-Prot,g. program, adopted as a pilot in 1991, has been such a success. Now we need to learn from that success and make it available across the government."

FMC Takes No Action on SED Fees Inquiry

The Federal Maritime Commission has voted to take no action on an inquiry about the legality of fees that carriers are charging shippers for filing paper Shippers' Export Declarations. Edward Greenberg, transportation counsel for the National Customs Brokers and Forwarders Association of America (NCBFAA) sent the FMC a letter last fall amid a furor among members about the SED charges. The FMC today left open that NCBFAA could file a formal complaint, and that it also could revisit the issue in a year.

Thomas Panebianco, FMC general counsel, told the commission that the carrier surcharge—generally \$100—to process paper SEDs had the assent of the Census Bureau, in order to encourage shippers to use the Automated Export System (AES). But Panebianco said letters and discussions with Census and the carriers did not make clear whose idea it was to impose the surcharge. He said the main point NCBFAA raised was how unreasonable the fee was.

Both carriers and Census said the surcharge was intended as a disincentive for exporters or forwarders to file paper forms. Carr told the FMC that processing paper SEDs was burdensome and costly, but attached no dollar figure to the cost. Panebianco added that carriers were not legally obligated to set fee levels that reflect actual costs. Panebianco said that the NCBFAA organization had cooperated by requesting members to tell the FMC how they had been affected by the surcharge, but other than Greenberg's letter, FMC had received no comments from brokers or forwarders.

Panebianco also noted that the SED processing charge has had the desired effect, and shippers were "switching in droves to AES." He told the commission, "This doesn't appear to be a significant issue with the shipper community." Greenberg said he wanted to see the letters from carriers and Census before commenting on their responses. He said the commission's decision may not have addressed "some pointed legal issues" that NCBFAA raised regarding whether or not carriers had abused their antitrust immunity in deciding to charge the fee. Greenberg said that NCBFAA would not file a formal complaint, adding, "We're not the ones getting hurt. It's the shippers and maybe the public interest."

FMC Proposes Alternative Dispute Resolution Rules

The Federal Maritime Commission recently proposed rules to formalize alternative dispute resolution (ADR) procedures. The proposed rules will be issued for public comment, most likely within 30 days. The FMC's Bureau of Consumer Complaints and Licensing has been developing the use of mediation or arbitration since February 2000.

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Chairman Harold J. Creel Jr. said that ADR had been a cornerstone of commission reorganization under his chairmanship. Ronald Murphy, deputy director of the bureau, said that consumers or shippers will be able to access ADR services whether or not they have filed formal complaints. Administrative judges also will make sure parties in dispute have discussed using alternative procedures. He said that ADR also will save parties the cost of litigation before the commission. ■

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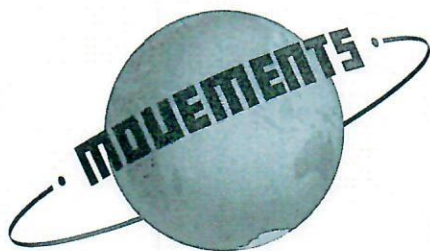
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IMPORTANT NOTE: Websites and e-mail addresses shown on this list include ONLY those for certain government agencies, and companies whose ads appear in *The Portal* or the HHGFAA Annual Directory, who sign up as sponsors for HHGFAA's Annual Meeting, or who are featured in a story in this issue of *The Portal*.

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 Intra-Mar Shipping: intramar@colomsat.net.co
 J. Calenberg: info@calenberg.com
 JVK: thailand@jvkmovers.com
 Kotaisan (Jakarta): ktsprima@centrin.net.id
 Kotaisan (Surabaya): kotaisanp@sby.centrin.net.id
 Kungsholms: sales@kingsholms.se
 La Vascongada, S.L.: comercial@vascongada.com
 Leader Pack: leadpack@emirates.net.ae
 Maersk Sealand: malley@mllnet.com or bmcgale@mllnet.com
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sales@mudanzastrafimar.com.mx

Nationwide Relocation Int'l: *nrri@deltanet.com*

Neer Service: *info@neerservice.fr*

New Haven Moving Equipment: *nhmela@aol.com*

Nurminen Prima Oy: *Nurminen.Prima@co.inet.fi*

Pac Global Ins: *sfuhrman@pacglobalins.com*

PACE-CAPSTONE: *jwisepace@aol.com*

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Phoenix Transport Services:

phoenix@phoenix-transport.de

P.M. Packers & Movers:

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Power-Pak: *hwgarton@gapac.com*

Premier Worldwide: *premier@iris.dti.ne.jp*

Rex Service Co., Ltd.: *rexco@public.tpt.tj.cn*

Rhema East China Ltd: *rhema@pub.sz.jsinfo.net*

Rhema Movers: *general@rhemamovers.com.sg*

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SEM Movers: *semmover@indosat.net.id*

Sino Santa Fe: *santafenj.ssf-sha@eac.com.sg*

SIT Transportes Intl: *sit.mad@sit-spain.com*

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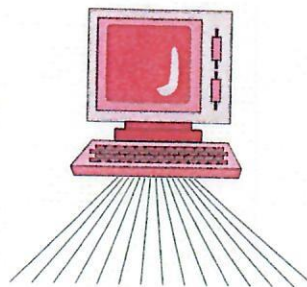
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worldshi@worldshipping.com.pe

Link Up with HHGFAA



You can now link your home page with the HHGFAA Website (www.hhgfaa.org), enabling you to list your company by region and services provided and to contact other members who have e-mail and Websites. The cost: a nominal fee of \$100 per year.

To link your company with HHGFAA, complete the form below and send to:

Household Goods Forwarders Association of America, Inc.

ATTN: Belvian W. Carrington

2320 Mill Road, Suite 102 • Alexandria, VA 22314

OR fax credit card orders

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Address _____

Phone _____ Fax _____

Description of Company (20-word limit) _____

Web Address _____

E-mail Address _____

Payment Type: ☐ Check ☐ Visa ☐ MasterCard

Credit Card No. _____ Exp. Date: _____

Name of Cardholder _____

Signature _____

For more information, call Belvian Carrington at HHGFAA, (703) 684-3780

The 'Three Rs' of 'Greenspeak'

- **Reducing waste** (aka source reduction): not buying products that will be thrown away after a single use.
- **Reusing**: finding other uses for your waste, such as donating items currently being thrown away.
- **Recycling**: separating out materials in your waste that can be used to make new products.



FORGING STRONG LINKS

At press time, the following HHGFAA member companies are linked to HHGFAA's Website.

