MIRRID

INTERNATIONAL EXHIBITION LOGISTICS ASSOCIATION



HIGHON LOGISTICS

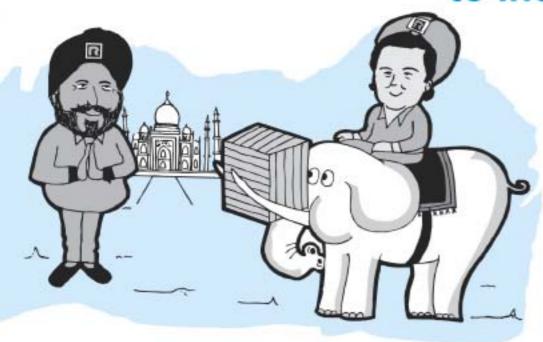
AMSTERDAM PREVIEW:

29th IELA CONGRESS + 3rd IELA PARTNERING EVENT / June 28th • July 3rd 2014



9001 : 2008 14001 : 2004 OHSAS 18001: 2007

A package to India



R.E.ROGERS INDIA was incorporated in 1986 with a vision of handling exhibition cargo in India and abroad. Since inception we have been market leaders in this growing and complex industry - providing services to organizers, venues, governments, trade associations, exhibitors and event managers throughout the world. In recent years, we have also expanded into areas as defence, sports, music concerts, etc.

We have our own offices / warehouses / infrastructure in Delhi, Mumbai, Bangalore and Hyderabad, covering all the major hubs of the country. We also have all relevant accreditations of quality, environment and health / safety.

In addition, we play a very prominent role in the national / global fraternity as leading members of various key associations.

R.E. ROGERS INDIA PVT. LTD.

Regd. Office:

1, Commercial Complex, Pocket H & J, Sarita Vihar, New Delhi-110076 (INDIA) Tel.: 91-11-2694 9801/9802/5898/5899; Fax: 91-11-2694 9803, 2694 5900 E-mail: rerid@rogersworldwideindia.com; Website: www.rogersworldwideindia.com

Branch Offices: • Mumbai • Bangalore • Hyderabad



















▶CHAIRMAN'S CORNER

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Dear all,

I am writing my last Chairman's report as we all gear up to arrive in Amsterdam for our biggest event ever! Certainly I am sad to be relinquishing the Chair as the last three years have been amongst the most challenging and rewarding of my career.

I have always adopted the viewpoint that any relationship with an Association is about what you can do for it rather than what the Association can do for you. Certainly from my first IELA meeting, as the host, in Sydney in 1992 until today my enthusiasm for our great Association has never diminished.

Where else could we get nearly 150 different companies together, many fierce competitors, socialising and more importantly doing business over a few days each year? Lifelong friendships are made and as evidenced by the Seniors Club these go on forever.

So over the past three years what have we achieved? Certainly getting the transition completed was a major highlight given the initial issues from the London Congress. The major highlight though was the establishment of our Partnering Event which has now become a major benefit to our members and more importantly brought new members across the line.

We now have harmony, friendship, family and good business!

The Board has been most supportive and I must thank **Christoph** and **Achim** for their support and teamwork as they have been with

Robert Moore

CONTACT DETAILS

me through the majority of the journey. Alan **Hunter** was my rock, covering off the administrative matters. I still miss him very much. Elizabeth of course came on board after Seoul and has grown with us. Her enthusiasm has helped us develop the networking and she is now well and truly part of the IELA family.

So to Amsterdam, I am thrilled that **Christoph** as my Vice Chairman will stand for the position of Chairman, this is a great move and of course a generational change! Christoph was born to the role, his father being one of the founders of IELA!

Moving forward I intend (if re-elected) to stay on the Board for two more years to head up the Organisers Committee. This has always been a key plank in our strategy and I intend to develop further through my UFI committee links and other associations I have worked with globally over the years.

My final request is that all you very active, enthusiastic men and women look to the future, volunteer for committees, end up chairing them and then on to the Board! We need talent and over the next couple of years there will be several board positions becoming vacant.

On a sad note I have passed our condolences on to Hans and Alice Brauchli who lost their son Stefan after a long illness. Hans has been very much part of IELA forever and is of course our Lifetime President.

See you all in Amsterdam!



MEMBERS NEWS MEMBERS NEWS

▶MEMBERS NEWS



EXPOTRANS HAS BEEN APPOINTED AS OFFICIAL FORWARDER OF THE **CROCUS EXPO IN MOSCOW!**

We are very excited to announce that, in addition to Fiera Milano, Mi.Co. and Rimini Fiera, since January 1st 2014 **Expotrans** has been appointed as official forwarder of the Crocus Expo in Moscow!

From now on, we can operate directly with Crocus Expo customs office and the on-site exclusive handler Crocus Transport, for any show in the 2014 calendar, regardless of the organiser.

Sales will be performed by EXPOTRANS Headquarters in Rome, coordinating local service with our Russian company 000 EXPORUSTRANS, operating specialized exhibition forwarding in Moscow since 2007 from their Krasnaya Presnja office and which you may have already enjoyed

New staff will join our Moscow team of Krasnaya Presnja's main office, managing countrywide F&E and start a new branch Crocus a dedicated office located on-site. It will be fully operational from this February in Pavilion number 3.

This experience represents a great opportunity to confirm once again Expotrans' role in the international world of exhibitions forwarding and to prove ourselves a trustworthy logistic partner also abroad.

Daniele and Mirella will be at disposal for any information or requests about exhibitions at Crocus Expo.

You can reach them at the following numbers:

daniele.bergonzoni@expotrans.it

Mob. Russia + 7 903 716 3810 Mob. Italy + 39 335 6158176 Tel. + 39 051 864466

mirella.giardina@expotrans.it

Tel. + 39 06 65004846

We hope to see you soon in Moscow! ◀



▶▶ Back (from left to right): Markus Eichenberger, Dominique Geiser Middle (from left to right): Regula Winter, Mathias Schatzmann, Erich Forrer Front (from left to right): Fabien Bilger, Fiona Lewis, Michael Keckeisen



BTG EVENTS EUROPE AG

As part of the currently ongoing restructuring of **BTG** in Switzerland, we have great pleasure in announcing that effective from 1st March 2014 BTG Events Europe AG has gone into operation.

This new enterprise, belonging to the BTG Suisse Holding AG, specialises in the logistics handling of exhibitions and events in the CIS States, in the Baltic States, as well as in the whole of Europe. In particular the countries in Eastern Europe and the CIS States were always a subject, which we as BTG Suisse wanted to develop further.

Mr. Mathias Schatzmann has been appointed as Managing Director of BTG Events Europe AG and together with his colleagues Erich Forrer and Michael Keckeisen, the team of BTG Events Europe AG can offer you complete solutions for events in the above-mentioned countries.

BTG has its own offices at the most important fairgrounds in Moscow, such as Crocus Expo, Expocentr Krasnaja Presnja, All-Russian Exhibition Centre VVC and Sokolniki Park. These offices serve you as a contact point for all matters relating to exhibition handling, as well as for any possible queries or problems which may arise. You will be delighted with our comprehensive service!

Please contact us! Our staff will gladly answer any queries you may have.

BTG Europe Events AG Unterlettenstrasse 11 CH-9443 Widnau

Tel. +41 (0) 71-726 70 90 Fax +41 (0) 71-726 70 99 E-Mail: widnau@btg-suisse.ch BTG Suisse AG Salinenstrasse 61 CH-4133 Pratteln

Tel. +41 (0) 61-337 25 70 Fax +41 (0) 61-337 25 79 E-Mail: pratteln@btg-suisse.ch

>> www.btg-suisse.ch ◀

▶MEMBERS NEWS

IDB SCHENKER



Continuing their long-standing partnership, Hannover Fairs Australia has again selected **DB Schenker in Australia** for the thirteenth time as their official integrated freight and logistics partner for **CeBIT**, Asia Pacific's largest business and ICT showcase.

CeBIT Australia 2014 will be held from 5th to 7th May 2014 at Sydney Olympic Park.

DB SCHENKER IN CeBIT AUSTRALIA 2014

Spreading over 2 large exhibition halls, CeBIT 2014 will attract more than 500 exhibitors from start-ups, established brands. local to global and small to large companies categorised into 21 key business technologies.

With over 5,000 solution experts from the ICT industry, commerce and services, as well as 34,000 highly qualified professional visitors from Australia and around the world will attend the exhibition. The high tech event will also feature a large variety of conferences and digital workshops.

DB Schenker will showcase its services and strong position in supplying logistics solutions to the ICT and consumer electronics industries at the event.

With their experienced team in Australia and around the globe **DB Schenker Fairs & Exhibitions** will service the exhibitor's logistical needs. Flying in the latest high tech equipment last minute from Asia, moving containers of standbuilding material from overseas for the custom built stands, arranging domestic transport for the local exhibitors, on-site equipment & manpower hire and loading dock traffic management, no job is too big or too small to ensure CeBIT Australia 2014 will be a success for all exhibitors! ◀

>> www.dbschenker.com



ESI GROUP PURSUES ITS DEVELOPMENT IN LOGISTICS FOR DOMESTIC GAMES

We are pleased to announce that the French company MARTINI TECHNOTRANS joined **ESI Group**, effective 18th April 2014.

MARTINI TECHNOTRANS is well known in



▶ Eric Folco

▶ Amaury Chaumet

(French Riviera) as a major player in logistics for events in this area, for more than 20 years. Their activity is focused on fairs & exhibitions, transport of fine art pieces, packing and customs formalities.

South East of France



development allows us to strengthen our presence in this part of France, and

to pursue our global strategy: providing our high-standard services for any kind of events, for any industry and at any venue in France.

Thanks to this merger, **ESI Group** welcomes 15 experienced colleagues, based in permanent offices located in Cannes. Nice and Antibes (including a 2500 sam warehouse dedicated to events).

Mr. Eric Folco and his colleague Mrs. Sophie **Lebaron** will have the pleasure to meet you all in Amsterdam during our Congress : if you wish to get more information about their services, facilities, projects... Please do not hesitate to ask for an appointment!

Main events in Nice (Acropolis venue)

ICAPP **FSCVS** WDN & OPTICAL IUGA SEMINT EUROPHARMAT...

The MARTINI TECHNOTRANS crew will be managed by Mr. Eric Folco, under the direction of Mr. Amaury Chaumet.

Main events in Cannes (Festivals Palace) **TFWA MIPTV** MIPCOM ILTM MAPIC. FACE TO FACE

Looking forward to see you again soon,

Evelyne Duval ◀

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>> For any question on the above, please contact: Evelyne.duval@group-esi.com / e.folco@martinitechnotrans.fr

MEMBERS NEWS MEMBERS NEWS



Klaus Rauch, BTG Messe-Spedition GmbH and IELA Founder and Ravinder Sethi, R.E. Rogers India.

