THE HUMAN FACTOR
Welcome to the 34th IELA Congress!

THE HUMAN FACTOR

Dear IELA Members,

Welcome to the 34th IELA Annual Congress in Venice - “Queen of the Adriatic”, “The Floating City”, “City of Canals” and with many other names.

In this delightful setting, IELA offers again an opportunity to meet friends, make connections and build new business globally.

With a focus on The Human Factor, we advance further after last year’s launch of the new Congress concept. You will again experience the 3 Pillars of IELA Forum - Think Campus, Breakfast Brains and Stream to Action. Each of these will not only provide a window for sharing and discussing current challenges, but also tools for understanding customer needs for customising value-added solutions. Here you can be a part of our Industry’s future through active participation.

You will also have extensive opportunities for networking, not only during one-to-one meetings, and of course the bar, but also during the Host Dinner, Venetian Gala Dinner and the Day Out. Each of these activities has been carefully curated to give you an exceptional experience.

On behalf of the entire IELA Board, Secretariat Team and our Italian Hosts, I assure you a memorable Venetian Congress.

Regards,

Vicki Bedi

IELA CHAIRMAN 2018-2020
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EDITOR & ADVERTISING

Elizabeth Niehaus ©ielareport@iela.org

IELA Secretariat
TQ Consulting GmbH
Lindenhof 6
6060 Sarnen, Switzerland
T: +41 41 661 1718
F: +41 41 661 1719
W: www.iela.org

DESIGN
Stella Cimmino

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## Sunday, June 23rd

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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>12:00-20:00</td>
<td>Congress Registration &amp; Discover the Exploratory Zone</td>
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<tr>
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<td>(Venetian Foyer, Ground Floor)</td>
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<tr>
<td>17:00-18:00</td>
<td>Induction Meeting</td>
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<td>Introduction to First Time Participants &amp; New Members</td>
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<td></td>
<td>(Casanova, First Floor)</td>
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<tr>
<td>18:00-20:00</td>
<td>Photoshoot IELA Portraits</td>
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<td>Think about your LinkedIn profile! Our photographer can take a great</td>
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<td>professional portrait of you!</td>
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<td>(Skyline Rooftop Bar by the pool, Hilton Molino Stucky)</td>
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<tr>
<td>19:00-22:00</td>
<td>Welcome Cocktail IELA Congress</td>
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<td>kindly sponsored by</td>
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<td>R.E. Rogers India Pvt. Ltd., India</td>
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<td>Dress Code: Smart Casual</td>
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<td>(Skyline Rooftop Bar by the pool, Hilton Molino Stucky)</td>
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## Monday, June 24th

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>08:00-08:30</td>
<td>Registration to the General Assembly</td>
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<td>Compulsory for all voters</td>
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<td>(Venetian Foyer, Ground Floor)</td>
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<tr>
<td>08:30-09:00</td>
<td>Welcome &amp; New Member Introduction</td>
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<tr>
<td></td>
<td>(Venetian Ballroom, Ground Floor)</td>
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<tr>
<td>09:00-11:00</td>
<td>General Assembly</td>
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<td></td>
<td>(Venetian Ballroom, Ground Floor)</td>
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<tr>
<td>11:00-11:30</td>
<td>Coffee Break</td>
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<td>kindly sponsored by</td>
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<td>Masterpiece International, USA</td>
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<td>(Venetian Foyer, Ground Floor)</td>
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<tr>
<td>11:30-12:00</td>
<td>Keynote “WAITING in a cross-cultural and globalised world”</td>
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<tr>
<td></td>
<td>by Mario Pecheny</td>
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<td></td>
<td>(Venetian Ballroom, Ground Floor)</td>
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<td>12:00-13:00</td>
<td>IELA Forum - Think Campus: Moving from a product-focused to a</td>
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<td>customer-centric perspective</td>
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<td>#THINK like an Organiser</td>
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<td></td>
<td>with Laurent Noël, Comexposium, France</td>
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<td>#THINK like an Exhibitor</td>
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<td>with Markus Metzmacher, ifm electronic gmbh, Germany</td>
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<td>#THINK like a Venue Owner</td>
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<td>with Giacomo Lucchini, UFI, Operations and Services</td>
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<td>#THINK like a Pavilion Organiser</td>
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<td>with Giovanni Bifulco, Italian Trade Agency, Italy</td>
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<td>Moderator with Florent Jarry</td>
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<td>AMR International Limited, France</td>
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<td>(Venetian Ballroom, Ground Floor)</td>
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Tuesday, June 25th

08:00-08:45  Breakfast Brains
  #BRAIN 1: Power Up
  by Elizabeth Niehaus
  (Goldoni, First Floor)

  #BRAIN 2: Digital Transformation
  by Luigi Bianchi, Wexlog France
  (Vivaldi, First Floor)

  #BRAIN 3: Airline Charges/Declaration of Dangerous Goods
  by Daniel Mithran
  (Pisani, First Floor)

09:00-10:00  Keynote “Unlocking Human Potential”
  by Sofia Crespi
  (Venetian Ballroom, Ground Floor)

10:00-10:30  Coffee Break
  kindly sponsored by Samehco Intl Forwarding & Exhibition Services Co., Egypt
  (Venetian Foyer, Ground Floor)

10:30-11:30  IELA Forum - Stream to Action
  #STREAM 1: Unleash your Organisation’s Full Human and Creative Capacity
  by Sofia Crespi
  (Goldoni, First Floor)

  #STREAM 2: Stress Management: Boost Your Resilience at Work
  by Maria Rosa Rocco
  (Pisani, First Floor)

