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.

Rogd. 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: reid@rogersworldwideindia.com; Website: www.rogersworldwideindia.com
Branch Offices : • Mumbai • Bangalore • Hyderabad

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 in 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 Adam for their support and teamwork as they have been with me through the majority of the journey. Alan Hunter was my rock, covering off the administrative matters. I still miss him very much! Indeed 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.

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 chasing 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.

So to Amsterdam. I am thrilled that Christoph as my Vice Chairman will step 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.

See you all in Amsterdam!

Robert Moore
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, MiCo and Kimi Fiera, since 1st July 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 OOO EXPORUSTRANS, operating specialized exhibition forwarding in Moscow since 2007 from their Krasnaya Presnja office and which you may have already enjoyed their service.

New staff will join our Moscow team of Krasnaya Presnja’s main office, managing countrywide F&B 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.

Daniela and Mirjana will be at disposal for any information or requests about exhibitions at Crocus Expo.

You can reach them at the following numbers:

daniela.bergonzoni@expotrans.it
Tel. +39 318 716 1910

mirjana.giardina@expotrans.it
Tel. +39 06 650 4846

We hope to see you soon in Moscow! *

MEMBERS NEWS

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 IT industry, commerce and services, as well as 34,000 highly qualified professional visitors from Australia and around the world the event will attract 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

MEMBERS NEWS

ESI GROUP PURSUES ITS DEVELOPMENT IN LOGISTICS FOR DOMESTIC GAMES

We are pleased to announce that the French company MARTINI TRANSPORTS joined ESI Group, effective 14th April 2014.

MARTINI TRANSPORTS is well known in South East of France (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.

This new step in our 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 sqm warehouse dedicated to events).

Mr. Eric Pélissier and his colleague Mrs. Sophie Lalabert 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!

Mr. André Chauvet, Managing Director of ESI Group, will be present in Sydney Olympic Park at the 7th May 2014 at Sydney Olympic Park.

For any question on the above, please contact :

Mr. Eric Pélissier
Mr. André Chauvet
Mr. Yves Duval

MR. ERIC PÉLISSIER
MARTINI TRANSPORTS
AMIENS
FRANCE

MR. ANDRÉ CHAUDET
ESI GROUP
PRITZER
FRANCE

MR. YVES DUVALL
ESI GROUP
PRITZER
FRANCE
A BEER WITH A FRIEND

It was the year 1986 when Kran and I incorporated K.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 twin wines in Zurich formalized 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 March 1989, the ‘IELA Report’. But there was We were doing well, we didn’t need it to

secure business, and what was it called by critics - the ‘blessed’ by Ehr (blessed)
hands! We never wanted to be in freight forwarding, a fact that has been formalised IELA in 1985 and Montreux hosted the 1st General Assembly in June 1986.

Five gentlemen sipping Swiss wine in Zurich, 15th 2014, the

btg mbh and iela founder

Klaus Rauch, BTG Messe-Spedition GmbH and IELA Founder and Managing Director

K.E. Rogers India.

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 Bright subsidiary opened a second branch office in Cologne and relocated several departments. Among these 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. Having moved from our headquarters to bigger facilities comes naturally, particularly because our 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 Scudaro, Managing Director DHL Trade Fairs & Events.

The new location close to the Koelnmesse fairground provides 4,000 square meters of warehousing space. Overall 140 employees will be working in the new venue, 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.

DHL Trade Fairs & Events GmbH
Weberstraße 110
51149 Cologne
Germany

www.dhl.de

MEMBERS NEWS

MEMBERS NEWS

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 Intf 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 provision of display, promotion, trade, logistics, warehousing, guarantee, leasing, finances, tax and other professional services all goes together to form a professional international cultural trade services system.

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 course attracts customers.

1) the bonded exhibition hall

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.

2) 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 Lin
General Manager
dong.lin@gehua-btg.cn
Tel.: +61 10 8460 1258
Mobil.: +66 1380 118 8274

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.

2) bonded exhibition hall

This provides a bonded exhibition hall for cultural and art exchange, design and production of cultural products, creative high-end art exhibition and other areas of international cultural trade services.

3) the bonded cultural bonded area

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

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MEMBERS NEWS

MEMBERS NEWS
IELA OPERATIONAL SUMMIT 2016, HONG KONG

Dear Members,

“What about us?”

A question I have been hearing many times when I was advertising IELA to the backbone of our operation, to the 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, Seminar; top representatives of IELA Member Companies gather at our annual Congress, and the daily work. The people who have the experience, the knowledge, the dedication to industry peers and entertaining elements.