A BEER WITH A FRIEND

It was the year 1986 when **Kiran** and I incorporated **R.E. Rogers India**. Considering I never wanted to be in freight forwarding, let alone exhibition logistics, and to top it off, had no clue of doing business - what was I thinking at the time!!

Anyway, I'll leave that story for another day.

1986 was also a momentous year in our logistics world. After a few years of dabbling, seven gentlemen sipping Swiss wine in Zurich formalised IELA in 1985 and Montreux hosted the 1st General Assembly in June 1986: 14 members, 4 prospective members, 44 participants. There was a financial loss of CHF 9042.95 for the Assembly.

Sitting in Delhi at that time, I was struggling with boxes, and balance-sheets!

Very soon I got aware of this almost alien association. Got info on telexes (remember those!), word of mouth, telefax, and from March 1989, the 'IELA Report'. But there was no way I would join IELA - absolutely no way. We were doing well, we didn't need it to secure business, and what was it called by critics - the Hans Brauchli pet, the Steve Barry fan club, the Klaus Rauch hobby, etc.

But something else was also happening in those years. Besides being business associates, Klaus Rauch and I were becoming good friends. So, he started to pressure me to join the 'club'. And then one day in the summer of 1995, sitting in a beer-garden in Munich, I succumbed - well, he was paying for the beer!

I still remember that day. I warned Klaus I won't last long in IELA, and I'm only doing it for him. Little did I know that this afternoon

would change my entire perception and attitude to our logistics world?

So, June 1995 was our first presence - the 10th General Assembly in Montreux: 56 members and 102 participants. True to my word, I was a rebel from day one. But, in all honestly, **Kiran** and I enjoyed ourselves thoroughly - there was a nice warmth, that IELA spirit Hans talked of did exist, we met old friends, we made new friends, and we did business!

Once in, **Klaus** and **Richard Geddes** (bless them both) now put pressure on me to become an active and aggressive member - do something for IELA. So, that's what started happening. Then in May 2001, I got elected to the Board - 16th IELA Congress, Beijing: 64 members and 116 participants.

From within the Board, there was an elevation to Chairman - 20th Congress in New Delhi, February 2005. In my home town - a dream come true! My tenure finished in 2007, till I 're-surfaced' for round two in Munich last year. Not withstanding this, the involvement was always there and only growing.

Look where we are today. Training programs, standards, recognition, networking, partnering and, in Amsterdam, we are going to be in amazing numbers!

So, the message from my own experience of the last 20 years: This non-believer became a die-hard believer. I gave a lot to IELA, but trust me; IELA gave much more back to me and our company. A win-win situation.

Thank you, Klaus, for that beer!

Ravinder **∢**



DHL TRADE FAIRS & EVENTS OPENS SECOND BRANCH IN COLOGNE

DHL Trade Fairs & Events significantly expanded its business activities in 2013 and subsequently needed new premises. On April 15th, 2014, the **DHL Freight** subsidiary opened a second branch office in Cologne and relocated several departments. Among those are **DHL Arts** and the trade show team working for customers participating at trade shows on the local fairgrounds as in Cologne, Düsseldorf and Essen. By means of the new facilities, DHL also expands its event warehousing capabilities to strengthen its logistics services for fine arts.

"2013 has been a very successful year for us. Moving some of our departments into bigger facilities comes naturally, particularly because the new warehouse will not just benefit the event business, but will improve other services as well. This allows us to support our customers even better than before", said Vincenzo Scrudato, Managing Director DHL Trade Fairs & Events.

The new location close by the Koelnmesse fairground provides 4,000 square meters of warehousing space. Overall 14 **DHL** employees will be working in the new venues, with a staff of six being responsible for event logistics. DHL Trade Fairs & Events has been a specialist for trade fair and event logistics for more than 45 years now and operates offices in every important trade fair city worldwide. The new office in Cologne is the 22nd branch in the global network.

Key contact details: **Gregor Klammer**

Tel.: +49 2203 36800 23 Email: gregor.klammer@dhl.com

DHL Trade Fairs & Events GmbH

Welser Straße 10D 51149 Cologne Germany

▶ www.dhl-tfe.com ◀

▶MEMBERS NEWS





Dong Lixin
Gehua-BTG
General Manager

Beijing Gehua-BTG International Logistics Co. Ltd. was founded in January 2014 and is a Joint-Venture Company between Beijing Gehua Art Company and BTG Messe-Spedition GmbH and Beijing Ranya Int'l Freight Forwarding Co. Ltd.

It is the first and only logistics company working in The First Culture Free Trade Zone in China.

Beijing Gehua Art Company is a state-run company, the leading company on the Beijing cultural market and one of the largest organizers of culture shows. As a part of the Gehua Cultural Development Group they built up "The First International Culture Trade Service Center" near Beijing Airport , which mainly consists of three functional areas – the international cultural commodity exhibition and trade center, the service industry international logistics center and the cultural bonded area.

The cultural bonded area as a part of the business focuses on cultural and art exchange, design and production of cultural products, creative high-end art exhibition and other areas of international cultural trade services. The



founded in ry 2014 and pint-Venture any between g Gehua Art eny and BTG and other professional services all goes import tax, distributed collection, cheap sto

cultural trade services system.

Beijing Gehua-BTG International Logistics Co., Ltd. has officially taken over the Beijing Gehua cultural bonded warehouse operations center and has been providing management services since the beginning of this year.

together to form a professional international

It has a bonded port function, export processing zones, a bonded logistics zone, international transit, distribution, procurement, entrepôt trade, an export processing business and provides the basis for deferred import tax until final importation.

This bonded warehouse is set in the Beijing Tianzhu comprehensive bonded area, with an indoor area of 12,500 square meters (including hydraulic lifting and 12 unloading platforms) and an office space of 1,000 square meters.

The warehouse is divided into three parts:

1) the bonded goods storage area

This is mainly for the goods of general trade bonded storage and distribution.

▶▶From left to right:

Christoph Rauch (Managing Director BTG Messe-Spedition GmbH), Zhong Yuan (General Manager BTG China Ltd.), Wang Jianqi (President of Gehua Group), Li Danyang (General Manager of Gehua Group). After the official signing ceremony on the occasion of the establishment of Gehua-BTG International Logistics. Companies importing goods can benefit from the good policy of the bonded area, deferred import tax, distributed collection, cheap storage, no time limit on the exemption from customs duties, inspection-free license - these are all advantages compared to the conventional customs procedures bonded area, which of

→ Warehouse of Gehua-BTG

2) the bonded exhibition hall

course attract customers.

This provides a bonded display trading platform for imported luxury cars, yachts, international brand consumer goods, works of art, auctions, high value items, jewelry, precision instruments, etc.

3) six special warehouses with constant temperature and humidity control

This is for fine arts, artwork and precious goods storage.

Beijing Gehua-BTG International Logistics Co. Ltd.

also provides a scope of services, including: customs clearance, import and export transportation services, special focus on fine arts, such as paintings, sculptures, antiques, ceramics, valuable items, classical furniture etc., warehouse services in the bonded warehouse, bonded electronic commerce, logistics finance, finance leasing and packing services.

If you have any inquiries or questions, please kindly find our contact details below:

Dong Lixin

General Manager dong.lixin@gehua-btg.cn Tel.: +86 10 8460 1258 Mobil: +86 1380 118 8271 ◀

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>> Hong Kong Convention and Exhibition Centre

IELA OPERATIONAL SUMMIT 2016, HONG KONG

"What about us?".

A guestion I have

been hearing many

times when I was

advertising IELA to

the backbone of our

operation, to the



►► Achim Lotzwick Member of IELA Board of Management

individuals who run the operation. True experts, carrying out an exhibition project in administration or being present at an exhibition site, making things happen.

"What about us?". Good question:

We have an IELA that caters to the individual situation of so many: young operational staff, being at their beginning of a career, assembling in Zurich at the IELA Winter Seminar; top representatives of IELA Member Companies gather at our annual Congress, and we have the Seniors Club for retired individuals who want to stay in touch.

But IELA does not have a platform where the operational staff of IELA Members can meet, network and benchmark. The people who do the daily work. The people who have the experience, the knowledge, the dedication to achieve what IELA is all about. The people who maintain the spirit of IELA.

Dear Members,

So when I was asked "what about us?" - I didn't have an answer. In full realization that we need to embrace all of our staff by IELA, was fortunate enough to have the opportunity to bring up the issue in the IELA Board of Management (BOM). Why not spend the surplus of a financially successful IELA to create networking benefits for the IELA work force of true exhibition freight logistics experts, the heros of our day-to-day business? The BOM was enthusiastic about the idea to create a new IELA Industry Event, and to make it unique in a way that the IELA financial surplus would be used to cover most of the expenses.

Present planning is underway to have the event not only once, but every January in a year where we don't have an IELA Winter Seminar. Presently we are looking to launch the spectacle from January 28th to January 31st in the year 2016 (Winter Seminar in January 2015). As it appears, the venue will be Hong Kong and IELA is graced to be hosted by the Hong Kong Convention and Exhibition Centre.

Participants at the IELA Operational **Summit** will enjoy the sterling IELA mix of social- and industry related events. The program will be designed to deliver networking benefits, benchmarking amongst industry peers and entertaining elements. Similar to our IELA Congress, there will be floor sessions, receptions, excursions, a gala dinner and the opportunity to meet the members of the IELA Board of Management.

More details will be published thru the different stages of the planning of the project.

It has been decided by BOM that there will be no registration fee to attend the IELA Operations Summit. All financing for the venue, the social events, catering and disbursements will be covered by IELA. This unique membership benefit is available to IELA Members only. By relieving participants from any kind of registration fee, IELA Members are provided with a cost efficient networking and benchmarking opportunity to have their key staff connect with the international IELA Community.

Article 4 of IELA Articles points out that the purpose of the association is to promote communication and co-operation between its members. Thanks to many years of hard work. IELA is enjoying the fortunate situation, that our financial stability provides the resources to meet the challenges of Article 4 in this highly profiled and sophisticated fashion. Closing the gap between Winter Seminar -Congress – Seniors Club we are thrilled to give IELA Members the opportunity to a new angle of networking in our association. Watch this space, more news will be forthcoming!

Achim Lotzwick **◄**

IELA's SENIORS CLUB MEETING 2014

This year's gathering will take place in Stockholm from June 13th till 15th 2014.

The IELA's Seniors Club wishes to thank the following companies for their generous contribution to our this year's event.