- 21st Century Relocations (Mumbai, India)
- A Lusitana (São Paulo, Brazil)
- A & A Cronin Movers (Dublin, Ireland)
- A & S Roseth Int'l (Ontario, Canada)
- A. Kuehner & Sohn (Vienna, Austria)
- A.M.S. Atlantic Int'l (Dusseldorf, Germany)
- A-1 Trans Korea (Seoul, Korea)
- A-1 Warehouse & Forwarding Inc. (Laredo, TX)
- Aachener Int'l (Dublin, Ireland)
- AGS Brussels (Brussels, Belgium)
- AGS Prague (Prague, Czech Rep.)
- AGS London (London, England)
- AGS Marseille (Marseille, France)
- AGS Paris (Gennevilliers, France)
- AGS Umzugs Berlin (Berlin, Germany)
- AGS Budapest (Budapest, Hungary)
- AGS Ivory Coast (Abidjan, Ivory Coast)
- AGS Kenya (Nairobi, Kenya)
- AGS Morocco (Casablanca, Morocco)
- AGS Warsaw (Warsaw, Poland)
- AGS Lisbon (Lisbon, Portugal)
- AGS Bucharest (Bucharest, Romania)
- AGS Madrid (Guadalajara, Spain)
- AGS Senegal (Dakar, Senegal)
- Ahjin Transportation Co. (Seoul, Korea)
- American Movers Inc. (Waipahu, HI)
- American President Lines (Washington, DC)
- American Red Ball Int'l (Seattle, WA)
- American Vanpac Carriers Inc. (Martinez, CA)
- Arrowdene Moving and Storage (Norfolk, England)
- Arven Freight Forwarding Inc. (Woodbridge, VA)
- Ashoka Int'l (New Delhi, India)
- Asian Tigers K.C. Dat (S) Pte (Singapore)
- Asian Tigers Trans China Int'l (Wanchai, Hong Kong)
- Asian Tigers Trans China Int'l (Beijing, China)
- Asian Tigers Trans China Int'l (Guangzhou, China)
- Asian Tigers Trans China Int'l (Shanghai, China)
- Atlas Van Lines Int'l (Seattle, WA)
- Australian Vanlines (Pendle Hill, Australia)
- B.M. Int'l Pvt. Ltd. (New Delhi, India)
- Birkart Globalistics AG (Raunheim, Germany)
- Bishops Move Group (London, UK)
- Brytor International (Mississauga, Ont., Canada)
- Capitol Transportation Inc. (San Juan, PR)
- Chess Moving Australia (Regency Park, S.A., Australia)
- Circle Freight Int'l (Muscat, Oman)
- Columbia World Wide Movers (Limassol, Cyprus)
- Cosmopolitan/M.L. Transportes (Brasilia, Brazil)
- Crystal Forwarding (Carlsbad, CA)
- Decapack (Santiago, Chile)
- Delaware Blue Ribbon Movers (New York, NY)
- Denali Int'l dba Pacific Movers (Anchorage, AK)
- Dependable Auto Shippers (Dallas, TX)
- Desbordes Int'l S.A. (Paris, France)
- DeWitt Moving & Storage (Tamuning, GU)
- Dijkshoorn Int'l Movers (Vlaardingen, The Netherlands)
- Eagle Shipping Services (London, UK)
- East Int'l Freight Forwarders (Cairo, Egypt)
- Elliott Int'l (Johannesburg, South Africa)
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- Excargo Services (Houston, TX)
- Excess International Movers (Auckland, New Zealand)
- Excess International Movers (London, UK)
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- Executive Moving Systems (Woodbridge, VA)
- F & N Worldwide Moving (Lincs., UK)
- Favia Int'l Transport (Cairo, Egypt)
- Fidelity & Marine Inc. (Miami, FL)
- Foehrenbach International (Paris, France)
- Freight Systems Int'l (Cairo, Egypt)
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- Gamma Shipping (Yavne, Israel)
- Gateways Int'l Inc. (Settle, WA)
- Gezairi Group Cargo (Beirut, Lebanon)
- Global Packers & Movers (Islamabad, Pakistan)
- Global Silverhawk (Concord, CA)
- Global Worldwide (Naperville, IL)
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- Greenbriar Forwarding (Edison, NJ)
- Henri Harsch HH S.A. (Geneva, Switzerland)
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- Humboldt Int'l (Canton, MA)
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- Inter Trans Insurance Services Inc. (Irvine, CA)
- Inter-Transport SA (Geneva, Switzerland)
- Intermove Limited (Newton, CT)
- International Wood Industries Inc. (Sherwood, OR)
- Interport Executive Movers (Singapore)
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- Matco Transportation Systems (Alberta, Canada)
- McGimpsey Brothers (Removals) (Ireland)
- Mesa Int'l (Grand Junction, CO)
- Mobel-Transport Ltd. (Zurich, Switzerland)

Moreno Int'l (Monterrey, Mexico)
 MoveAssist Int'l Ltd. (Hitichin, Herts, England)
 Move One (Budapest, Hungary)
 Orbit Int'l Forwarders SARR (Beirut, Lebanon)
 OTB Overseas Transport GmbH (Achim, Germany)
 P.M. Packers & Movers (New Delhi, India)
 Pacific Island Movers (Main Facility, Guam)
 Panda Transporti s.r.l. (Rome, Italy)
 Peter E. Reid Stevedoring Inc. (Pago Pago, American Samoa)
 Phoenix Transport (Japan) Ltd. (Yokohama, Japan)
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 Victory Van International (Sterling, VA)
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 Worldmover C&R Ltda. (Rio de Janeiro, Brazil)
 Worldwide Movers Tanzania (Dar es Salaam, Tanzania)
 Worldwide Movers Uganda (Kampala, Uganda)
 Worldwide Movers Kenya (Nairobi, Kenya)
 Wridgeways The Worldwide Movers (Ringwood, Vic., Australia)
 Ziegler, S.A. (Brussels, Belgium)

ECOFACTS...



Recycling ONE CAN saves enough electricity to run your television for three hours.