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, I 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 heroes 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 granted 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 releasing 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 Bratzwick

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.

For further information, please contact: hands@ielo.org
NEW MEMBERS

WELCOME TO IELA!

Introducing four new partners to the network

NEW MEMBERS

AMR GROUP INC.

4495 West Hacienda Avenue
Suite 4
NV 89118 Las Vegas
USA

General Management
T: +1 702 806365
F: +1 702 8797069
chris.ray@amrworldwide.com
www.amrworldwide.com

The Team
Mr. Chris Ray
Mrs. Jennifer Padilla
Mrs. Meredith Freeman
Mrs. Susan Ray

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
- Customs clearance
- On-site customer support
- Project Cargo

NEW MEMBERS

EKOL LOJISTIK AS

Hastahane Mahallesi Caddesi No 82
Hadinköy (Boyalık) - Anavutköy
34555 Istanbul
TURKEY

General Management
T: +90 216 564 3352
F: +90 216 564 3333
fair@ekol.com
www.ekol.com

The Team
Mr. Alpay Altıok

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 Fast 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 customer-specific 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.
WELCOME TO IELA!

MEINDELSOHN COMMERCE EVENT LOGISTICS

1400 Courtney Park Dr. E, Unit 2
Mississauga,
Ontario L5T 2W8
CANADA

General Management
T: +1 416 863 9339
F: +1 416 863 5149
apatterson@mend.com

The Team
Mr. Alan R. Patterson
Mr. Andrew Horlick
Mr. Danny MeShuri

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

About MEINDELSOHN COMMERCE EVENT LOGISTICS

Meinelssohn Commerce is a division of IECORP 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. Meinelssohn Commerce has you covered!

PROTRAC LTDA FAIRS & EXHIBITIONS

Calle 106
No. 5662 Office 703
Bogota
COLOMBIA

General Management
T: +57 312 514 1688
F: +57 312 655 4
antonio.rodriguez@protracltda.com

The Team
Mr. Antonio Rodriguez
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.

Handle goods 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 export 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.
IELA gets HIGH ON LOGISTICS: Come and get with us

What attracts people to Amsterdam? Water canals, coffee shops and Anne Frank? Maybe. But what attracts exhibition logistics freight forwarders to Amsterdam this year? IELA’s 29th Congress from June 28th to July 3rd 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 Buscher (CEVA Showfreight B.V.), Bas Wiedijk and Marc Uittenbroek (Valverde B.V.), as well as GET WPler and Bas Ovensie (Van der Helm-Hugd B.V.) are extremely excited to welcome you 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 35 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 2-3 meetings, to go live with our registered delegates on Wednesday April 30th to Tuesday June 17th. There will be 11 weeks 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 on the IELA Report. The IELA Report has a total printed coverage of 1.500 magazines. An electronic edition is also been distributed via email to organizers, 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 Reims & Events Logistics Pte Ltd (Singapore), Airways Freight Corporation, AMI Group B.V., ADVI Massive-Specialized Goods Transportation Logistics, Conglave S.A de C.V. CIB, Dazhong Freight, Bis Logistics AG, BDP Shipping MCO, Kemp.Showfreight, Daptext S.A., BDP International MCO, Publishers Show & Events MCO Ltd, GIN Exhibition Management Ltd, MCA, Netherlands, Inter Logistics Ltd, EMJAE Co. Ltd, Mars Logistics, Masstrans Freight MCO, Wiedijk Logistics Group, Direct Marine Unit Pte. Ltd, Allied Group, West India Logistiek B.V., B.L. Engles Indus Pvt. Ltd, Sammut Messologiaktis S.A., WTG V.O.F, Valverde B.V., Ventana Sema Shows & Events and Zieler GmbH 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 3rd, 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 Elisabeth Niehaus at Elisabeth@iel.org
Tel. 041 41 661 1718 - www.iel.org
Dear members, welcome to The Netherlands!

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

The Netherlands is.....

A small country between Germany, Belgium and the North Sea.
A small country with a huge logistical history.
A small country with many people and different cultures.
A small country with huge possibilities and even more solutions.

We have one of the biggest harbors in the world, one of the bigger airports of Europe.
And we have Amsterdam, a city which never sleeps and with a huge international atmosphere.
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

Welcome to Amsterdam!

Welcome to our beautiful and fascinating city of Amsterdam. Amsterdam has always been open for new ideas and throughout the history it has dared to look beyond borders, just like we will do at the 29th IELA Congress!

Amsterdam has a history of creating wealth through global trade. In the 1600s, ships from the city sailed all over the world’s continents and formed the basis of a worldwide trading 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
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

> By bus
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 23:00.