- > AGILITY FAIRS & EVENTS, **AUSTRALIA**
- AMIT ITD ISRAFI
- CLAMAGERAN FOIREXPO. FRANCE
- CRETSCHMAR MESSECARGO,
- **GERMANY** GBH EXHIBITION FORWARDING,
- IELA BOARD OF MANAGEMENT
- > INTER EXPOLOGISTICS,
- SWITZERLAND

 ON-SITE EXHIBITION AB, SWEDEN
- > R.F. ROGERS. INDIA
- SCHENKER DEUTSCHLAND AG,
- TRANSIT AIR CARGO, SINGAPORE
- TWI GROUP INC, USA > ZIEGLER EXPO LOGISTICS, BELGIUM



IELA NEWS

IELA INNOVATORS



▶ Niall Thompson Interflow Logistics Ltd., **Managing Director**

The best new ideas often sound crazy the first time you hear of them, because often they don't fit the normal pattern. A lot of people will reject them at first. They will raise a lot of idea killers: Who wants this? It doesn't suit our business mix, you won't get the support and so on. Innovation does not end at the first no, that's when it really starts. You have to be brave and defend your idea.

Inspire, surprise and convince them I was recently told. To create massive financial success and make a positive impact on the world we need to innovate. Can I be a market mover as well as an exhibition freight forwarder. I think we need to look at the market outside our organisation and actively invest in changing the market so that our services have substantially greater opportunities to generate revenue and make an impact in the world. Not sure what working group this would come under but I would be interested to have an open discussion. ◀



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▶ NEW MEMBERS

AMR GROUP

Introducing four new partners to the network WELCOME TO IELA!

AMR GROUP INC.

4495 West Hacienda Avenue Suite 4 NV 89118 Las Vegas



General Management

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The Team

Mr. Chris Ray

Mrs. Jennifer Padilla

Mrs. Meredith Freeman

Mrs. Susan Ray

- President
- Operations Manager
- Marketing support and administration
- Accounts Manager

About AMR GROUP INC.

AMR Group Inc was founded on the idea of providing the very best support to the exhibitions and events industry in a reliable and trustworthy fashion. The staff has over 35 years' experience helping show organizers, pavilion organizers, exhibit builders and exhibiting companies fulfill the need for reliable, knowledgeable and trustworthy logistics services on a global scale. Being a family owned company creating customized solutions for each client helps **AMR Group** stand apart from the competition. Reliable exhibition logistics service is their passion.

Our Services

- ▶ Import exhibition services in all U.S. locations
- ▶ Export exhibition services to 120 countries worldwide
- ► Transport by air, sea, truck
- Cutoms clearance
- On-site customer support
- ▶ Project Cargo ◀

▶ NEW MEMBERS

WELCOME TO IELA!

EKOL LOJISTIK AS

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The Team

Mr. Alpay Altiok

► Manager Fairs & Exhibitions

About EKOL LOJISTIK AS

Ekol offers tailored solutions for companies in fair logistics that make a difference.

Holding the title of the fastest growing Turkish logistics company in Europe, **Ekol** is now providing service in Germany, Romania, Italy, Bosnia, France, Greece, Hungary and Ukraine with its over 86.000 sqm of own warehouses and 1.200 multinational employees.

The Fair Logistics Department of Ekol, which is expert in the field, has the skills to serve with the same quality all over the world predominantly in the textile, food and construction – building sector.

Offering integrated logistics services with a customer oriented organizational structure, Ekol provides solutions to bring competitive advantage to its customers, thanks to its fleet, technological infrastructure allowing cargo tracking and monitoring, high quality of services, wide network of agencies all around the world, and a team specializing in fairs and exhibitions.

Ekol stands out among its competitors with its undamaged delivery guarantee and different transportation models for fair logistics, and offers its customers the tailored solutions they need.

Ekol provides services for exhibitors, stand manufacturers and fair organizers where customerspecific solutions are needed for events such as fairs, special exhibitions, congresses, meetings and concerts that are the most important aspects of international trade and global economy.

Our Services

- Insurance
- Duty-paid or free of duty warehousing
- ► Exhibition area consulting
- ▶ Distribution and loading services in Turkey
- Import/export customs clearance servicesInternational transportation services: Road, Air, Sea, Intermodal
- Distribution services and import procedures in the countries hosting the fairs •

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NEW MEMBERS NEW MEMBERS

▶ NEW MEMBERS



WELCOME TO IELA!

MENDELSSOHN COMMERCE EVENT LOGISTICS

1600 Courtney Park Dr. E, Unit 2 Mississauga, Ontario L5T 2W8 CANADA



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Mr. Andrew Horlick Mr. Danny Mekhuri

- Director, International Events and National Accounts
- Sales Manager, International Events
- International Events Operations Manager

About MENDELSSOHN COMMERCE EVENT LOGISTICS

Mendelssohn Commerce is a division of ICECORP Logistics Inc. With over 30 years of experience, we handle over 1,000 events per year. We are one of the largest customs and transportation providers in Canada specializing in the Meetings, Conventions, Trade Shows and Special Events Industries.

Our global network is tailored to the unique demands of our customers, and whether you are a Meeting Planner, Show Producer, Exhibitor, Sponsor, or Vendor, we will provide a custom logistics solution to meet your needs. We handle events cargo covering everything from ocean and airfreight, to courier and final mile delivery.

We also provide material handling at the show site and provide on-site supervision for easy access to our customers. Leave your customs and transportation needs to us. Mendelssohn Commerce has you covered! ◀

▶ NEW MEMBERS

WELCOME TO IELA!

PROTRAC LTDA FAIRS & EXHIBITIONS

Calle 106 No. 5662 Office 703 Bogota COLOMBIA



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Ms. Pammela Rodriguez

Mrs. Deisy Villa

Managing director

Sales Backoffice

Accounting dept

About PROTRAC LTDA FAIRS & EXHIBITIONS

Comprehensive logistic chain for fairs, shows and events

From start to finish we perform the whole process of delivery of goods until they reach the booth, including customs brokerage.

Handlings at port, airport and at fair site, as well as local and international transports until the delivery of goods reaches the booth. We offer the same service process for goods return, while including picking up the exhibition materials from the booth.

Our service makes the difference

As a specialized expert freight forwarding company in handling fairs we understand how important all exhibition goods are regardless the value or volume size.

We only use customs regulations applying for fairs events & shows

During the whole process our staff is always taking special care of your goods even during domestic transport.

To avoid any cargo damage, we never use Courier companies to move our cargo between cities. Your customer, the exhibitor, always gets a personalized and friendly service by means of team members and staff from our company, depending on the cargo volume, during delivery and pick up of the cargo at the booth. This service stays available during the fair to help the exhibitor at any time, even in cities other than Bogota. There is always a friendly relationship between exhibitor and PROTRAC LTDA.

You as our partner will always be well informed by our company during the whole process, including pictures of the cargo each step of the way. We standby and make sure our customers are at ease and know everything is being taken care of. \blacktriangleleft

Our Services

- ▶ International air and ocean freight forwarding
- ▶ Inland trucking
- ► Advance warehousing and on-site handling
- Storage
- Service desk at all events
- Preparation of export documents and return shipment requirements
- Preparation of customs forms and
- ► Liaison between show management
- Customized solutions for: Music, Entertainment, Museums, Theatre, Sporting Events and the Television and Film industry



June 28th • July 3rd 2014, NH Hot



IELA SECRETARIAT
Elizabeth Niehaus

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T. +41 41 661 1718
E. elizabeth@iela.org





IELA gets HIGH ON LOGISTICS: Come and get with us

What attracts people to Amsterdam? Water canals, coffee shops and Antje Pikantje? Maybe. But what attracts exhibition logistics freight forwarders to Amsterdam this year? Exactly, IELA's 29th Congress from June 28th to July 1st and IELA's 3rd Partnering Event from July 1st to July 3rd!

IELA is quickly rising to the occasion as **the** recognized quality brand of the exhibition logistics industry. Every year we strive to break old records with new ones. We continue to bring you quality networking with lasting business benefits, getting the key players to come together once a year for the biggest event in the industry. This year we are HIGH ON LOGISTICS in Amsterdam.

We will meet in the international and dynamic city of Amsterdam that with its diversity, very much reflects the different cultures, experiencing other trades and enjoy doing business.

Our hosts **Peter Busscher** (CEVA Showfreight B.V.), **Bas Wiendels** and **Marc Uitenbrock** (Valverde B.V.), as well as **Ger Kluter** and **Bas Oversier** (Van der Helm-Hudig B.V.) are extremely excited to welcome us in their city. Three days fully focused on networking and brainstorming between Members. Two days fully focused on structured and professional networking with agents from over 50 different countries.

We are getting closer and closer to the IELA events. Our delegates list continues to grow. It is only 2 months before the event and we already have 333 delegates from 55 countries representing 189 companies, an astonishing number of registrations! We aim to continue this success that Amsterdam will be the biggest number of participants the industry has seen at a networking platform so far.

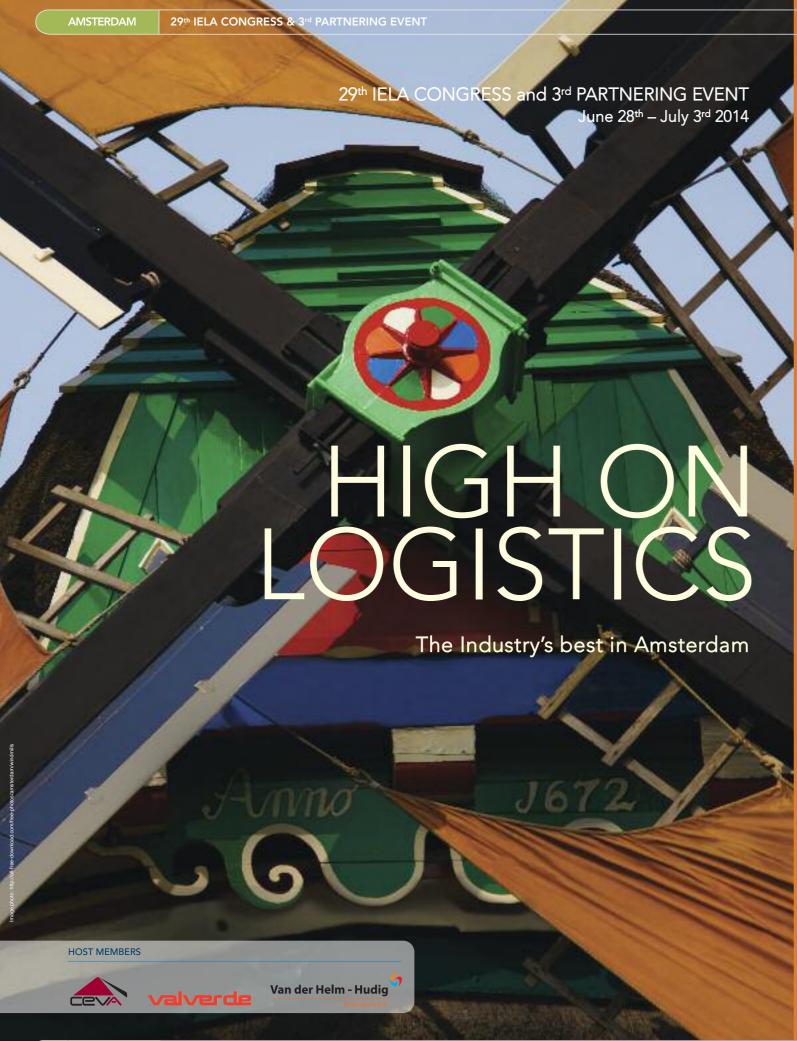
As our slots are beginning to fill up, we are preparing MyAgenda, the software to arrange your 1-2-1 meetings, to go live with our registered delegates **on Wednesday April 23rd to Tuesday June 17^{rh}**. There will be 8 weeks time to create your agenda for the Congress and Partnering Event. If the numbers of slots run out, you may still be able to arrange informal meetings with your counterparts via email. All those who have registered by this time will be on the participants list which is published in this IELA Report. The IELA Report has a total printed coverage of 1.500 magazines. An electronic edition is also been distributed via email to organisers, associations and press agencies all over the world. Don't miss the opportunity to be part of this amazing networking experience.