Recycling ONE GLASS BOTTLE saves enough electricity to light a 60-watt light bulb for four hours.

Going Green: Three Ways You Can Start

- **Exchange discarded items in-house.** Some items may be reused in your own office or exchanged between departments. Announcements in bulletin boards and company newsletters may lead to potential new users for those items.
- **Buy recycled products.** Properly disposing of paper, cans, and bottles is only half the job. You aren't really recycling until you buy recycled products.
- **Make waste prevention a criterion in purchasing.** Ask vendors to minimize unnecessary packaging for deliveries and take back reusable items such as foam and wood pallets.



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 Sept. 13-16, 2001
 Sept. 21-23, 2001
 Sept. 23-27, 2001
 Sept. 29-Oct. 3, 2001
 Oct. 6-7, 2001
Oct. 8-10, 2001
 Oct. 11-13, 2001
 Oct. 12-14, 2001
 Oct. 15-18, 2001
 Oct. 28-31, 2001
 Nov. 7-10, 2001
 Nov. 11-14, 2001
 March 3-6, 2001
 April 21-25, 2002
Sept. 29-Oct. 1, 2002
 Oct. 5-9, 2002

National Conference of Moving Associations Annual Meeting
 Massachusetts Movers Assn. Meeting
 Texas Movers Association
 Maryland T&M Association
 56th Annual NDTA Transportation and Logistics Forum & Exposition
 PAIMA Annual Meeting
HHGFAA 39th Annual Meeting
 Missouri Movers Association Meeting
 Covan Conference
 Paul Arpin Van Lines
 United Van Lines Annual Convention
 Atlas Van Lines Annual Convention
 North Carolina Movers Association
 LACMA Conference
 FIDI Congress
HHGFAA 40th Annual Meeting
 57th Annual NDTA Transportation and Logistics Forum & Exposition

Seattle, WA
 Lake George, NY
 Austin, TX
 Bermuda
 Milwaukee, WI
 Las Vegas, NV
Las Vegas, NV
 Osage Beach, MO
 Panama City Beach, FL
 Tucson, AZ
 Phoenix, AZ
 Phoenix, AZ
 High Point, NC
 Lima, Peru
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Orlando, FL
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Another Great HHGFAA Member Benefit!

PORTAL ADVERTISING

IMPORTANT NOTE TO ADVERTISERS

The Portal cannot accept ads or photos submitted via e-mail or on disk. They must be in the form of prints, slides, transparencies, color separations, or camera-ready copy.

Computer printouts of color ads and photos tend to reproduce poorly and thus also are unacceptable. For rates and deadlines, see the box at right.

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1/2 Page \$ 1,350

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format:

7-1/2" wide x 5" high • Vertical:
3-3/4" wide x 10" high

1/3 Page \$ 950

• Horizontal format:
• Vertical format:
• Box format

7-1/2" wide x 3-1/4" high
2-1/2" wide x 10" high
4-1/2" wide x 5" high

1/4 Page \$ 700

• Horizontal format:
• Vertical format:

4-1/2" wide x 3-3/4" high
3-3/4" wide x 5" high

1/6 Page \$ 425

• Horizontal format:
• Vertical format:

4-1/2" wide x 2-1/2" high
2-1/4" wide x 3" high

1/8 Page \$ 350

• Horizontal format only:

3-3/4" wide x 2-1/2" high

Prices shown are the **total cost** for one year (six issues). * For 2-color a (black and burgundy only), add 10%. For 4-color ad (plates must be supplied), add 25%.

Deadlines to receive new artwork:

July/Aug. Issue	July 15, 2001
Sept./Oct. Issue	Sept. 1, 2001
Nov./Dec. Issue	Nov. 1, 2001
Jan./Feb. 2001 Issue	Jan. 2, 2002
March/April Issue	March 10, 2002
May/June Issue	May 5, 2002

For further information about Portal display advertising or classified ads, contact Belvian Carrington at HHGFAA:

Phone: (703) 684-3780

Fax: (703) 684-3784

E-mail: bcarri7850@aol.com

*IMPORTANT NOTICE

Films, color separations, or camera-ready artwork is required. HHGFAA does not accept e-mailed or computer-generated files, graphics, or ads on disk at this time.



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