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.

> By Taxi
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.

- Distance: 16.52 km | Duration: 21 min
- Estimated Taxi Fare: first 2.000 meters EUR 7.50
- 14.92 km x EUR 2.20 per km EUR 31.96
- Total EUR 39.46

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

> Travel to Amsterdam by car
The NH Grand Hotel Krasnapolsky has a gardened 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 often various Park & Ride places. These are parks 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 Park & Ride car parks costs only EUR 8.00 per 24 hours.

For further information concerning Park & Ride car parks please have a look at http://www.amsterdam.nl/en/directory.html?cat=GettingAound&parking=other&node=.

2014 CONGRESS SPONSORS

29th | ELA Congress & 3rd Partnering Event

Saturday, June 28th
12:00-20:00 Congress Registration (Breakfast buffet/Hotel entrance)
17:00-19:00 Induction Meeting by Bob Moore, ELA Chairman
(Walmer Room II, Ground Floor)
18:00-20:00 Introduction to Past-Time Participants & New Members
Networking (NH Partners Reception, Ground Floor)
19:00-21:00 Welcome Cocktail (NH Congress, Winter Garden, Ground Floor)

Items Code: David Arwood

Sunday, June 29th
07:00-08:00 Breakfast for delegates & companions staying at NH Grand Hotel Krasnapolsky (Volmer Room I+II, Ground Floor)
08:00-08:30 Registration to the General Assembly (Conference Decks, Ground Floor)
08:30-09:00 Welcome & Roll Call (Grand Ballroom, Ground Floor)
09:00-10:00 General Assembly (Grand Ballroom, Ground Floor)
10:00-10:30 Coffee Break (Walmer Room II+II, Ground Floor)
10:30-12:00 Working Group Sessions (Grand Ballroom, Ground Floor)
12:00-13:30 Lunch (St. John’s Room III, Ground Floor)
13:30-15:30 Formal Networking Sessions Part 1 of 2 Slots
- (Grand Ballroom and Winter Garden, Ground Floor)
15:30-16:00 Coffee Break (Walmer Room III+II, Ground Floor)
16:00-18:00 Formal Networking Sessions Part 2 of 2 Slots
- (Grand Ballroom and Winter Garden, Ground Floor)
18:15-19:15 Break for delegates & companions staying at NH Grand Hotel Krasnapolsky
19:15-19:30 Boat Departure to Host Dinner
19:45-23:00 Host Dinner (Restaurant Stad)
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’s 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 on hot unanswerable 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 111 participants from 112 companies are going to attend the 29th IELA Congress event. Not only the increasing numbers of participants but also the demand for strengthened cooperation between IELA and logistics providers show that the exhibition industry needs closer encouragements to guarantee innovative professional solutions and enhanced customer orientation. If we want to deliver a total experience at exhibitions, we need to complement each other.

IELA’s campaign “Building the Bridge” started with the new column the Organiser’s Corner in the IELA Report No. 72. IELA members were requested which questions they would ask 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 at the organiser’s vendor, rather than their partner. Do you agree with that? 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 show? Also, what would you believe will be the evolving role of an onsite handling & logistics solution provider in future?
4 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 are the specific areas where you would like IELA and its members to focus on this issue?

Now we want to have a live open dialogue based on the Organiser’s corner. IELA’s HIGH ON LOGISTICS forum 2014 will offer the possibility to work out new questions. Have your say and send your suggestions until Friday, May 30th to ielainfo@iel.org.

IELA is very pleased to confirm the participation of the following BENELUX key players to this year’s IELA 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 RAJ), among others.

The IELA HIGH ON LOGISTICS Forum will take place during IELA’s 29th Congress on June 30th 2014 from 14:00 to 16:00 at the NH Grand Hotel Krasnapolsky in Amsterdam.

For more information please contact Elizabeth Niehaus at Elizabeth@iel.org
Tel. 441 41 66 1718 – www.iel.org

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

Confirm key note speakers

Cornelien Baijens
Managing Director in the Netherlands and Belgium

Peter Willem Burgmans
MCI

Martin van Nierop
RAI
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 2nd 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 transport from the course to the hotel will depart at 16:00pm so that you will be back in the hotel at 17:00pm at the latest.

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 EYPNSTRANS LLC.

Who will be the successor of the 2013 Champion Mr. Arnaud Chaumet (E.SI Group) and of the 2013 Champion Mr. Ray Sharma (B.F. Rogers India WorldSales). 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 koren” (first recorded in the 14th century) required a ball to hit it 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 host one of the best golf courses in the world. There is no closer or more intimate way to see a city and feel the culture than through the canals, Skinny Bridge, the flower market, and yes, the red light district.