We would like to extend our heartfelt thanks and appreciation to our present 2014 sponsors: Agility Fairs & Events Logistics Pte Ltd (Singapore), Airways Freight Corporation, AMR Group Inc., BTG Messe-Spedition GmbH, Buhariwala Logistics, Cargolive S. de R.L de C.V., CHS Expo Freight, Ekol Logistics AS, ELF Shipping LLC, Europa Showfreight, Expotrans S.r.l., Expowestrans LLC, Fulstanding Shows e Eventos MC Ltda., GBH Exhibition Forwarding Ltd., IAL Nigeria Limited, Inter ExpoLogistics Ltd., KEMI-LEE Co. Ltd., Mars Logistics, Masstrans Freight LLC, netlog network logistix gmbH, Orient Marine Lines Pvt Ltd, PSBedi Group, Resa Expo Logistics, R.E. Rogers India Pvt. Ltd., Suomen Messulogistiikka Oy, TWI Group, Valverde B.V., Ventana Serra Shows & Eventos and Ziegler Expo Logistics.

This is your opportunity to meet with the best and brightest in the industry. IELA's networking is the industries event of the year: IELA's 29th Congress, June 28th – July 1st, and IELA's 3rd Partnering Event, July 1st. July 3rd, Amsterdam.

Experience the best exhibition logistics networking event in 2014! We want to see you there! **Get HIGH ON LOGISTICS with us!**

For more information please contact Elizabeth Niehaus at Elizabeth@iela.org
Tel. +41 41 661 1718 - www.iela.org













CONTACT DETAILS E. udo.smit@cevalogistics.com E. peter.busscher@cevalogistics.com

Supervisor International CONTACT DETAILS

▶ Peter Busscher

CEVA Showfreight

Dear members, welcome to The Netherlands!

We are proud to be a host member at the **29**th **IELA Congress!**

The Netherlands is.....

A small country between Germany, Belgium and the North Sea. A small country with many people and different cultures.

We have one of the biggest harbors in the world, one of the bigger airports of Europe.

The Netherlands has a lot to offer, not only for tourists, but most certainly for business too.

We look forward to meeting you and hope you enjoy our wonderful city.

Have a GREAT time in Amsterdam!

Udo and Peter





▶ Ger Kluter Van der Helm-Hudig Manager Expo Logistics

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▶▶Bas Oversier Van der Helm-Hudio Sales Manager Expo Logistics

CONTACT DETAILS E. b.oversier@helmhudig.nl

Welcome to Amsterdam!

Welcome to our beautiful and fascinating city of Amsterdam. Amsterdam has always been we will do at the 29th IELA Congress!

Amsterdam has a history of creating wealth through global trade. In the 1600s, ships from network. Inspiring us to do the same in Exhibition Logistics.

Like the merchants from Amsterdam who made the city rich by reaching out to the world, we are also looking beyond the borders of our own country. We are open to new ideas and always looking to find new solutions for our logistic challenges.

No better place to cross the border than in Amsterdam!

Ger and Bas











29th IELA CONGRESS & 3rd PARTNERING EVENT

































TWIQ



29th CONGRESS PROGRAMME & General Assembly

Congress Registration (Beatrixlounge/Hotel entrance)

Introduction to First Time Participants & New Members

Induction Meeting by Bob Moore, IELA Chairman

Shooting IELA Portraits (Season Rooms, Ground Floor)











08:00-08:30 08:30-09:00 09:00-10:00 10:00-10:30 10:30-12:00 12:00-13:30 13:30-15:30 15:30-16:00 16:00-18:00 18:15-19:15 19:15-19:30 19:45-23:00 **Host Dinner** (Restaurant STORK)

Monday, June 30th

Saturday, June 28th 12:00-20:00

17:00-18:00

18:00-20:00

07:00-09:00 Breakfast for delegates & companions staying at NH Grand Hotel Krasnapolsky

(St. John's Room I+II, Ground Floor)

09:30-11:00 **Working Group Closing Sessions** (Grand Ballroom, Ground Floor) 11:00-11:30 Coffee Break (Volmer Room I+II+III & Winter Garden, Ground Floor) 30th IELA Congress, Singapore 2015 (Grand Ballroom, Ground Floor) 11:30-12:30

2016 Congress: Candidates presentations & voting

12:30-14:00 **Lunch** (Volmer Room I+II+III, Ground Floor) 14:00-16:00 HIGH ON LOGISTICS, IELA 2014 Forum, Part 1

16:00-16:30 **Coffee Break** (Volmer Room I+II+III & Winter Garden, Ground Floor)

16:30-17:30 HIGH ON LOGISTICS, IELA 2014 Forum, Part 2

(Grand Ballroom, Ground Floor)

17:30 **Chairman's closing session** (Grand Ballroom, Ground Floor) 19:15 Boat Departure to Gala Dinner & Award Night 19:45-24:00 **Gala Dinner & Award Night** (Het Scheepvaartmuseum)

Tuesday, July 1st

09:30 Bus departure to DAY OUT 10:00-15:30

DAY OUT: A touch of Dutch! 19:00-21:00 Welcome Cocktail Partnering Event (NH Grand Hotel Krasnapolsky,

Winter Garden, Ground Floor)

Dress Code: Smart Casual ◀



Hotel Details

The **NH Grand Hotel Krasnapolsky** and conference centre sits in a fantastic central location overlooking Dam Square in the thriving heart of Amsterdam.

As the largest 5* conference hotel of the Benelux countries, it boasts an impressive assortment of accommodation types and an abundance of facilities to suit the needs of both the leisure and business visitor.

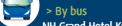
NH Grand Hotel Krasnapolsky Dam 9

1012 JS Amsterdam The Netherlands **Phone** +31 20 5549111

> Travel

Distance from the Hotel

- From Schiphol Airport: 17,3 km
- From Amsterdam Central Station: 1,2 km Transportation from and to the airport.



NH Grand Hotel Krasnapolsky is very accessible regardless of means of transportation.

There is a Connexxion shuttle service from Schiphol Airport to the hotel. A one-way ticket for one person costs approx. EUR 16.50 and can be purchased on the bus.

It departs every 30 minutes from 06:00 in the morning to 21:00.

Guests arriving by car can park in the secured hotel garage which can accommodate 150 cars, costs are EUR 5,- per hour or EUR 50.00 per 24 hours.

When you arrive at Schiphol, go to platform A7 at Schiphol Plaza; follow the signs to Taxis & Buses. Schiphol Hotel Shuttle guarantees departures at intervals of maximum 30 minutes, so you'll never have to wait longer than 30 minutes.

When you arrive at Schiphol, go to platform A7 at Schiphol Plaza; follow the signs to Taxis & Buses. From there you can find taxi to take you to NH Grand Hotel Krasnapolsky.



• Estimated Taxi Fare:

first 2.000 meters EUR 7,50 14,52 km x EUR 2,20 per km EUR 31,96 EUR 39,46

Expect to pay around EUR 40 for the journey to the hotel.

> Travelling to Amsterdam by car: The NH Grand Hotel Krasnapolsky

has a guarded parking garage. Parking is based on availability. Please note due to the height of the garage, it is not possible to park SUV's or cars which are similar or higher than SUV's. The price per 24 hours is EUR 50,00.

Amsterdam additionally offers various Park & Ride places. These car parks are located on the outskirts of the city near motorways and have excellent public transport connections. Public transport brings you right into the centre of Amsterdam in no time.

Prices for parking in a P+R car park costs only EUR

>> For further information concerning P+R car parks please have a look at http://www.iamsterdam.com/ en-GB/experience/plan-your-trip/gettingaround/parking/park-and-ride. <





















































29th IELA Congress & 3rd Partnering Event

HIGH ON LOGISTICS FORUM



Cornelien Baijens easyFairs **Managing Director** in the Netherlands and Belgium



MCI NL



Operations Director

Building the Bridge - HIGH ON LOGISTICS FORUM at IELA's 29th Congress

Building the bridge between organisers, venues and exhibition freight forwarders IELA presents this year the **HIGH ON LOGISTICS Forum** during the Amsterdam Congress for the first time. The direct way to interact with organisers and suppliers enables both partners to have the same goals delivering the best level of services. IELA makes it possible to open the discussion so that unanswered questions directed at organisers can be responded to, face to face at IELA's **HIGH ON LOGISTICS Forum 2014**. Your questions become the voice and will be heard!

Actually **194 delegates** representing **109 companies** registered for the **29th IELA Congress** and **333 participants** from **189 companies** are going to attend the **3**rd **IELA Partnering Event**. Not only and strengthen each other.

IELA's campaign **"Building the Bridge"** started with the new column the Organiser's Corner in organisers. With this input we sum up the most important ones:

- ▶ 1) What global geographical areas do you see as the markets for the exhibition industry? How is your organisation preparing for these new markets?
- **2)** Handling & Logistics Providers as well as stand contractors are more being looked as the organiser's vendors, rather than their partners. Do you agree with this? Is it good? If not, what can the partners do to change it?
- **3)** As an organiser of large events, what would be your expectations from onsite handling & logistics solution provider working at your shows? Also, what would you believe will be
- **34)** What are the major factors which organisers use for deciding and choosing its official onsite handling agent? Is the IELA membership, standing for high quality standards, an important selection criteria?
- > 5) How in your opinion IELA and its members play an active role and contribute effectively in the efforts of organisers of fulfilling their goals towards sustainability? Which

send us your suggestions until Friday, May 30th to elizabeth@iela.org.

IELA is very pleased to confirm the participation of the following BENELUX key players to this year's HIGH ON LOGISTICS forum: Mrs. Cornelien Baijens (Managing Director of easyFairs in the Netherlands and Belgium), Mr. Peter Willem Burgmans (Managing Director of MCI NL), Mr. Martin van Nierop (Operations Director at RAI), among others.