  #STREAM 3: Reverse Mentoring: Keeping the boomers engaged and millennials committed
  by Mario Pecheny
  (Casanova, First Floor)
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>11:35-11:45</td>
<td><strong>35th IELA Congress 2020</strong></td>
<td>Venetian Ballroom, Ground Floor</td>
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<tr>
<td>11:45-12:00</td>
<td><strong>2021 Candidate Presentations &amp; Voting</strong></td>
<td>Venetian Ballroom, Ground Floor</td>
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<tr>
<td>12:00-13:00</td>
<td>Lunch Break</td>
<td>Molino Restaurant, Ground Floor</td>
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<td><strong>kindly sponsored by Wexlog, France</strong></td>
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<tr>
<td>13:00-14:45</td>
<td><strong>Working Group Sessions</strong></td>
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<td>• Membership WG</td>
<td>Goldoni, First Floor</td>
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<td>• Industry Relations WG</td>
<td>Vivaldi, First Floor</td>
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<td>• Think Tank WG</td>
<td>Palladio, First Floor</td>
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<td>• Standards &amp; Customs WG</td>
<td>Casanova, First Floor</td>
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<td>• Education &amp; Training WG</td>
<td>Pisani, First Floor</td>
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<tr>
<td>14:45-15:15</td>
<td>Coffee Break</td>
<td>kindly sponsored by MTS ExpoLogistics, Greece</td>
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<td><strong>kindly sponsored by MTS ExpoLogistics, Greece</strong></td>
<td>Venetian Foyer, Ground Floor</td>
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<tr>
<td>15:15-17:00</td>
<td><strong>Working Group Outcomes</strong></td>
<td>Venetian Ballroom, Ground Floor</td>
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<tr>
<td>17:00-17:15</td>
<td><strong>Congress Closure by the IELA Chair</strong></td>
<td>Venetian Ballroom, Ground Floor</td>
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<tr>
<td>17:30-18:30</td>
<td><strong>IELA Road Runners</strong></td>
<td>Meeting Point: Hotel Foyer, Ground Floor</td>
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<tr>
<td>19:00-19:15</td>
<td><em><em>Boat Departure</em> to Gala Dinner &amp; Award Night</em>*</td>
<td>Meeting Point: Hotel Foyer, Ground Floor</td>
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<td>*Extra transport for the IELA Runners at 19:20</td>
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<tr>
<td>19:30-24:00</td>
<td><strong>Venetian Gala Dinner &amp; Award Night</strong></td>
<td>kindly sponsored by Gondrand by Fercam, Italy</td>
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<td><strong>kindly sponsored by Gondrand by Fercam, Italy</strong></td>
<td>(Scuola Grande San Giovanni Evangelista di Venezia)</td>
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**Wednesday, June 26th**

<table>
<thead>
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<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>08:30</td>
<td><strong>Boat Departure to DAY OUT</strong></td>
<td>Meeting Point: Hotel Foyer, Ground Floor</td>
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<tr>
<td>09:30-13:00</td>
<td><strong>DAY OUT - TREASURE HUNT CASANOVA’S FOOTSTEPS</strong></td>
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<tr>
<td>19:00-22:00</td>
<td><strong>Welcome Cocktail Partnering Event</strong></td>
<td>kindly sponsored by Schenker Deutschland AG, Germany</td>
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<td><strong>Dress Code: Smart Casual</strong></td>
<td>(Hilton Molino Stucky, Aromi and Bacromi Terrace, Ground Floor)</td>
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*Extra transport for the IELA Runners at 19:20*
GENERAL ASSEMBLY & ELECTIONS

Monday, June 24th 2019

Having registered for the Congress on Sunday June 23rd, it is imperative that all participants for the General Assembly & Elections register themselves additionally for the General Assembly, from 08:00 - 08:30 in the Venetian Foyer (ground floor) at the registration desk. Registration only for the Congress does not deliver the “voting power” for the GA.

Please remember to bring along the signed proxy form for those who have been named by another member. Registration is not possible without this document.

The day’s programme will start at 08:30 with the Welcome Address and the New Members Introduction. The General Assembly and the voting will begin at 09:00.

All IELA Members will vote the following:

a) New Members of the Committee  
(by secret ballot)

b) New Members of the Board of Management  
(on-block, by show of hands)

c) External Auditor  
(by show of hands)

ELECTION of EXTERNAL AUDITOR:

AUDICONSULT Geneva stands for re-election as IELA’s External Auditor.

Why do we, as an association, require an External Auditor?

Auditors are used to ensure that organisations maintain accurate financial records and statements. An External Auditor is someone who examines the financial records and business transactions of an Association with which he or she is not affiliated.

An External Auditor is typically used to avoid conflicts of interest and to ensure the integrity of the auditing process. When an audit is performed, it is the financial auditor's responsibility to make sure that records are examined in an honest, professional and forthright manner.
Since the 2012 Barcelona edition, the Committee is composed of three members, each elected by the General Assembly for a two-year term. The Committee designates its Chairperson and is self-organisatory.

The Committee is responsible for verifying and preparing that:

a) the decisions of the Board are in accordance with the provisions of the IELA Articles;

b) the financial status of IELA keeps in line with the principles established by the General Assembly;

c) the accounts of IELA are held in a true and faithful way, in accordance with the generally accepted accounting principles, and

d) the list of the candidates standing for the elections to be organised by the General Assembly Meeting.

Last year, the Membership re-elected Markus Eichenberger, BTG Suisse Ltd., Switzerland, for another two-year term.