Hope to see you there!

Brad Watson

IELA ROAD RUNNER COMMUNITY

Where: Front Entrance of NH Grand Hotel Krasnapolsky
When: June 29th at 18:15

IELA ROAD RUNNER is kindly sponsored by Airways Freight Corp., USA

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

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 streets 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 starts 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: Modeleine@iel.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.golfbaanaarderbos.nl

The 2014 IELA Golf Open is kindly sponsored by EYPNSTRANS LLC

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Golf in the Netherlands is not new, in fact the game “het koren” (first recorded in the 14th century) required a ball to hit it 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.

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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 mail@iel.org.

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<td>Mr. Jatin Bharadwaj</td>
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<td>Mr. Vicki Bedi</td>
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<td>OBIT Storage &amp;  Moving Ltd.</td>
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<td>Mr. Claus Hoelzer</td>
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**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 Majestic 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.

**Programme Schedule:**

- **Sunday 29th June**
  - 09:30 - 12:00 Private boat ride through the beautiful Amsterdam Canals
  - 12:00 - 16:00 High tea workshop (including lunch)

- **Monday 30th June**
  - 09:30 - 12:00 Private tour with Guide through the Majestic Rijksmuseum
  - 12:00 - 16:00 Lunch and shopping in “Nine Streets”

**A TOUCH of DUTCH**

*The IBA 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 *Big Dancing Workshop*, where guests will be taught step by step the traditional Dutch way of dancing. Make the experience complete by wearing the traditional Dutch clothing and accessories! Everyone will be laughing when they have the chance to show off their dancing skills in clogs.

If dancing isn’t your thing, then maybe you are better with games. *Dutch Farmhouse Games* will take place on the meadow. To name a few of the activities: you de farmers, the line wheelbarrow run, cog 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, barn woman is looking for a farm man, goal shooting, horse-shoe throwing, water balance and a lot more of those 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 on the classic golf game but with a difference. “The green” is a vast barnyard, 9 holes determine the route through the landscape. Who finishes the 9 holes in the least amount of fits, 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*
I am looking forward to our Networking Event this year. I have been to many other such events over the years and can say without a doubt that we know how to do it right!

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 the list of our (your) IELA partners. It is a forum to discover new business possibilities, rekindle 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 you might find helpful:

- Be on time; make sure you know your schedule. If you have to cancel or 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 you don’t share a common language
- 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 business opportunities
- Look for an identifying quality about the individual or their company that you are meeting with. Meeting seventeen people in one day can sure 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 relationships.

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 Potter

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

Contact Details
E. strotter@twigroup.com
3rd IEA PARTNERING EVENT PROGRAMME

**Tuesday, July 1st**

15:00-20:00  
**Event Registration** (Reception/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**  
(Grand Ballroom, Ground Floor)

08:30-08:45  
**Welcome** (Grand Ballroom, Ground Floor)

08:45-10:45  
**Informal Networking Sessions Part 1 – 6**  
(Grand Ballroom, Volmer Room I+II and Winter Garden, Ground Floor)

10:45-11:15  
**Coffee Break** (St. John’s Room I+II, Ground Floor)

11:15-13:15  
**Informal Networking Sessions Part 2 – 6**  
(Grand Ballroom, Volmer Room I+II and Winter Garden, Ground Floor)

13:15-14:15  
**Lunch** (St. John’s Room I+II, Ground Floor)

14:15-16:15  
**Informal Networking Sessions Part 3 – 6**  
(Grand Ballroom, Volmer Room I+II and Winter Garden, Ground Floor)

16:15-16:45  
**Coffee Break** (St. John’s Room I+II, Ground Floor)

16:45-17:45  
**Informal Networking Sessions Part 4 – 3**  
(Grand Ballroom, Volmer Room I+II 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 IEA Golf Tournament**

09:00-16:00  
**IEA Golf Tournament** (Golfbaan Noordibos)

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**

With more than 50 major international conventions and 70 trade fairs and exhibitions each year, Amsterdam RAI is one of Europe’s foremost venues for major international events.

Apart from the 23 conference and meeting rooms, 11 exhibition halls, 7 restaurants and 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 (2011: 16,453 and 2010: 15,688). The RAI was in use for international events on 265 days.

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.

---

**GREAT SHOW. STRONG CREW.**

When your show starts, we have already finished. With the full range of freight transportation services we deliver your exhibition goods and event equipment around the globe. At the right time, at the right place, and at competitive rates.