The **IELA HIGH ON LOGISTICS Forum** will take place during IELA's 29th Congress on June 30th 2014 from 14:00 to 18:00 at the NH Grand Hotel Krasnapolsky in Amsterdam.

For more information please contact Elizabeth Niehaus at Elizabeth@iela.org Tel. +41 41 661 1718 - www.iela.org











IGRESS & 3rd PARTNER





































Where: Front Entrance of NH Grand Hotel Krasnapolsky

▶ When: June 29th at 18:15



▶▶ Brad Watson Airways Freight Corp., USA Member of IELA Organisers Working Group

The 2014 IELA Road Runner is kindly sponsored by Airways Freight Corp., USA



How many times have you found yourself in a conversation that began with, "Wouldn't it be great if....", and it actually came about? One of those rare exceptions that this happened was last year in Munich, after a few members raised such a question after struggling to find a time or a place for exercise during the IELA Congress in Barcelona. With minimal planning, legs and feet were given the idea, resulting in the first 1-2-1 on the run event on the streets of Munich at the 2013 Congress. Good ideas are easy to turn into action when there is a demand, so it should come as no surprise that we will be doing it again this year in Amsterdam.

There is no closer or more intimate way to see a city and feel the culture than through the soles of your feet. This year, our routes will take us through Dam Square, van Gogh Museum, Heineken Brewery, the canals, Skinny Bridge, the flower market, and yes, the red light district. We will again offer two different pace options. An accelerated group that will run approximately 7.5 km (about 1 hour), and a casual group, that will run approximately 5 km (about 45 minutes) with more stops for sightseeing and photos. This year, we will also have two guides per group and a photographer that will give evidence to your dedication.

We will depart from the front entrance of the NH Grand Hotel Krasnapolsky. Please note this is 15 minutes after the last 1-2-1 Meeting ends, so you might want to ask your last meeting partner if they prefer to have your meeting on the run. If you are interested we encourage you to register yourself (and whomever else you are registering) by sending your name, and shirt size to: Madeleine@iela.org

Hope to see you there!

Brad Watson ◀





Holland is the **NEW** golf destination

>> Where: Golfbaan Naarderbos

When: July 3rd at 08:00 am

www.golfbaannaarderbos.nl

The 2014 IELA Golf Open is kindly sponsored by Expowestrans LLC., RUSSIA



As this is being written the first Major of the Season, the Masters at Augusta, has just started. However, equally as important as far as **IELA Partnering Event Delegates** are concerned, on Thursday July 3rd 2014 the 3rd IELA Golf Open will take place.

We will depart from the hotel at 08:00am and the tee will be served at around 09:00am. The

A hand full of players will compete to win the superb trophy donated by Agility Singapore and Nat Wong (a former IELA Golf Tournament Winner) which has again been kindly sponsored by EXPOWESTRANS LLC.

Who will be the successor of the 2012 Champion Mr. Amaury Chaumet (E.S.I Group) and of the 2013 Champion Mr. Ray Sharma (R.E. Rogers India Worldwide). All courses in the Netherlands Amsterdam have some tricky conditions.

The terrain is very flat which means course designers have a challenge to make golf courses interesting. Some of the preferred courses use sand dunes and coastline for a dramatic effect. As much of the land lies at or just below sea level, many holes have a water hazard. The wind which comes in from North Sea also plays an important factor.

Golf in the Netherlands is not new; in fact the game "het kolven" (first recorded in the 14th century) required a ball to be hit with a stick - not unlike a golf club or hockey stick - towards a target. The first golf clubs in the country were created at the turn of the 20th century.

Coming in third, Golf is a favorite Dutch sport with over 300.000 active golfers, over 200 golf courses of which some of them are over 100 years old. According to Golf World's September 2013 issue with the Top 100 golf courses of Continental Europe, Holland makes a good claim to sport, it's in the highest proportion of Top courses of any major European country.

Please let us know if you are interested in joining the **IELA Golf Open** and send us a short email including your email-address, your mobile number and your need (Full or Half Set of Clubs, left or right handed) to **markus@iela.org**







2014 CONGRESS SPONSORS







































22 IELANREPORT75

No. of registered delegates (status 30.04.2014): 194 No. of countries represented: 44

►IELA CONGRESS PARTICIPANTS

Title	Name	Full Name
Ms.	Laura	Anchava
Mr.	Robert	Moore
Mr.	Ron	Koehler
Ms.	Eve	Novikova
Mr.	Johan	Hollaender
Mr.	Pieter	Francken
Mr.	Jean-Marc	Salmon
Mrs.	Mariane	Ewbank
Mr.	Claudio	Machado
Ms.	Renata	Vinhas
Ms.	Claudia	Almeida
Mr.	Andrew	Horlick
Mr.	Alan	Patterson
Ms.	Sandi	Trotter
Ms.	Alicia	Mayer
Ms.	Carolina	Sanchez
Mr.	Vincent	Jiang
Mr.	Eric	Ye
	cl. ·	0
	Cherie	Ren
	Roland	Tse
	Cathy	Zang
Mr.	Charles	Duan
Mr.	Owon	Ouwana
/VII .	Owen	Ouyang
Mr.	Yide	Qian
Ms.	Wei	Shen
Mr.	Zhen Wu	Sun
Mr.	Xu	Xu
Mr.	Li	Lian Zhi
Mr.	Shi	Zhi Gang
Ms.	Wang	Shan
Mr.	Henry	Zhang
Mr.	Cui	Xiao
Mr.	Lou	Guangtao
Mr.	Chris	Chan
Ms.	Karen	Ngo
Mr.	Thomas	Lau

Company	Country
BTG-Expotrans S.A.	▶ Argentina
Agility Fairs and Events Pty. Ltd.	• Australia
Schenker Australia Pty Ltd	Australia
Caspian Freight Services LLC	AustraliaAzerbaijan
Kristal BVBA	Belgium
Ziegler Expo Logistics	Belgium
Ziegler Expo Logistics	Belgium
Fulstanding Shows e Eventos MC Ltda	▶ Brazil
Fulstanding Shows e Eventos MC Ltda	Brazil
Transportes Fink Ltda.	Brazil
Transportes Fink Ltda.	Brazil
Mendelssohn Event Logistics/	DIGZII
ICECORP Logistics	▶ Canada
Mendelssohn Event Logistics/	Condud
ICECORP Logistics	Canada
TWI Group Inc. (Canada)	Canada
DECA Express SA	• Chile
DECA Express SA	Chile
Agility Fairs & Events Logistics	Cime
(Shanghai) Co. Ltd.	▶ China
Agility Fairs & Events Logistics	V China
(Shanghai) Co. Ltd.	China
Bondex Logistics Co., Ltd	China
Bondex Logistics Co., Ltd	China
Bondex Logistics Co., Ltd	China
BTG International Freight	Chino
Forwarding Co, Ltd.	China
BTG International Freight	Chino
Forwarding Co, Ltd.	China
Shanghai Expotrans Limited	China
Shanghai Expotrans Limited	China
Shanghai Expotrans Limited	China
Sinotrans Beijing Company	China
Sinotrans Logistics Development	China
Sinotrans Logistics Development	China
Sinotrans Logistics Development	China
Unitex Logistics Co., Ltd.	China
Unitex Logistics Co., Ltd.	China
The state of the s	

NM NEW MEMBER OF



Title Name

NM NEW MEMBER OF

PROTRAC LTDA Orbit Moving & Storage Ltd. Centrumsped S.R.O. Samehco Int'l Forwarding

& Exhibition Services **Quick Cargo Door-to Door Services** Blue Water Shipping A/S

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ESI Group ESI Group ESI Group ESI Group ESI Group

Palomo Sanchez

Al Salman

World Exhibition Logistics World Exhibition Logistics Agility Logistics GmbH Agility Logistics GmbH **BTG Messe-Spedition GmbH BTG Messe- Spedition GmbH**

BTG Messe- Spedition GmbH **BTG Messe-Spedition GmbH DHL TFE Germany**

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▶IELA CONGRESS PARTICIPANTS

Title	Name	Full Name
Mr.	Kuldeep	Razdan
Mr.	Sudhir	Dhavan
Mr.	Manoj	Kumar
Mr.	Ravinder	Sethi
Mr.	Raj	Sharma
Mr.	Kartik	Soman
Mr.	Praveen	Suri
Mr.	Sushil	Upadhyay
Mr.	Ashvin	Venkatesh
Mr.	Sanjeev	Pant
Mr.	Anoop	Singh
Mr.	Matthias	Dornscheidt
Mr.	Parag	Padhya
Mr.	Sameer	Pandya
Mr.	Sandeep	Mithal
Mr.	Niall	Thompson
Ms.	Hagit	Tombak
Mr.	Alessandro	Conte
Mr.	Guido	Fornelli
Ms.	Cristina	May
Mr.	Giampiero	Beltrami
Ms.	Marta	Piccoli
Mr.	Agostino	Montini
Mr.	Roberto	Pasini
Mr.	Tatsuo	Shigeta
Ms.	Nadine	Khouri
Mr.	Richard	Fullarton
Mr.	Alex	Lewis
Mr.	Seon	Jeon
Ms.	Christine	0h
Mr.	Kyung Rock	Min
Mr.	Joseph	Harb
Mr.	Daniel	Mithran
Mr.	Syed Amirul	Hafidz
Mr.	Chris	Smith
Ms.	Bera	Benitez
Mr.	Nicolas	Cucidis
Mr.	Diego	Marinelli
Ms.	Lorena	Vazquez
Mr.	Miguel Angel	Lara



ΝI	M NEW MEMBER OF	
	Company	
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	R.E. Rogers India Pvt. Ltd.	
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	Red Logistics Ltd.	
	Red Logistics Ltd.	
	Schenker India Pvt. Ltd.	
	Siddhartha Logistics Pvt. Ltd.	
	Siddhartha Logistics Pvt. Ltd.	
	Translink Express Ltd.	
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	OTIM SPA	
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	SAIMA Avandero SPA	
	Ishikawa-Gumi, Ltd.	
	Consolidated Marketing	
	& Logistics (CML)	
	Kanoo Exhibition Services	
	Kanoo Exhibition Services	
	KEMI-LEE Co., Ltd.	
	KEMI-LEE Co., Ltd.	
	Korea Interlink Inc.	
	BCC Logistics	
	JIM Project & Expo Logistics	
	(M) Sdn. Bhd.	
	R.E. Rogers (Malaysia) Sdn Bhd	
	R.E. Rogers (Malaysia) Sdn Bhd	
М	Cargolive S.de R.L.de C.V	
М	Cargolive S.de R.L.de C.V	

Country **▶** India India India

India India India India India India India India India India India India **▶** Ireland

▶ Italy Italy Italy Italy Italy Italy

Israel

Italy **▶** Japan

▶ Jordan

▶ Kingdom of Bahrain Kingdom of Bahrain

Korea Korea Korea

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Mexico

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Van der Helm-Hudig

ERTEM INT'L TRANSPORT Co. Ltd.