This year, four candidates are standing for the election of Members of the Committee, for a two-year term:

Greg Keh  
TWI GROUP INC., USA  
E: gkeh@twigroup.com  
W: www.twigroup.com

Roland Kreitmayr  
SCHENKER DEUTSCHLAND AG, GERMANY  
E: roland.kreitmayr@dbschenker.com  
W: www.dbschenker.com

Achim Lotzwikc  
CRETSCHMAR MESSECARGO GMBH, GERMANY  
E: achim.lotzwikc@cretschmar.de  
W: www.cretschmar-messecargo.de

Ravinder Sethi  
R.E. ROGERS INDIA PVT. LTD., INDIA  
E: ravi@rogersworldwideindia.com  
W: www.rogersworldwideindia.com

Where: Venetian Ballroom, Ground Floor, Hilton Molino Stucky, Venice  
When: Monday, June 24th  
Schedule: 09:00
CANDIDATES TO BOM ELECTIONS 2019

On Monday June 24th, the elections for the five seats available on the IELA Board of Management will take place during the General Assembly.

We are glad to present the five candidates, in alphabetical order, standing for election for a two-year term.

Mariane Ewbank

Mariane Ewbank, Director of Fulstandig Shows e Eventos MC Ltda., Brazil, was employed in the events marketplace for a number of years as an exhibitor, after which she moved over to the organiser side of the industry for a further decade.

From 2012 until 2017 Mariane was the Chair Person of the Standards and Customs Working Group. In 2016 she was elected Chairwoman of IELA until 2018. During her Chairmanship, important projects went live: IELA Training Manual, IELA Security Guidelines, IELA Webinars, implementation of GDPR and The Bridge. Within 2 years, the IELA flag was flying at major industry events, bringing recognition to our Association and members.

For Mariane the duties of a Board Member are: to represent every Member despite company size, origin and gender; to enhance the skills of our members through training and various actions which give its members visibility and increase business.

“My pillars: passion, trust in IELA Standards and the needs of the members”.

Jim Kelty

Having started his exhibition industry career in 1976 as Manager for Hardware Wholesalers’ semi-annual trade shows, Jim Kelty moved to Chicago to manage the Mid-America Horticultural Trade Show and the Trade Show About Trade Shows (TS-2).

In 1981, Jim worked exclusively in the international transportation and logistics segment of the exhibition industry in California and joined the Airways Freight Corp. team in 2002. Jim has been a member of several U.S. exhibition industry trade associations including IAEM/IAEE, the IAEM foundation, EDPA, EACA, NTSEA, as well as the EXHIBITOR SHOW's exhibitor advisory committee.

As the first IELA PR Committee Chairman, Jim then served as Chairman of the IELA Training Working Group and its activities like the last Winter Seminar and Operations Summit events. Jim has been a member of the IELA Board and served as Vice Chairman.
CANDIDATES TO BOM ELECTIONS 2019

**Priscilla Leong**

Priscilla Leong is a certified Chartered Accountant. Before joining Agility Fairs & Events Logistics in 2004, she held senior finance positions in venture capital management, banking, ship management and security.

She is currently the Global COO & Finance of Agility Fairs & Events and concurrently the MD of Agility Fairs & Events Logistics in Singapore. Priscilla has been serving on the EXCO of SACEOS since 2011 in positions as Hon. Treasurer, Hon. Secretary and newly minted as VP – Community. She has been an active member of the Industry Relations WG for the past 9 years.

For Priscilla, her hopes are to increase diversity on the IELA Board as well as promote women leadership. Priscilla brings a different perspective into the team due to her varied training and career background. Her objective is to work closely with fellow members to make IELA more recognised and respected as a leader in driving change in the industry.

**Emmanuel Pitchelu**

Aged 53, married, father of a 21 year old daughter and nicknamed EP, Emmanuel Pitchelu is a well-known player in our Industry. He would like to continue his task as BOM member to integrate further his passion, energy, ideas and expertise into IELA!

Emmanuel is Head of Imports for ESI Group, one of the French leaders in the Exhibition Industry and one of the most experienced specialists on the French market. He has worked non-stop for 28 years in the exhibition business and has been involved for 9 years in the IELA Education and Training Working Group as Chair and lecturer.

Last but not least, Emmanuel has 2 years of experience as an active member and is a real source for proposals within the IELA Board of Management.
Sandi Trotter

Sandi Trotter began her career in exhibition logistics in 1993 with TWI Group Inc. and remains there today as a member of the TWI Management Team.

In 2014, Sandi directed the expansion of the company to include Canadian domestic shows and become a licensed Canada Customs Broker, which have been highly successful initiatives.

Over the years, Sandi has been fortunate to acquire knowledge from some of the best in our industry including some of IELA’s founding fathers. At the same time, Sandi has encouraged and supported new members to our association.

“IELA’s history, success and reputation is world-renowned. As a long-term member, it is time for me to give back and I believe I can make a great contribution to our growth and sustainability”.

Sandi has been a member of the Canadian Exhibition Logistics Association (CAEM) for over 15 years. She is currently the Chairperson of the IELA Membership Working Group.
This year IELA invites the leaders of the Exhibition Logistics Industry to Venice and this time the focus of our Forum will be on YOU.

**Monday, June 24**
12:00-13:00
(Venetian Ballroom, Ground Floor)

**Think Campus**

Moving from a product-focused to a customer-centric perspective

#THINK like an Organiser
with Laurent Noël,
Comexposium, France

Laurent Noël has 20 years of experience in the media and trade show industry. He began in the industry as General Manager and partner of one of the most successful Czech B2B publishing groups in Prague, followed by international development and portfolio director roles at Reed Exhibitions in France and in the USA. He then moved to ITE Group plc in London to take on the responsibility as Deputy Head of Verticals and Industry Director.

In 2017, Laurent joined Comexposium as Director of Strategy and Integration. After one successful year in integrating acquisitions and implementing new strategic processes, he took on the role of Managing Director of the Agribusiness, Food, Wine & Construction division, where he looks after a global network of events across five continents.