No matter whether it’s big and bulky or small and sensitive, Challenge is now.

sales.hie180.nl
AMSTERDAM 3rd PARTNERING EVENT

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

IELA PARTNERING EVENT PARTICIPANTS

<table>
<thead>
<tr>
<th>Title Name</th>
<th>Full Name</th>
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<tr>
<td>Mr. Mounir</td>
<td>Robai</td>
<td>TRANSFER FORAM MOUNIR / PETROBAN Branch</td>
<td>Algeria</td>
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<tr>
<td>Ms. Laura</td>
<td>Anchaya</td>
<td>Agility Ball and Events Pte. Ltd.</td>
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<td>Mr. Robert</td>
<td>Moore</td>
<td>Schenker &amp; Co. AG</td>
<td>Australia</td>
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<td>Mr. Henri</td>
<td>Novakovic</td>
<td>Cambrian Freight Services LLC</td>
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<td>Mr. Pieter</td>
<td>Franken</td>
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<td>Mr. Jean-Marc</td>
<td>Salmon</td>
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<td>Mrs. Mariane</td>
<td>Ewebank</td>
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<td>Mr. Claudio</td>
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<td>Mr. Fabio</td>
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<td>Ms. Claudia</td>
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2014 PARTNERING EVENT SPONSORS

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<th>Title Name</th>
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<tr>
<td>Mr. Michael Jones</td>
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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 CEIR 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 analyzes 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 metrics 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 Spahler 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, COMPASS: CAGE. I believe we are on the path to recovery. The positive index data produced by CEIR will continue to be the source we need and depend on for the overall health of the exhibition industry."

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 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 organizers 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 510,000 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, Nethelands, Brazil, Great British, 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.

UFI puts the Global Exhibition Industry Statistics Report on the table

Colombia is noted for having 5 main venues for public fairs and exhibitions.

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

Another venue in: 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 home to 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 Los Americas, for events that are held by the hotel.

Last but not least there is the Centro de Convenciones del Palacio 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.

About CEIR
CEIR strives 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 stakeholders 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 www.ceir.org.

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To assist the pro-active approach of the the IELA Secretariat, you the IELA members asked to recommend specialist event logistics providers that you currently have 137.IELA members from 49 companies 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.

IELA currently has 137 countries and 22 affiliates.

IELA MEMBERS

IELA MEMBERS

Registered Office – IELA International Exhibition Logistics Association 4, rue Charles Bonnet, P.O. Box 399, 1211 Geneva 12, Switzerland / adminiela@iela.org

VAT registration number: CHE-100.318.856

IELA MEMBERS REPO RT

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Email adminiela@iela.org with all amendments to your company details.
Dear Friends,

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

**Non-respondents (21.26%)** – will no longer be a member with effect from March 31st 2014.

**Non-respondents former**

The second idea, **Benefit** 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.

**Benefit and Ray** 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**
- **Mende BMWcarahun Event**

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

LOGISTICS, Canada

- **NeilBox Hokkaido Sp. 1966, Poland**
- **Protrak Ltd, USA, Fairs & Exhibitions, Colombia**

At the same time, we also received three resignations:

- **Rock & Cargo, USA** – will no longer be a member with effect from March 31st 2014.
- **Shoe-ah, USA** – will no longer be a member with effect from September 30th, 2014.
- **ICM, Paris & 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**

**STANDARDS & CUSTOMS WORKING GROUP**

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 efficiently.

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 non-respondents 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 the Agents and 881 surveys filled for Expert. The process of the Surveys can be seen on the chart below.

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:

- 150 respondents (78.74%)
- 27 non-respondents (11.26%)

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 confident 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 the Agent in 2013 is $5,491 while in 2012 was $3,499. There is a discrete improvement. The average for Expert Agent in 2013 is $5,503 while in 2012 was $5,269. 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.

Marianne
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.

Agility Logistics GmbH & Co.
B Eichstr. Germany
New address: Ludwig-Erdard-Anlage 1
60327 Frankfurt
T: +49 69 976714 210
F: +49 69 976714 298
RicMielke@agilitylogistics.com

MASPLOLD Logistics B.V.
New Telephone: +31 1263 7851

BD Logistics B.V.
New E-mail: sanjeev@redlogistics.net

New Members

AAI GROUP, INC., USA
EUROLOGISTIK MV, TURKEY
MERRIONSHAVING COMMERCIAL LOGISTICS, CANADA
NIELO POLSKA Sp. Z. O.O., POLAND
PRBAIC IELA, MAA & EXHIBITIONS, COLOMBIA

Members Resignation

ROCK-STAR CARGO DUBAI & 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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4th IELA Partnering Event, June 30th – July 2nd 2015

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