ERTEM INT'L TRANSPORT Co. Ltd.









NM	NEW MEMBER OF	(E)	

Title	Name	Full Name
Mr.	Rene	Carvajal Garcia
Mr.	Edgar	Gonzales Rosales
Mr.	Olusegun	Lawal
Mrs.	Marzena	Zawadzka-Szulc
Mr.	Mohamad	Dib
Mr.	Ziad	Harb
Mr.	Alexey	Levitskiy
Mr.	Sergey	Mints
Mr.	Andrey	Andreev
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Ms.	Anneli	Larsson
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Mr.	Peter	Busscher
Mr.	Udo	Smit
Mr.	Marc	Uitenbroek
Mr.	Bas	Wiendels
Mr.	Ger	Kluter
Mr.	Bas	Oversier
Mr.	Alpay	Altiok
Mr.	Mehmet	Özal
11-	Free	Estam

NM NEW MEMBER OF

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NAIB Group Fair Division México S.A.		
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Expowestrans LLC		Russia
PAN-BALTService Ltd.		Russia
Agility Fairs & Events Logistics Pte Ltd	•	Singapore
Agility Fairs & Events Logistics Pte Ltd		Singapore
Transit Air Cargo Singapore Pte. Ltd.		Singapore
La Rouxnelle Logistics + Consulting	•	South Africa
Resa Expo Logistics	•	Spain
Resa Expo Logistics		Spain
Resa Expo Logistics		Spain
Schenker Fairs & Exhibitions	•	Sweden
Agility Logistics Ltd. Fairs and Events	•	Switzerland
BTG Suisse AG		Switzerland
BTG Suisse AG		Switzerland
DHL TFE Switzerland		Switzerland
Gondrand International AG		Switzerland
Inter ExpoLogistics Ltd		Switzerland
Inter ExpoLogistics Ltd		Switzerland
Inter ExpoLogistics Ltd		Switzerland
Swiss Expo Logistics AG		Switzerland
Swiss Expo Logistics AG		Switzerland
Crown Van Lines Co., Ltd.	•	Taiwan
Rogers Bangkok	•	Thailand
Ceva Showfreight B.V.	•	The Netherlands
Ceva Showfreight B.V.		The Netherlands
Valverde B.V.		The Netherlands
Valverde B.V.		The Netherlands
Van der Helm-Hudig		The Netherlands





































EKOL Lojistik

EKOL Lojistik





Turkey

IELA CONGRESS PARTICIPANTS

Title	Name	Full Name
Ms.	Selmin	Kahraman
Mr.	Esber	Kaynak
Ms.	Tijen	Özer
Mr.	Feyzan	Erel
Mrs.	Ümran	Özdindar Gen
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Mr.	Abuturab	Kuvawalla
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Mr.	Krishna	Kumar
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Mr.	Vinay	Sharma
Mr.	Andreas	Barth
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Mr.	Jeff	Broom
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Mr.	Brad	Watson
Mr.	Chris	Ray
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Mr.	Matt	Dell'Orto
Mr.	Ту	Warren
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USA



EVENTS HIGHLIGHTS

The Dutch are well-known for their history as seafaring traders. Het Scheepvaartmuseum, the

On 13th April 1973, **Het Scheepvartmuseum** was officially opened by Princess Beatrix. The renovation started in 2007 with costs mounting up to 58 million EUR paid by the government.

The large inner courtyard was recently covered in a glass roof decorated with winkling lights inspired by the compass lines on an old sea map. The costs are 3 million EUR.

Today the museum embodies 500 years of maritime history. It has the second-largest maritime collection in the world. The collection contains paintings, scale models, weapons and world maps among others. Het Scheepvaartmuseum has been completely renovated, but still

Be seduced by the maritime atmosphere when we set sail to the **Gala Dinner on June 30th 2014**. Ship ahoy! <

HEINEKEN BREWERY

If you are a fan of **Dutch pilsner beer** then this is the place for you! This brewery was established in 1864.

Today **Heineken** is one of the three largest producers in the world. In 1988 **Heineken** closed their old Amsterdam brewery and opened a tour for fans of its beer.

The museum shows the impressive brass beer tanks, the famous gold medal from the Universal Exhibition in Paris, France from 1889, old photographs and state decorations the family received.

Learn how to pour the perfect beer or create your own beer bottle!

Are you in the mood for more? Then join us and taste the Heineken experience during our Partnering Event Night on July 2nd 2014.

































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29th IELA Congress & 3rd Partnering Event

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The 2014 Gala Dinner is kindly sponsored by

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AMSTERDAM





COMPANION PROGRAMME

Sunday, June 29th from 9:30 - 12:00 a relaxing Private Boat ride through the beautiful scenic **Amsterdam canals** will take place. The best way to see Amsterdam is by water. The boat ride will include an English speaking guide to give you insight of the famous canals. Summer vibes floating through the canals, enjoy the view and listen to the soothing lapping of the water on the banks of Amsterdam. Later in the day from 12:00 - 16:00 there will be a High Tea Cook Workshop, making sandwiches, scones, and cakes. Make your cake and have it too! Plenty of time to indulge, drink your tea have a bite to eat and relax.

Monday, June 30th from 9:30 - 12:00 a Private Tour through the Majestics Rijksmuseum is planned. With an English speaking guide the programme will start off with a cultural private tour of the famous Rijksmuseum. Be impressed by the museums artworks, and see the famous paintings in a quiet and calm environment. After a typical Dutch lunch, of breads, cheeses, and cold cuts, there will be time for shopping. A guided tour will lead you through the "Nine Streets" which is one of the best shopping districts of Amsterdam. Boutiques, designer clothes, cool gadgets and restaurants, the guide will tell you stories about the Nine Streets and give you tips for the best shops to your liking.



Sunday 29th of June

09:30 - 12.00 Private Boat ride through the beautiful Amsterdam Canals

12.00 - 16.00 High tea workshop (including lunch)

Monday 30th of June

09.30 - 12.00 Private tour with Guide through the Majestic Rijksmuseum

12.00 - 16.00 Lunch and shopping in "Nine Streets" ◀

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A TOUCH of DUTCH

When: July 1st at 09:30 - 15:30

Where: Dutch Farm

29th IELA Congress

& 3rd Partnering Event

Marian Sethi R.E. Rogers India

The 2014 IELA DAY OUT is kindly sponsored by R.E. Rogers India



The IELA 2014 Day Out will be taking place at a traditional Dutch farm just a 20 minute drive from Amsterdam. There will be time for laughing and competition as well as enough time for business talk.

Get ready for the **Clog Dancing Workshop**, where guests will be taught step by step the show off their dancing skills in clogs.

If dancing isn't your thing, then maybe you are better with games. **Dutch farmhouse Games** wheelbarrow run, clog racing, throw the eel, milk-the-cow, pull 'm over the cow dung, put the farmer where he belongs, eel darting, play skittles with cheese, children's bowling, do the sackcloth-walk, throw the pitchfork, farm woman is looking for a farm man, goal shooting, horse-shoe throwing, water balance and a lot more of these hilarious and attractive games.

More of a sports fan? Nowhere in the world is a sport as accessible as Farmersgolf. Everybody can play Farmersgolf, no sports background is required. Farmersgolf is a variation determine the route through the landscape. Who finishes the 9 holes in the least amount of hits, is the winner!

Last but not least for everyone's efforts and of course for our more competitive participants the best part is saved for last. The day will end with an award ceremony. Have a drink and enjoy the awards won for all the activities played during the day!

Kiran Sethi















AMSTERDAM

PARTNERSHIPS

3rd PARTNERING EVENT





July 1st • 3rd 2014, NH Hotel Krasnapolsky, Amsterdam

IELA Networking



TWI Group Inc., CANADA Vice Chair of Membership Working Group

CONTACT DETAILS

I am looking forward to our **Networking Event** this year. I have been to many other such events

The congress itself provides the opportunity to see friends and renew old acquaintances, while helping our association to improve and grow. The networking event offers the potential to add to lost ones and strengthen existing ones.

It can be quite a challenge to meet with so many people in one day, preventing yourself from sounding like a recorded message as you market your company. I have often found my cheeks aching because I have been smiling so much! While I'm definitely no expert, here are some tips

- postpone the meeting, inform your partner. It can be very embarrassing to sit at an empty table by yourself in a room full of networkers!
- > Use simple language when talking with your networking partner, it is likely
- > Make sure you have researched your target. It can be very uncomfortable for both parties if you discover in the first 30 seconds that there are no potential
- > Look for an identifying quality about the individual or their company that you are meeting with. Meeting seventeen people in one day can cause everything to become one big blur, regardless of how many notes you make
- > Don't do all the talking make sure you provide ample time for both parties to sell their company. Remember, it's an opportunity for both participants.
- > Smile, relax, enjoy we are all there for the same purpose, to meet new people, discuss business opportunities and develop what we hope will be long lasting

This year TWI will be sending 4 representatives to Amsterdam. The highest number of participants we have ever sent, a true testament to the quality of the IELA Partnering Event.

Sandi Trotter













































3rd IELA PARTNERING EVENT PROGRAMME

Tuesday, July 1st

15:00-20:00	Event Registration (Beatrixlounge/Hotel entrance)
19:00-21:00	Welcome Cocktail (NH Grand Hotel Krasnapolsky, Winter Garden, Ground Floor)

Wednesday, July 2nd

07:00-08:30	Breakfast for delegates staying at the NH Grand Hotel Krasnapolsky (St. John's Room I+II, Ground Floor)
08:30-08:45	Welcome (Grand Ballroom, Ground Floor)
08:45-10:45	Formal Networking Sessions Part 1 – 6 Slots (Grand Ballroom, Volmer Room I+II+III and Winter Garden, Ground Floor)
10:45-11:15	Coffee Break (St. John's Room I+II, Ground Floor)
11:15-13:15	Formal Networking Sessions Part 2 – 6 Slots (Grand Ballroom, Volmer Room I+II+III and Winter Garden, Ground Floor)
13:15-14:15	Lunch (St. John's Room I+II, Ground Floor)
14:15-16:15	Formal Networking Sessions Part 3 – 6 Slots (Grand Ballroom, Volmer Room I+II+III and Winter Garden, Ground Floor)
16:15-16:45	Coffee Break (St. John's Room I+II, Ground Floor)
16:45-17:45	Formal Networking Sessions Part 4 – 3 Slots (Grand Ballroom, Volmer Room I+II+III and Winter Garden, Ground Floor)
17:45-18:00	Closing Session (Grand Ballroom, Ground Floor)
19:45	Bus Departure to Heineken Brewery
20:00-24:00	Partnering Event Night (Heineken Brewery) Dress Code: Casual

Thursday, July 3rd

08:00	Bus Departure to IELA Golf Tournament
09:00-16:00	IELA Golf Tournament (Golfbaan Naarderbos)
10:00	Bus Departure to Amsterdam RAI
10:30-12:00	Tour to Amsterdam RAI
09:00-14:00	Informal Networking (NH Grand Hotel Krasnapolsky & Others)

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Tour to Amsterdam RAI

year, **Amsterdam RAI** is one of Europe's foremost venues for major international events.

multi-functional lounges, **Amsterdam RAI** offers numerous specialized services such as catering, audiovisual technology, special events, hostess service and marketing communication.