#THINK like an Exhibitor
with Markus Metzmacher,
ifm electronic gmbh, Germany

In the event industry since 2003, Markus has seen the industry from basically every angle. Having served as an Armed Forces Event technician, he then worked in stand-building and organisation for Marketing Research Shows of German car brands. His valuable experience at TradeQ and IELA led him to his current position as Marketing Manager Tradeshows at ifm electronic gmbh - a hidden champion within the industrial automation and Industry 4.0

Coming to an IELA Congress is like coming home - yet in a different role: Markus is now responsible for both ifm international trade shows in Europe and logistics planning for overseas participations. He has now a customer standpoint in terms of the human factor, priorities and expectations. Markus is looking forward to taking us on an eye-opening journey from the customer’s perspective!

#THINK like a Venue Owner
with Giacomo Lucchini,
UFI Operations & Services
Working Group Chair, Italy

Giacomo Lucchini graduated in Economics and Commerce from the Catholic University of Milan. He is a leader in high complexity organisations and change management projects. He is experienced in activities organisation and process re-engineering & improvement, with a special focus on human resources management and engagement.

After more than ten years as Director in health and long-term care organisations, he joined Fiera Milano in 2007 as Chief Operating Officer. Now he is Service Division Director at Fiera Milano and CEO of Fiera Milano NoloStand, a stand-fitting and service-providing company of Fiera Milano Group.

He is Chairman of the Operation & Services Committee in UFI, the Global Association of the Exhibition Industry.
The Italian Trade Agency (www.ice.it) is the government institution entrusted by the Ministry of Economic Development with the task of promoting Italian exports worldwide. The Agency operates a network of 78 offices abroad and organises around 800 events annually, aimed at supporting Italian products on international markets. Giovanni Bifulco has served as an officer since 1992 in various positions at the head office in Rome and abroad. He was appointed deputy trade commissioner in New York and later became manager of the offices located in Atlanta (USA) and Casablanca (Morocco). During his career, he has organised many trade exhibitions abroad, coordinating contacts with fair managers, participating companies, manufacturers’ associations, pavilion contractors, freight forwarders, customs authorities, media outlets and institutions. He is fully aware of the central role that logistics play not only in the organisation of successful trade events but also as a crucial part of the customer care process. Delivering high – quality products on time is undoubtedly a proof of the reputation that “Made in Italy” holds on international markets.

MODERATOR #THINK CAMPUS
Florent Jarry
AMR International Limited, France

Florent is Partner at AMR International, the leading international strategy consulting firm for the Events industry.

He has 20 years’ experience in advising organisations (SMEs, multinationals and private equity funds) on strategic growth issues, performance improvement, commercial due diligence and strategy formulation. His work has spanned many industries, with particular expertise across the events value chain. His current focus is on supporting organisers and venues on the journey towards Exhibition 2.0, AMR’s blueprint for the exhibitions industry of tomorrow.

Florent has a degree with distinction from Sciences Po (Aix-en-Provence), a Masters in International Business and an MSc in European Management Strategy.
Tuesday, June 25th  
10:30-11:30  

Stream to Action  
Lively and interactive sessions gaining a better understanding of the human factor transformation  

#STREAM 1  
Unleash your Organisation’s Full Human and Creative Capacity  
by Sofia Allegra Crespi  
(Goldoni, First Floor)  

#STREAM 2  
Stress Management: Boost Your Resilience at Work  
by Maria Rosa Rocco, Managing Director of The Coachingroup Srl, Italy  
(Pisani, First Floor)  

Managing Director of The Coachingroup Srl, Maria has been working for more than 25 years with international companies, specifically in the human resources management and growth field.  

She is a trainer in management development processes, a consultant for creating strategic training courses, a coach since 1994 and a counsellor since 2006.  

As an organisational development consultant, Maria utilises coaching and training as instruments to achieve the desired internal changes, either aiming at improving professional performances or simply to achieve the objective of creating a common corporate culture. As an Executive Coach she supports top managers in companies (CEO, COO, CFO and C-levels in general) who are willing to significantly impact their organisations. ▶  

#STREAM 3  
Reverse Mentoring: Keeping the Boomers Engaged and Millennials Committed  
by Mario Pecheny  

Mario Pecheny has a PhD in Political Science from the University of Paris III. He is currently Professor of Political Science and Sociology of Health at the University of Buenos Aires. He is also Researcher at the National Council of Science and Technology (CONICET) at the Institute Gino Germani in Argentina. He was awarded in 2013 with the National Prize “Bernardo Houssay” in Social Sciences, by the Ministry of Science and Technology (Argentina). In 2018, he was elected Member of the Directory of the National Council on Science and Technology (Argentina).  

He has conducted extensive research and published subjects on health (HIV and AIDS, reproductive health, chronic illnesses, drug use), sexuality, human rights and politics in Latin America and other regions.  

To make people wait is a universal prerogative of power. Waiting time is an indicator of quality. Waiting can be valuable and productive, but also humiliating and a waste of time.  

Making people wait produces discontent. Wasted time when you wait because of lack of coordination is counter-productive. And it is experienced as counter-productive: I could have been doing something else, or not doing anything at all.  

Individuals and organisations often make others wait to demonstrate their value and to make others feel expectant. It is a way of establishing hierarchies. But often individuals and organisations make others wait without having the intention to do so. Sometimes, because there is overload, bad calculation, imponderables. And because hours are not always what is fixed in agendas and calendars. I am not talking here about time zones, but rather about time cultures.  

For those of us who work in cross-cultural settings, it is essential to think about why we wait and why we make others wait, and how to make those practices of waiting not frustrating in the coordination of efforts.  

My presentation will describe and explain with clear and easy to identify examples, to what extent waiting and making others wait is a key experience of our interactions in a globalised world. ▶
One of the main actual concerns of the global transformation process is Digital and Technological Innovation. This could be seen as a new paradigm predicting the domination of human beings by intelligent machines hence the “de-humanisation” of human relationships.

Intelligent human beings like ourselves often show an internal resistance once confronted with an artificial different intelligence, digital or technological. We feel unable to use it, but compelled to adapt to it, due to the ever-increasing innovation process set into motion.

Innovation is not just technological or digital evolution. It is also a “Human Factor”. Most recent Neuroscience studies confirm that our brain is continuously “innovating”, hence ever-changing and other humans before us already used their brain “in a different way”, creating these innovations.

HUMANs used their specific FACTORs (social intelligence, novel & adaptive thinking, complex problem-solving skills, cross-cultural competency, virtual collaboration) to generate technological change and amelioration. So we should train our brain to train human factors in order to acquire the ability to interplay with machines and interact with each other to guarantee a “human, openhearted and encouraging” climate in our organisations.

A neuroscientist, a psychotherapist and a coach: Sofia Allegra Crespi graduated in Psychology, then obtained a PhD in Neuroscience and a Specialization in Clinical Psychology and Psychotherapy. After research fellowships in Italy and abroad, she combines clinical careers with academic research and is currently an Assistant Professor in the field of Neuroscience at both the Vita-Salute San Raffaele University in Milan and USI in Lugano. She collaborates with the Division of Neuroscience and other clinical departments of the San Raffaele Hospital in Milan.

Results of her scientific activity have been published in high-impact journals and she has also dealt with the applications of Cognitive Neuroscience. The human factor is her special area of interest - a dynamic and ever-changing system, acting in social and working environments - and which led her to approach the world of Corporate Innovation and Transformation as Coach and Trainer.
GROUND FLOOR - VENETIAN FOYER AND BALLROOM

A  REGISTRATION GENERAL ASSEMBLY
B  COFFEE BREAKS
C  PREMIUM SPONSOR AREA - GOLD
D  PREMIUM SPONSOR AREA - PLATINUM
E  PREMIUM SPONSOR AREA - SILVER
F  EXHIBITION AREA
G  EXPLORATORY ZONE
H  VENETIAN BALLROOM
   GENERAL ASSEMBLY AND FORMAL NETWORKING
      #THINK 1  #THINK 2  #THINK 3

FIRST FLOOR

1  GOLDONI - Membership WG
2  VIVALDI - Industry Relations WG
3  PISANI - Education & Training WG
4  CASANOVA - Standards & Customs WG
5  PALLADIO - Think Tank WG
6  TIEPOLO - IELA Secretariat, Team Office

1  GOLDONI - #BRAIN 1 - #STREAM 1
2  VIVALDI - #BRAIN 2
3  PISANI - #BRAIN 3 - #STREAM 2
4  CASANOVA - Induction Meeting - #STREAM 3
5  TIEPOLO - IELA Secretariat, Team Office
**INDUCTION MEETING** CONGRESS 2019
Introduction to first time participants & New Members

- **Where**: Casanova, Hilton Molino Stucky, First Floor
- **When**: Sunday, June 23rd
- **Schedule**: 17:00 - 18:00
- **Dress Code**: Smart Casual

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**WELCOME COCKTAIL** CONGRESS 2019

- **Where**: Skyline Rooftop Bar by the pool, Hilton Molino Stucky
- **When**: Sunday, June 23rd
- **Schedule**: 19:00 - 22:00
- **Dress Code**: Smart Casual

Kindly sponsored by R.E. Rogers India Pvt. Ltd., India

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**HOST DINNER** CONGRESS 2019

- **Where**: Belmond Cipriani, Giudecca
- **When**: Monday, June 24th
- **Meeting Point**: Hotel Foyer, Ground Floor
- **Departure**: 19:10 (20’ walk)
- **Schedule**: 19:30 - 23:00
- **Dress Code**: Casual. Flat shoes recommended

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**IELA ROAD RUNNERS**

- **Where**: Around Giudecca Island
- **When**: Tuesday, June 25th
- **Meeting Point**: Hotel Foyer, Ground Floor at 17:15
- **Time of Run**: 1 Hour
- **Schedule**: 17:30 - 18:30

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**VENETIAN GALA DINNER & AWARD NIGHT**

- **Where**: Scuola Grande San Giovanni Evangelista di Venezia
- **When**: Tuesday, June 25th
- **Meeting Point**: Hotel Foyer, Ground Floor
- **Boat Departure**: 19:00 - 19:15
- **Schedule**: 19:30 - 24:00
- **Dress Code**: Dark lounge suit & cocktail dress. Flat shoes recommended

kindly sponsored by Gondrand by Fercam, Italy

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**DAY OUT** CONGRESS 2019

**TREASURE HUNT CASANOVA’S FOOTSTEPS**

- **Where**: Around the city streets of Venice
- **When**: Wednesday, June 26th
- **Meeting Point**: Hotel Foyer, Ground Floor
- **Boat Departure**: at 8:30
- **Starts**: at 9:30
- **End**: at 13:00 after Lunch at Il Colombo Restaurant

The Casanova’s Footsteps, Treasure Hunt, is a team competition taking place in the charming city of Venice, through “calli” and “campielli”, the Venetian streets and squares. It gives you the chance to visit renowned and less-known corners of a Venice full of magic and colours. The purpose of the competition is to cover an itinerary through the places that rendered famous Venice and its most eminent citizens.