In 2012, the **Amsterdam RAI Convention Centre** hosted 629 events which attracted nearly 1.4 million visitors (2011: 1.6 million and 2010: 1.4 million). The total number of exhibitors in 2012 was 16.364

RAI Holding achieved a net turnover of EUR 134.7 million, 0,8% more than the EUR 133.9 million realized in 2011.

We are pleased to invite you to join the tour on **Thursday July 3rd. The bus to Amsterdam RAI** will leave the NH Grand Hotel Krasnapolsky at 10:00 a.m.

••• Please let us know if you are interested in attending the tour and send us a short email to



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No. of registered delegates (status 30.04.2014): 333 No. of countries represented: 55

IELA PARTNERING EVENT PARTICIPANTS

Title	Name	Full Name
Mr.	Mounir	Robai
Ms.	Laura	Anchava
Mr.	Robert	Moore
Mr.	Heimo	Schwarzbauer
Ms.	Eve	Novikova
Mr.	Pieter	Francken
Mr.	Jean-Marc	Salmon
Mr.	Sergio	Corredato
Mr.	Marcos	Krekovski
	Mariane	Ewbank
Mr.	Claudio	Machado
Mr.	Anderson	Marisa
Mr.	Fabio	Machado
Mr.	Reginaldo	Suares
Ms.	Claudia	Almeida
Ms.	Renata	Vinhas
Mr.	Sidnei	Brandao
Ms.	Claudia	Grigolon
Ms.	Carole	Baribeau
Ms.	Carole	St-Cyr
Mr.	Andrew	Horlick
Mr.	Alan	Patterson
Ms.	Shan	Beg
Ms.	Sandi	Trotter
Ms.	Alicia	Mayer
Ms.	Carolina	Sanchez
Mr.	Vincent	Jiang
Mr.	Eric	Ye
	Liza	Suen
	Shirley	Xing
Ms.	Cherie	Ren
Mr.	Roland	Tse
Ms.	Cathy	Zang
Mr.	Charles	Duan
Mr.	Owen	Ouyang
Mr.	Weimin	Zha
Mr.	Ramon	Zhu
Mc	Vuolio	Fig.

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do-express co., Eta.	CIIIIO



Title Name Palomo Sanchez

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⊕ Shanghai Expotrans Limited
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Global Exposition Services









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Title	Name	Full Name
Mr.	Jérôme	Perrin
Ms.	Sandra	Ruppe
Mr.	Alexandre	Bled
Mr.	Claude	Guyot
Ms.	Sally	Al Salman
Mr.	Patrick	Rejaud
Mr.	Ralf	Chmielewski
Mr.	Claus	Hoelzer
Mr.	Volker	Baumann
Mr.	Roland	Woll
Mr.	Dirk	Kastenhofer
Mr.	Klaus	Pauluschke
Mr.	Christoph	Rauch
Ms.	Simona	Steppich
Mr.	Robert	Knestele
Mr.	Sunny	Kalsi
	tbc	tbc
Ms.	Marianna	Vamos
Ms.	Katrin	Witzke
Mr.	Alberto	Garcia Morales
Mrs.	Yesim	Garcia Morales
Mr.	Olivier	Raue
Ms.	Anja	Homann
Mr.	Bernd	Keil
Mr.	Robert	Schildger
Mr.	Thomas	Englbauer
		3
Mr.	Claus	Pohl
Mr.	Andreas	Loibl
Mr.	Matthias	Beyer
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Mr.	Norbert	Kastl
Mr.	Thomas	Kieweg
Mr.	Robert	Wimmer
Mr.	Ulrich	Kasimir
Mr.	Roland	Kreitmayr
Mr.	Ulrich	Manten
Ms.	Manuela	Natzke
Mr.	Karsten	Wilhelmi
Mr.	Olaf	Bosse
Mr.	Yildirim	Kayisi
Mr.	Michael	Jones
Mr.	Marco	Hardtmann
Mr.	Ralf	Hermanns

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Title Name Mr. Abdul Ghani

Mr. Richard Mr. Juan Carlos

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Ms. Marzena

Mr. Mohamad





Dib

Zawadzka-Szulc



































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IELA PARTNERING EVENT PARTICIPANTS

	Name	Full Name
Mr.	Thomas	Wirz
Mr.	Tom	Huang
Ms.	Allison	Yang
Ms.	Jasmine	Yang
Mr.	Hasnai	Kongkaew
Mr.	Nuttacom	Rungrassamee
Mr.	Tongchai	Chiochan
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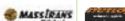


















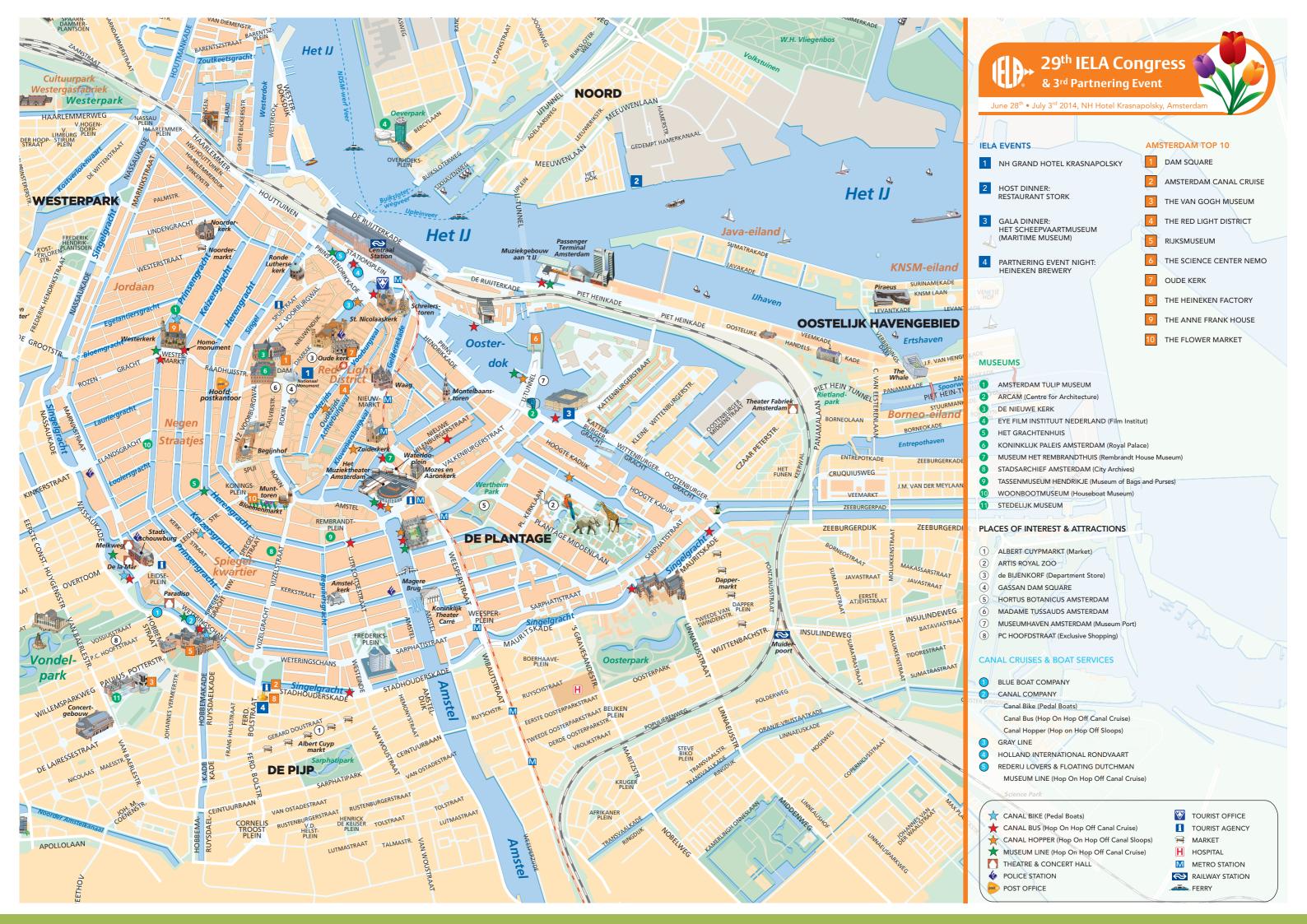












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2013 CEIR Index Results Released

Exhibition Industry Growth Continues and Acceleration Predicted in 2014

DALLAS, 31 March 2014 - The Center for Exhibition Industry Research (CEIR) President & CEO Brian Casey, CEM reported the findings of the CEIR Index Report during a session at the Society of Independent Show Organizers CEO Summit. The CEIR Index analyzes the 2013 exhibition industry and provides a future outlook for the next three years. As an objective measure of the annual performance of the exhibition industry, the CEIR Index analyses year-over-year changes in four key metrics to determine overall performance: Net Square Feet of Exhibit Space Sold; Professional Attendance; Number of Exhibiting Companies; and Gross Revenue.

For 2013, the industry showed overall growth of 1.09 percent and was in line with its economists' forecast for the year. The outlook for growth in 2014 is projected to accelerate and continue through 2016.

"Even though 2013 only showed incremental growth, there was positive movement across a majority of the sectors and there was growth in all metrics," said CEIR Economist Allen Shaw, Ph.D., Chief Economist for Global Economic Consulting Associates, Inc. "Each metric measured by the Index saw positive growth in 2013. Net Square Feet (NSF) grew 0.8%, the number of Exhibitors increased 0.5%, the number of Attendees increased 2.0%, and Real Revenues grew 0.9%. Of these metrics, the number of attendees finally exceeded the previous peak in 2007, which is great news since it is a leading indicator of the exhibition industry."

CEIR Chairman **Dennis Slater** said, "The economy and the exhibition industry are both recovering and showing signs of slow but steady growth. From first-hand experience, I know the construction industry was hit hard during the recession, but from the results of our major event, CONEXPO-CON/AGG, I believe we are on the path to recovery. The trusted index data produced by CEIR will continue to be the source we need and depend on for the overall health of the exhibition industry."