The solution is found step-by-step, finding the correct answers to questions on four trails made by the actors. The clues are with each captain in the different elements of the typical Venetian costume of the 18th century.
COMPANION PROGRAMME

DAY 1 - Monday 24th

08:30  Boat Departure
Meeting Point Hotel Lobby, Ground Floor
08:45  Private Boat transfer from the hotel to Venice San Marco
9:00-12:30  Epic Grandeur Tour
09:50  Visit Saint Mark’s Basilica
13:00-14:30  Typical Venetian Lunch at Cicchetti
14:45-18:15  Private Shopping tour
18:30  Boat Transfer back to the Hotel

Your Day will start by meeting the tour guide in the hotel lobby for the boat transfer to Venice San Marco place. Upon arrival, you will have an exclusive tour around Venice together with a visit of the Saint Mark’s Basilica including plenty of photo stops and views of the most important sightseeing points. After lunch in a typical Venetian Cicchetti and before returning back to the hotel, you will enjoy an exclusive shopping tour accompanied by a personal shopper who will advise a tailored itinerary to discover the best shopping spots, traditional crafts such as venetian glass or typical food. You will be seduced by the amazing shop windows and colourful markets and fall in love with the charm of Venice.

DAY 2 - Tuesday 25th

09:00  Boat Departure
Meeting Point Hotel Lobby, Ground Floor
09:15  Boat excursion on the islands: Burano and Murano
10:10-11:15  1st Stop: Burano
11:20  2nd Stop: Murano
  Visit of a glass blowing factory
11:30  Lunch at an Osteria on the island of Murano
15:00-15:30  Return by boat to Venice
15:45 -16:45  Visit of a gondola boatyard
17:00-17:30  Gondola Ride
18:00  Boat Transfer back to the Hotel

This tour begins with a boat drive to the beautiful island of Burano. Burano is one of the biggest islands in the lagoon even if it is only 670 meters long and 450m wide. It is known for it’s small, pretty and colourful houses, a perfect spot for memorable pictures. Next stop is Murano Island, typically known for glass blowing. The first glass blowing factory was established already in the 13th century.

After the lunch at a L’Osteria on Murano you will head back to the city of Venice to visit a gondola boat-yard and even more to ride a gondola, the activity for which Venice is most famous.
VENECE
34th
IELA CONGRESS
& General Assembly

CONGRESS DELEGATES

- No. of registered Congress delegates so far: 268
- No. of represented Members so far: 144
- No. of countries represented so far: 50

Status 24-05-2019

- NEW MEMBER OF:

  Ms. Fiona Ostoja
  Agility Fairs & Events Pty (Australia) Ltd
  AUSTRALIA

  Mr. Jim Pantopolis
  Agility Fairs & Events Pty (Australia) Ltd
  AUSTRALIA

  Ms. Niseth Boerrigter
  Schenker Australia Pty Ltd
  AUSTRALIA

  Mr. Ben Wilson
  Schenker Australia Pty Ltd
  AUSTRALIA

  Mr. Walter Zehetner
  Schenker & Co. AG
  AUSTRIA

  Ms. Rasa Margyte
  Caspian Freight Services LLC
  AZERBAIJAN

  Ms. Eve Novikova
  Caspian Freight Services LLC
  AZERBAIJAN

  Mr. Mike Verdeyen
  Kristal bvba - International Fairs & Exhibition Logistics
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  Ms. Majda Kaouache
  Ziegler Expo Logistics
  BELGIUM

  Mr. Jean-Marc Salmon
  Ziegler Expo Logistics
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  Ms. Renata Vinhas
  FINK Mobility
  BRAZIL

  Ms. Claudia Almeida
  Fulstandig Shows E Eventos MC Ltda.
  BRAZIL

  Ms. Mariane Ewbank
  Fulstandig Shows E Eventos MC Ltda.
  BRAZIL

  Mr. Claudio Machado
  Fulstandig Shows E Eventos MC Ltda.
  BRAZIL

  Mr. Marcelo Paradela
  WAIVER EXPO Logistica de Feiras e Eventos Ltda.
  BRAZIL

  Mr. Aurivan Silva
  WAIVER EXPO Logistica de Feiras e Eventos Ltda.
  BRAZIL

  Ms. Ludmil Rangelov
  Orbit Ltd.
  BULGARIA

  Mr. Christopher Morrison
  North American Logistics Services Inc./ MC Events
  CANADA

  Mr. Keith Mullins
  North American Logistics Services Inc./ MC Events
  CANADA

  Ms. Sandi Trotter
  TWI Group Inc. (Canada)
  CANADA

  Ms. Carolina Sanchez
  Deca Express S.A.
  CHILE

  Mr. Estanislao Sanchez
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  CHILE

  Mr. Antonio Rodriguez
  PROTRAC Fairs & Exhibitions S.A.S.
  COLOMBIA

  Mr. Claudio Machado
  Fulstandig Shows E Eventos MC Ltda.
  COLOMBIA

  Mr. Rafael Carvalho
  WAIVER EXPO Logistica de Feiras e Eventos Ltda.
  COLOMBIA

  Mr. Georgios Lagodimos
  Orbit Moving & Storage Ltd. - Cyprus
  CYPRUS

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  Blue Water Shipping A/S
  DENMARK

  Mr. Henrik Glendorf
  DSV Solutions A/S
  DENMARK

  Mr. Dr. Magdy El Zeki
  Overseas Int'l Services
  EGYPT

  Mr. Sherif Khayat
  Quick Cargo Door-to Door Services
  EGYPT

  Mr. Tewfik Mansour
  Quick Cargo Door-to Door Services
  EGYPT

  Mr. Loutfi Guirguis
  Samehco Intl Forwarding & Exhibition Services Co.
  EGYPT
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<td>Ms. Krisztina Kanyo</td>
<td>MASPED Logistics Ltd.</td>
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Mr. Neeraj Makhija  
Movers International Pvt. Ltd.  
INDIA

Mr. Sushil Upadhyay  
R.E. Rogers India Pvt. Ltd.  
INDIA

Mr. Domenico Rubicondo  
Agility Logistics Srl  
ITALY

Ms. Maria Mambelli  
Expotrans S.P.A - Bologna  
ITALY

Mr. Rajneesh Kumar Makhija  
Movers International Pvt. Ltd.  
INDIA

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R.E. Rogers India Pvt. Ltd.  
INDIA

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Agility Logistics Srl  
ITALY

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Gondrand by Fercam  
ITALY

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INDIA

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Cogefrin SPA  
ITALY

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Gondrand by Fercam  
ITALY

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PSBedi Group  
INDIA

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Siddhartha Logistics Co. Pvt. Ltd.  
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Cogefrin SPA  
ITALY

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OTIM Spa  
ITALY

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PSBedi Group  
INDIA

Mr. Sanjay Seth  
Siddhartha Logistics Co. Pvt. Ltd.  
INDIA

Ms. Anna Indri  
DSV S.p.A.  
ITALY

Mr. Enrico Carniglia  
OTIM Spa  
ITALY

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PSBedi Group  
INDIA

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Interflow Logistics Ltd  
IRELAND

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Amit Ltd  
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Expotrans S.p.A. - Milan  
ITALY

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OTIM Spa  
ITALY

Mr. Rajath Naik  
R.E. Rogers India Pvt. Ltd.  
INDIA

Ms. Relly Hason  
Showtime Expo & Events by ICL  
ISRAEL

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Expotrans S.p.A  
ITALY

Ms. Tokiko Inaba  
NM Agility Ltd.  
JAPAN

Mr. Ravinder Sethi  
R.E. Rogers India Pvt. Ltd.  
INDIA

Mr. Eran Tamir  
Showtime Expo & Events by ICL  
ISRAEL

Ms. Claudia Leoni  
Expotrans S.p.A  
ITALY

Mr. Yoshimichi Yoneda  
NM Agility Ltd.  
JAPAN
Mr. Kenichi Yoshino
Agility Ltd.
JAPAN

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Blueline Co., Ltd.
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JAPAN

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JAPAN

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Nissin Corporation
JAPAN

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Eplus Expo Inc.
KOREA

Ms. Hee Jin Gwag
Eplus Expo Inc.
KOREA

Mr. Chungyeul Jang
Eplus Expo Inc.
KOREA

Mr. Hee Kweon You
Eplus Expo Inc.
KOREA

Mr. Seon Jeon
KEMI - LEE Co., Ltd.
KOREA

Mr. Marko Jung
Korea GLS, Inc.
KOREA

Mr. Trans Park
Korea GLS, Inc.
KOREA

Mr. Joseph Harb
BCC Logistics
LEBANON

Mr. Mark Novoselskij
PAN-LITService JSC
LITHUANIA

Mr. Vaidas Beniusis
PAN-LITService JSC
LITHUANIA

Mr. Chandra Ganesh
Thamby Rajah
Felix Expo Logistics (M) Sdn Bhd
MALAYSIA

Mr. Albert Perianayagam
Felix Expo Logistics (M) Sdn Bhd
MALAYSIA

Mr. Kumarason
Arumugam
JIM Project & Expo Logistics(M) Sdn.Bhd
MALAYSIA

Mr. Daniel Mithran
JIM Project & Expo Logistics(M) Sdn.Bhd
MALAYSIA

Mr. James Ng
JIM Project & Expo Logistics(M) Sdn.Bhd
MALAYSIA

Mr. Mohd Rasyid Bin Abdullah
R.E. Rogers (Malaysia) Sdn Bhd
MALAYSIA

Mr. Mohd Hafizzudin Noor Mohammad
R.E. Rogers (Malaysia) Sdn Bhd
MALAYSIA

Mr. Nicolas Cucidis
Cargolive, S. de R.L. de C.V.
MEXICO

Mr. Luiz Henrique Ferronatto
Cargolive, S. de R.L. de C.V.
MEXICO

Ms. Johanna Romero
Cargolive, S. de R.L. de C.V.
MEXICO

Mr. Rene Carvajal Garcia
New Age Of International Business S.A. de C.V.
MEXICO

Mr. Edgar Gonzalez Rosales
New Age Of International Business S.A. de C.V.
MEXICO

Mr. Arturo Ortiz
New Age Of International Business S.A. de C.V.
MEXICO

Mr. Nicolas Rougerie
Timar S.A.
MOROCCO

Mr. Olusegun Lawal
IAL Nigeria Limited
NIGERIA

Mr. Vincent Jiang
Agility Fairs & Events Logistics (Shanghai) Co Ltd
P.R. CHINA

Mr. David Tseng
Agility Fairs & Events Logistics (Shanghai) Co Ltd
P.R. CHINA

Mr. Amos Ma
Bondex Logistics Co., Ltd.
P.R. CHINA

Ms. Lixin Dong
BTG International Freight Forwarding (Beijing) Co. Ltd.
P.R. CHINA

Ms. Laura Liu
BTG International Freight Forwarding (Beijing) Co. Ltd.
P.R. CHINA

Mr. Ramon Zhu
Go-Express Co., Ltd.
P.R. CHINA

Mr. Owen Ouyang
BTG International Freight Forwarding (Beijing) Co. Ltd.
P.R. CHINA

Mr. Chris Chan
Liaoning Air Sea Worldwide Logistics Ltd. - Shenzhen
P.R. CHINA
Mr. Frankie Tam  
Liaoning Air Sea Worldwide Logistics Ltd. - Shenzhen  
P. R. CHINA

Mr. Peng Gu  
Shanghai Expotrans Limited  
P. R. CHINA

Mr. Auto Ni  
Shanghai Expotrans Limited  
P. R. CHINA

Ms. Wei Shen  
Shanghai Expotrans Limited  
P. R. CHINA

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Shanghai Hi-Exp International Logistics Co., Ltd.  
P. R. CHINA

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Shenzhen Talent & Sea-Ever Logistics Co. Ltd.  
P. R. CHINA