UFI puts the Global Exhibition Industry Statistics Report on the table

The worldwide exhibition association UFI has a new edition of Global Exhibition Industry Statistics Report out. The report provides data and trends to the exhibition markets by regions and industries available, according to the study the rented stand space has grown worldwide in the period between 2008 and 2010 by 8%, matches between 2010 and 2012 by a further 2% to 124 million m², 58% of organisers from the UFI Members recorded an average annual growth of the leased area between 2006/2007 and 2011/2012; 42% showed a decline. 13 UFI members achieve an annual leased area of over 500,000 m².

Overall worldwide there are 32.6 million m² exhibition hall capacities. The 15 largest national markets for hall capacities are USA, China, Germany, Italy, France, Spain, Netherlands, Brazil, Great Britain, Canada, Russia, Switzerland, Belgium, Turkey, and Mexico. The UFI members operate 220 event centers with an exhibition hall capacity of around 8.9 million m². <



>>The statistics are available under the following link http://ufi.org/Medias/pdf/thetra defairsector/surveys/2014_ exhibiton_industry_statistics.pdf

About CEI

CEIR serves to advance the growth, awareness and value of exhibitions and other face-to-face marketing events by producing and delivering knowledge-based research tools that enable stakeholder organizations to enhance their ability to meet current and emerging customer needs, improve their business performance and strengthen their competitive position. For additional information, visit **\rightarrow** www.ceir.org.





>> Port in Barranquilla, Colombia



▶▶ By Michael Hunter GBH Exhibition Forwarding Ltd, UK Vice Chair of Standards & Customs Working Group

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>>WHAT ARE THE KEY VENUES IN COLOMBIA?

Colombia is noted for having 5 main venues for public fair.

The most important out of these five venues is **Corferias**, (Corporacion de Ferias) which is located in Bogota and is home t most of the main fairs in Colombia such as are the Auto show, building fair, International Fair, Oil & Gas. Corferias are members of UFI, AFIDA and IAEM.

Another venue is **Plaza Mayor**, located in Medellin, a big tourist city. While the venue is relatively small, it draws just as much attention because some very significant fairs take place here

The city of Cartagena de Indias, a major tourist destination and leading commercial seaport, is also the home of two other major venues; the Centro de Convenciones Cartagena de Indias and the Hotel Americas. The Hotel Americas took it upon themselves to build a very spacious place for fairs named Centro Internacional de Convenciones y Exposiciones Las Americas, for events that are held by the hotel.

Last but not least there is the **Centro de Eventos valle del Pacifico** located in Cali Valle del Cauca. This venue is used for public and private shows, conferences, and congresses.

As well as the venues mentioned above, hotels in the main cities of Bogota. Medellin and Cartagena are known to host events.

What are the major customs documents required for imports?

For imports under temporary and permanent basis you are only required to supply a combined invoice packing list, as well as the usual transport documents. Your importing agent will apply for all other necessary documents.

Is fumigation required on wooden packages?

Yes, ISPM 15 regulations apply.

Is it possible to send the goods directly to the fair ground or do they have to be stopped by Customs first? Shipments must be cleared at the port or airport of arrival prior to delivery to the venue. However, for venues within a free zone, final clearance can be performed on site.

► Is temporary importation possible?

Yes, temporary importation is possible.

Is a Customs Bond required for temporary imports and how it is arranged?

In some situations a Customs Bond is required and your customs broker and agent will advise you, depending on the procedure they use for each particular shipment.

Do permanent imports of promotional materials need to be packed and declared separately? It is not required but for your security it is recommended.

Is customs inspection (physical check) mandatory?

Yes it is, though it is not always performed. You should allow for a physical customs check at any time.

▶What is the average period required for customs clearance?

Cargo is usually cleared two working days after flight arrival.

Are sales allowed during the exhibition?

Yes sales are allowed during the fair.

▶ What are the restricted & prohibited items for permanent importation?

Some examples of restricted items for permanent importation are leather products, shoes, fabric products, alcoholic beverages and vehicles. The reason for this being that Colombia is manufacturer of some of these kinds of products, so the government protects this industry.

What are the major problems experienced with local customs authorities, if at all?

Colombian customs are very strict like the customs of other Latin-American countries, so we have to make sure all requirements are fulfilled. It is important that the weight and contents of shipments correctly match documents and the actual cargo.

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The International Exhibition Logistics Association is a worldwide trade association dedicated to enhancing the professionalism of the transportation logistics and freight handling segments of the event industry. IELA has 137 members in 49 countries...

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▶IELA MEMBERS



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▶IELA MEMBERSHIP

To assist the pro-active approach of the the IELA Secretariat, you the IELA **Members** are asked to recommend specialist event logistics providers that you know deliver a quality service.

Email the contact details of any companies that you would be prepared to sponsor for IELA membership to: membership@iela.org

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Please note that the **IELA** Secretariat has included all recent changes in contact details in the new IELA membership list available on www.iela.org

adminiela@iela.org with all amendments to your company details.

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▶ MEMBERSHIP WORKING GROUP

Dear Friends.

The Group came up with two new initiatives on how to identify and win over new potential members for IELA. The first idea was the following:

Elizabeth has recently sent out a couple of requests from members looking for agents in countries like Mauritius, Benin, Iceland or Jamaica which is good, it's membership benefit that the association helps finding agents. The thing is that all these agents are in White Spot Countries and through this process we may find new members in places where IELA hasn't been represented before.

Sandi Trotter's suggestion was to contact the individual member who put in the request and ask them several questions about the agent in this particular country. Therefore the secretariat has created a follow-up form, which is already being used now. The questions are:

Did you find an agent in the country? Did the shipment happen? Was it successful? Did they honour their quoted pricing? Were their payment terms reasonable? Would you recommend the agent

for IELA membership?

Further remarks (e.g. response time, accuracy of the information given, etc.).

The second idea, **Bernd** came up with, was to get in touch with all the Ufi members (Exhibition organisers and Venue Owners) in White Spot Countries and ask them for their logistics partners at a particular exhibition site. In case there are any positive results, then we can make contact with them and try to encourage them for example to attend the IELA Partnering Meeting as a first step.

Elizabeth and Ravi have already started working on the respective list and we will get in touch with the Ufi members shortly.

We really hope that in doing this we can identify and win over more members in White Spot Countries or at least companies which want to take part in our Partnering Event.

Since the last report in January, we have had a couple of applications underway and we are very happy to welcome 4 new members to IELA.

The new members are (in alphabetical order):

AMR Group Inc., USA Mendelssohn Commerce Event

Logistics, Canada Netlog Polska Sp. z.o.o., Poland Protrac Ltda. Fairs & Exhibitions. Colombia

At the same time, we also received three resignations:

Rock-It Cargo, USA - will no longer be a member with effect from March 31st 2014.

Sho-Air, USA – will no longer be a member with effect from September 30th, 2014.

DHL Fairs & Events, Switzerland will no longer be a member with effect from September 30th, 2014.

We also had one application in the Board of Management to vote. which was not accepted.

This means that IELA currently has 137 members and 22 affiliates.

I wish you all the best and I look forward to seeing you all soon in the wonderful city of Amsterdam. If you have some input for the group, please do not hesitate to contact one of us at any time.

Christoph Rauch ◀



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STANDARDS & CUSTOMS WORKING GROUP

Dear all!

It has been a challenge working with the deadlines pressing, but we continue to stay motivated and goal driven through the pressure. We have given a lot of effort in order to get as many answers as possible and not to extend the deadline as many times as we did last year. We are always striving to work more

As we had announced last year a new system was created to make the survey easier and faster. We were very excited about it, hoping that the new system would motivate more members to do the **Survey**. We also had the dedication of the Secretariat sending reminders and members of the **SCWG** chasing the non-respondents and asking them to take part in doing the Survey.

We are grateful and appreciate those who completed the Survey. For those members who haven't completed the questionnaire all we can say is that they missed a good opportunity to express their opinion to our members; they have not helped IELA to identify the members that are not working according to our Standards. The Survey is an important tool to identify in our own companies where we need to improve our services. It is also known by all of us that the nonrespondents cannot receive the award.

The figures in 2013 were the highest since the start of the standards surveys in 2004 with 736 filled surveys for Site Agents and 881 surveys filled for **Export**. The process of the Surveys can be seen on the chart below.

YEAR	SITE AGENTS	% GROWTH	EXPORT AGENT	% GROWTH
2004	457		381	
2005	514	12,47%	326	-14,44%
2006	527	2,53%	481	47,55%
2007	666	26,38%	689	43,24%
2008	658	-1,16%	789	15,61%
2009	516	-21,58%	644	-18,38%
2010	594	15,12%	735	14,13%
2011	668	12,45%	654	-11,00%
2012	502	-24,89%	578	-11,62%
2013	736	46,61%	881	52,42%

The numbers are positive, but I still think we could do better.

A full analysis will be shown during the next congress in Amsterdam.

Survey 2013 considered 127 members in the analysis:

>100 respondents (78,74%) >27 non-respondents (21,26%)

The non-respondents group is composed by:

>22 Non-respondents former members (22 out of 112 = 19.64%)

>5 Non-respondents new members (5 out of 15 NEW members = 33,33%)

Perhaps the new members did not feel comfortable enough to do the Survey this year, but I am confidant that they will give their precious contribution in 2014 Survey.

Survey 2012 considered 118 members in the analysis:

>105 respondents (89%)

>13 non-respondents (11%)

The average for **Site Agent** in 2013 is 5,491 while in 2012 was 5,349. There is a discrete improvement. The average for **Export Agent** in 2013 is 5,503 while in 2012 was 5,369. Again, we have another discrete improvement.

We cannot be satisfied with this increase on the average. We must keep working hard to improve our services and it is IELA's duty to contribute with tools for the members. We have the Winter Seminar for our young professionals; we have the Working Groups to discuss strategies and we have the Congress where we can exchange experiences and knowledge. We will also keep searching for new tools and actions for our members.

Before this article ends I would like to invite you to give your opinion on what you thought about the new format of the questionnaire and what we can do better for **2014 Survey**. And for those who did not complete the Survey, we are waiting for your answers next year.

Let's interact! See you in Amsterdam.

Mariane ◀

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▶ Members Moves

Under this heading, we publish internal news from our members such as appointment, change of telephone or telefax numbers, new e-mail addresses and change of contact details. Please note that the IELA Secretariat has included all recent changes in contact details in the new IELA Membership list available on www.iela.org

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▶ Members Resignation

▶ ROCK-IT CARGO FAIRS & EXHIBITIONS, USA ◀

>> IELA Collateral

The next IELA REPORT will be published in September and will be distributed as printed version to all members (10 copies) and Amsterdam delegates. Unlimited amounts are available at just CHF 3,00 each. Let us know if you would like to receive extra copies for your marketing activities.

Contact Elizabeth for details on bulk discounts and to place your order: Elizabeth@iela.org.

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June 27th ∴ July 2nd 2015 ∴ Singapore

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