Mr. Xiao Cui  
Sinotrans Limited Special Logistics Branch  
P. R. CHINA

Ms. Vanessa Zhao  
Sinotrans Limited Special Logistics Branch  
P. R. CHINA

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APT Showfreight Pakistan Pvt. Ltd.  
P. K. PAKISTAN

Mr. Dariusz Akonom  
netlog Polska Sp. Z o.o.  
POLAND

Ms. Magdalena Drewek  
Universal Express Sp. Z o.o  
POLAND

Ms. Marzena Zawadzka-Szulc  
Universal Express Sp. Z o.o  
POLAND

Mr. Alexey Levitskiy  
Expowestrans LLC  
RUSSIA

Mr. Andrey Andreev  
PAN-BALTService Ltd.  
RUSSIA

Mr. Ziad Harb  
BCC Logistics KSA  
SAUDI ARABIA

Ms. Priscilla Leong  
Agility Fairs & Events Logistics Pte Ltd (Singapore)  
SINGAPORE

Ms. Irene Geok Lin Leow  
Agility Fairs & Events Logistics Pte Ltd (Singapore)  
SINGAPORE

Ms. Olina Sun  
Transit Air Cargo Singapore Pte. Ltd.  
SINGAPORE

Ms. Lisa Xu  
Transit Air Cargo Singapore Pte. Ltd.  
SINGAPORE

Ms. Naz Yusoff  
Transit Air Cargo Singapore Pte. Ltd.  
SINGAPORE

Ms. Gianna Karbownik  
EF-GSM South Africa  
SOUTH AFRICA

Ms. Jacqui Nel  
EF-GSM South Africa  
SOUTH AFRICA

Ms. Fezeka Maboi  
KATLEGO Global Logistics Pty. Ltd.  
SOUTH AFRICA

Mr. Moses Maboi  
KATLEGO Global Logistics Pty. Ltd.  
SOUTH AFRICA

Mr. Leon Roux  
La Rouxnette Logistics + Consulting  
SOUTH AFRICA

Mr. Mike Weeks  
La Rouxnette Logistics + Consulting  
SOUTH AFRICA

Mr. Juan Carlos Pérez Mármol  
COMARFEX Logistica de Ferias, S.L.  
SPAIN

Ms. Virginia García  
Resa Expo Logistic (Madrid)  
SPAIN

Ms. Barbara Helguero  
Resa Expo Logistic (Madrid)  
SPAIN

Ms. Marta Kupis  
Resa Expo Logistic  
SPAIN

Mr. Pablo Martínez  
ACE Cargo (Pvt) Ltd  
SRI LANKA

Ms. Lena Widman  
On-Site Exhibitions AB  
SWEDEN

Mr. Peter Widman  
On-Site Exhibitions AB  
SWEDEN

Ms. Anneli Larsson  
Schenker AB, Div Air & Ocean  
SWEDEN

Mr. Michael Keckeisen  
BTG Events Europe Ltd.  
SWITZERLAND

Mr. Mathias Schatzmann  
BTG Events Europe Ltd.  
SWITZERLAND
Mr. Waki Rais  
FILS International Freight & Logistic Services LLC  
UAE

Mr. Byiju Daniel  
Masstrans Freight LLC  
UAE

Mr. Shiyas Poovankavil  
Masstrans Freight LLC  
UAE

Mr. Garcia Newell  
Agility Fairs & Events Logistics Ltd.  
UNITED KINGDOM

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GBH Exhibition Forwarding Ltd  
UNITED KINGDOM

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Globex Logistics Inc.  
UNITED KINGDOM

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Masterpiece International Ltd  
UNITED KINGDOM

Mr. Mark Lopata  
ML International Expo Logistics  
UNITED KINGDOM

Ms. Margaret Churchill  
Agility Fairs & Events Logistics LLC USA  
USA

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Rock-It Cargo USA LLC  
USA

Mr. Bill Langworthy  
Rock-It Cargo USA LLC  
USA

Mr. Michael Hunter  
GBH Exhibition Forwarding Ltd  
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Ms. Carley Jones  
Masterpiece International Ltd  
UNITED KINGDOM

Ms. Cleopatra Tomic  
Masterpiece International Ltd  
UNITED KINGDOM

Ms. Margaret Churchill  
Agility Fairs & Events Logistics LLC USA  
USA

Mr. Mark Lopata  
ML International Expo Logistics  
UNITED KINGDOM

Ms. Margaret Churchill  
Agility Fairs & Events Logistics LLC USA  
USA

Mr. Louis Kerpan  
Rock-It Cargo USA LLC  
USA

Mr. Bill Langworthy  
Rock-It Cargo USA LLC  
USA

Mr. Michael Stromeyer  
Schenker Inc.  
USA

Ms. Tania Khodayar  
Transit Air Cargo, Inc.  
USA

Ms. Tania Khodayar  
Transit Air Cargo, Inc.  
USA

Mr. Steve Barry  
TWI Group Inc. (USA)  
USA

Mr. Steve Barry  
TWI Group Inc. (USA)  
USA

Mr. Greg Keh  
TWI Group Inc. (USA)  
USA

Mr. Greg Keh  
TWI Group Inc. (USA)  
USA

Ms. Yen Hoang Thi Hai  
Asia Expo Logistics - AEL  
VIETNAM

Mr. Truoang Pham Quang  
Asia Expo Logistics - AEL  
VIETNAM

Mr. Jerry Tran  
Transit Air Cargo Vietnam Co., Ltd  
VIETNAM

Mr. Jerry Tran  
Transit Air Cargo Vietnam Co., Ltd  
VIETNAM

Mr. Quoc Vinh Tat  
Vega Logistics Co. Ltd.  
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E - shirishk@orientm.com  I  www.orientmarinelines.com


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